NAPA VALLEY COLLEGE

TECHNOLOGY COMMITTEE MEETING

Minutes

May 7, 2021

https://napavalley-edu.zoom.us/j/99311775768?pwd=b1hLYlVSRnh5TkgrNTZjRUcxK1ZhQT09

10:00am – 11:30am

1.0 Call to Order

Start Time: 10:01am

Present: Maria Biddenback, Eric Houck, Stan Hitchcock, Melinda Tran, Brandon Tofanelli, Regina Orozco, Jose Sanchez, Brian Lym, Patti Morgan, Ryan Poorman and Christine Pruitt.

2.0 Introduction of Guests

Ryan Poorman and Christine Pruitt were guests.

3.0 Adoption of Agenda

3.1 May 7, 2021

Approval motioned by Maria Biddenback and seconded by Stan Hitchcock

4.0 Approval of Minutes

4.1 April 23, 2021

Approval motioned by Maria seconded by Regina

5.0 Public Comments/Announcements

Stan thanked Jose, Daniel and Karen for fixing his account issue last week. Maria Biddenback gave Sheree acknowledgment for assisting students and learned that peer counseling experience was very helpful. Maria also let the Committee know that “Nurses week” is May 6 through May 12. Members suggested letting Ali Shull know so it can be listed on social media and be put on the web page.

6.0 Discussion Items

6.1 Faculty/Staff Survey instruments

The Committee has been working on the survey for the last month or so. We have not received feedback from the Research, Planning and Institutional Effectiveness (RPIE) Office. Members feel it is not worth it to conduct a survey by the end of the semester but holding off until fall will give the Committee the ability to hit the ground running when everyone returns. Maria asked if the plan was to send them out at the start of the semester. Eric explained that typically, the Committee’s first meeting is near the end of the first month of the semester. Members will meet first, and then distribute the survey after. This places survey distribution near September. Members agreed that feedback would not be adequate if sent out on the first day of classes.

Maria asked if we considered having a face-to-face visit with RPIE in order to get a response. Eric had an initial phone call with RPIE but has not forced a response on survey feedback. Eric wanted to jump to the action item for the surveys.

6.2 2020 ECAR Student survey results

Eric shared the raw results from the ECAR survey that was conducted in 2020 for the Committee to review. Eric recognized that this was done mid-Covid as people were transitioning to remote learning and that some responses are relative to that. Almost 500 student responses were gathered from these surveys. Eric walked through the initial raw data with members. RPIE is currently working on a better presentation for the campus. The Educause survey breaks up into multiple sections.

The first section was on campus technology and asked participants to describe their technology experience. Around 56 percent of students said good or excellent, while fair and poor percentages ranged around 25%. From this survey, we also learn that most students use one or two devices for their schooling, while some are using 4-5 devices. Eric noted that by participating in the Educause survey, we can also cross-reference ourselves with other institutions in order to see how we compare. The next question asks what devices are connected to campus Wi-Fi. A lot more Smartphones are connected to Campus Wi-Fi rather than laptops and other mobile devices. Jose noted that it speaks a lot to the usage. Ryan asked if there was any way to follow up with those responses, through the next question. Eric explained that they do this in some sections but is not sure if it was followed for this question in particular.

The next section focuses on student learning. One of the most telling things here was the question around what type of learning environment is preferred. Both face-to-face and hybrid environments are preferred. Jose suggested doing a follow up to these questions to see if the preference has changed since 2020. Maria asked if there was a breakdown to see where students come from. Eric explained that the national comparisons are not in the current document and that it only lists Napa Valley College students. RPIE is also working on the national results so they can be presented to the campus. Section 2.4 also asks how tech is utilized in the classroom. not a lot of instructors encourage students to use their own technology but technology is used in the classroom to enhance learning. Members said it would be interesting to do a national or two-year college comparison about this section. Maria added that students' funding is something to consider because some classes/programs require reading the textbook and sometimes they can only afford the online version. This locks them into having their phone/tablet accessing the book over a Wi-Fi connection.

Brian noted that this would be rich information to share with the Distance Education Team. Eric wants to get the information formalized before sharing with other parties. This is what RPIE is assisting the Committee with. Ryan asked what the participation percentage was. There were answers from around 500 students, while the overall population was between 5000-6000 students. The survey was only sent to those enrolled in the spring 2020 semester. Melinda asked if this was before or during "Covid". Some schools start surveying in January, but overall it runs through June. For us, this survey happened in May of 2020 during "Covid" for us. Melinda noted that it would be interesting to further clarify. Face-to-Face classes were being taught online rather than in person. It would be good to send this survey out again to see if there has been any change. Melinda also noted that it would be good to have a similar survey for Student Services. Members discussed the need of getting responses to surveys and realized that overall this survey got a low number of responses. Jose explained that these responses say we need to do a better job at communicating with our students. Ryan suggested sending the survey out on a semester-basis to get more participation. Jose added that there was no way we can make it mandatory. Brian suggested having incentives like Amazon cards etc. Members discussed having questions that ask if participants are aware of the resources and programs they can use. Eric will double check to see if the answers N/A or none were required questions and incorporated into these charts. Maria asked if the survey specified demographic data for students and their time at NVC. In that, Eric shared that students were asked to self-identify their status, such as freshman, sophomore etc., but responses were all over the board. Members suggesting asking Faculty to give students time at the beginning of the course to participate in said survey. Lastly, the survey will change because of the new services that are now offered. The "nudges" are getting good feedback.

The next section focuses on personal data and privacy, which is a growing topic within technology. Questions discussed how personal data is being used in various capacities. Jose noted that there is a major drive to engage through social media which impacts the importance of this topic. Institutionally we are relying on data much more than direct social contact and we want to be aware of that so we can let students know we are not going against their data. We are finding this helpful so we need to change how we think about the survey. Eric added that institutionally this has not been wrestled with yet. Next is more of a breakdown of theoretical scenarios of how student data is being used within and institution. Jose noted that it would be important to share this information with both Student Affairs and the Marketing team. From the survey, we learned that most students do not know how or why the institution uses their data. Members discussed that students would not prioritize responding to surveys without knowing how the information is being used. The Committee reviewed the results that show how students prefer to get campus messages. The result was around 50/50. Maria noted that some may have limited text messages and might not be willing to pay.

Next the Committee reviewed more of the survey. Members realized that it would be good for Instructional Support in order to help them come up with various trainings and resources to provide. Eric will try to get the general survey results finalized to share them with the various Committees but wanted to share the raw data with members prior to sending it out. Stan asked if the Office of Research, Planning and Institutional Effectiveness would distribute it. Eric noted that he is working with them to develop the final product. Jose added that he likes the idea of gathering in house data. Members also agreed. Brian suggested releasing the raw data to various groups and gather feedback that could help shape the final version. This would allow various units to review for a month or so and provide feedback about what they are specifically interested in reviewing further. Eric explained that the analysis is not there yet but would like to get information out now instead of at the end of the semester. Maria asked to add this to the agenda for next week so the Committee can further discuss next steps. Ryan suggested that the data would be useful to the Educational Technology Committee (ETC) as well. Eric asked Stan to share our discussion with May and the ETC.

6.3 Active Projects

Eric put a summary together that included updates from the last few weeks. An outage occurred on the evening of April 23. A failed certificate caused the inability to access the ADFS server. It broke single sign-on (SSO) connections for both Office 365 and Canvas among others. The IT team worked on Saturday to fix the server and ended up at a place where the recommendation became rebuild the server from scratch. The migration to Azure account authentication was escalated to bring everything back up online and access was restored that Sunday. Over the course of the following week, Welcome Center and IT worked with students to make sure account issues were resolved. Later a broader solution was implemented to resolve the account issues on the backend. There were further issues caused by staff that had name changes in the past. After Canvas and Office 365 were resolved, other SSO services were restored. Barnes and Noble is set to be taken care of today as well.

Eric asked for questions. Brian asked if these changes could have happened after classes ended. Eric explained that the hardware issue on Friday caused the early migration and that it was originally scheduled for the following week for O365 and Canvas with a plan to migrate the remaining SSO connections after finals and throughout the summer. One positive from this issue is that the "Error: 404 This page cannot be displayed" has finally gone away and it seems a lot smoother now. Christine Pruitt asked if the migration is complete and if there is anything that is not cloud based that can cause potential problems. There are three services that remain on premise, however they have no direct student impact. Christine suggested that it might help to communicate what is going on with a quarterly newsletter. Perhaps creating a communications plan would be beneficial and help deter negative reactions. She explained what really got her agitated was having different communications from different offices. Eric noted that communications with incidents like this are always hard. IT thought everything in Canvas was fixed, but there were still a portion of student accounts that had issues. Ryan commented, "The transition to cloud based services should ensure that those types of systems don't experience impacts like that in the future…" Maria motioned to extend the meeting time by five minutes. Stan seconded the motion.

6.4 Committee Reports

- Colleague Core/Student Planning Steering (Jose)

  No report.

- Educational Technology Committee (May)

  No report.

7.0 Action Items

7.1 Faculty/Staff Survey instruments

Approval motioned by Stan Hitchcock and seconded by Maria Biddenback.

8.0 Next Meeting

Friday, May 21, 2021 (10am-11:30am)

9.0 Adjournment

End time: 11:35am

Motioned by Maria Biddenback and second by Stan Hitchcock.

__Distribution__

Eric Houck – Co-Chair
Stanley Hitchcock – Co-Chair
Maria Biddenback
May Jong
Regina Orzco
Melinda Tran
Jose Sanchez
Brandon Tofanelli
Brian Lym
Patti Morgan
Vacant – ASNVC rep

__Agenda & Minutes Only__

Eileene Tejada
Martin Shoemaker
Robert Harris
Amber Wade
Dr. Ronald Kraft
Robert Parker

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ASNVC Office
Classified Lounge
Faculty Lounge