Community College of Philadelphia

TECHNOLOGY COORDINATING COMMITTEE MINUTES

MEMBERS: Rikki Bardzik, Latoya Bond, William Bromley, Cory Budden, Pam Carter, Sonny Chang, En Davis, Susan Hauck, Marsia Henley, Beth Hicks, Allan Kobernick, James Landers, Gim Lim, Calion Lockridge, Fran Lukacik, Roger Miller, Will Miller, Sean Morris, Mavis Pogue, Eric Shannon, Yusefa Smith, Vijay Sonty, Jason Stein, Kelvin Veale, Chris Wieman, James Zelenak

ATTENDEES: Rikki Bardzik, Pam Carter, Sonny Chang, Susan Hauck, Marsia Henley, Beth Hicks, Allan Kobernick, Calion Lockridge, Fran Lukacik, Roger Miller, Mavis Pogue, Eric Shannon, Yusefa Smith, Vijay Sonty, Jason Stein

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Agenda: 4.21.2021 | 2:33p | Zoom Meeting

I. Call to Order
   a. Meeting was called to order by Pam Carter at 2:33pm
   b. Attendance was taken

II. Approval of March 17, 2021 Minutes
   a. Review of the minutes and there were no changes.
   b. Motion to accept minutes as is – 1st Mavis Pogue 2nd Allan Kobernick. The minutes were approved with one abstention from Yusefa Smith

III. Old Business
   a. An update of Memorandum No. 14 Standards for Distance Education Courses.
      i. Pam indicated there was going to be a name change to the policy. There was extensive policy discussion at the last meeting. The goal for this meeting was to finalize the draft to obtain additional feedback and then send to IWC for the May meeting.
      ii. Sue provided an update:
         a. Sue and her team met on Monday 4/19 to review the feedback received from the AASSC.
         b. Sue reported that another course classification has been added to the list. A course will have an online synchronous component and an in-class hybrid component. Currently referred to as hybrid synchronous, but the name has not been finalized.
         c. Sue stated that her team did not come to agreement regarding online proctoring. Some felt that the current tool, Respondus, is not adequate. Sue has looked into Pearson MyLab proctoring tool, but faculty have not had adequate time to test this different platform.

d. Yusefa expressed that proctoring is very individual to each department. For some departments proctoring may not be that important, but in Math proctoring is essential to the integrity of the course. Yusefa surveyed Montgomery County College, Bucks County Community College and Harrisburg Area Community College all three Community College require in person proctoring for exams.

Yusefa continued that even with Respondus students are able to be dishonest as they can use their cell phones off camera to determine the answer. Websites provide the student with all the steps needed to solve the problem. The Department then spends hours interviewing and investigating the recordings of the students taking the exam.

Yusefa also indicated that the previous Pearson product did not work; there is new version of the product but it has not been tested by the Department. The earliest testing can happen would be summer.

Yusefa explained that Respondus is not adequate. Yusefa uses a combination of Respondus and Zoom, but receives many student complaints that proctoring is very distracting. Also, there is often many problems with technology and multiple other distractions, such as noise /talking that interferes with the student taking the exam. Yusefa stated that this method has reduced cheating, but dishonesty continues. Math aps are very sophisticated and easily support student dishonesty. Student dishonesty has been verified by many math faculty.

iii. Next Steps Memorandum 14
   a. Sue requests more time to address these issues.
   b. Pam feels that the revision of the memorandum may need to be rolled over to next year. Pam acknowledged Yusefa's concerns and reported that she spoke to the Dean of Math, Science, and Health Careers. The Dean spoke to the Math Department Head and reported that it was not a problem. We need to come up with a viable solution to proctoring before finalizing the policy.
   c. Eric said that we should look into how abundant the cheating is, and feels we need data before making a policy change.
   d. As an example, Yusefa indicated that when the College first moved to online, she confidently was able to identify half the students not being honest. There was much pressure by administration as all the cases need to be investigated. Much evidence is needed before you can accuse someone of being dishonest, thus it is difficult to obtain quantifiable data.
   e. Pam feels that we may need to do a more thorough investigation and assessment of how many faculty are concerned about cheating online versus statistical data. Therefore, based on the proctoring software and finalization of the new course category name, she proposed moving this agenda item to next year.
   f. Allen commented that the policy may need to have various requirements. In some situations, the work is a critical requirement and in other situations it is the answer that is the critical requirement.

       g. Pam proposed to move the completion of the policy to the next academic year. A vote was taken on tabling the policy and allow time to gather information. The majority of the committee voted to table the policy and return to it next academic year with more information.

b. Technology Plan Status

    i. Pam reported that the Technology Plan was sent to Shannon Rooney, VP of Enrollment Management and Strategic Communication, Sam Hirsh, VP of Academic and Student Success and Jacob Eapen, VP of Business and Finance. All had complimentary feedback on the Committee's thorough and thoughtful work. Shannon had a few recommendations that Pam reviewed.

        a. Under Self Service Portals and Dashboards--indicate available to the public as there are other internal dashboards that are not available to the public.

        b. Add an action item to the technology goal one. The item is:

           (1) Research and implement re-launch of the College website to improve stakeholder communications and ultimately enhance the student experience.

        c. Shannon had other questions regarding data governance that Pam addressed not related to the TCC.

    ii. Pam asked the committee about the proposed changes.

        a. Vijay felt the changes were good and should be accepted.

        b. Beth and Mavis also felt the changes were good.

        c. The committee agreed to the changes.

    x. Next Steps

        1. Post the document for the College at large to comment.

        2. Pam obtained the necessary steps to post the document for the College community. The document will be posted soon to obtain feedback to discuss at the next TCC meeting.

        3. Pam stated that past Technology Plans have not gone to the IWC. The committee has been asked to do a presentation to the cabinet and to the Business Affairs Committee of the Board of Trusties which includes the President.

        4. Vijay pointed out another notation on the document that needed to be addressed. He recommended changing the notation to teaching / learning.

        5. Allen commented about bypassing the governance committee and to look into this practice a little further. The TCC is a governance committee and the protocol is that documents from governance committees go to the IWC. He felt that the Committee needs to be in compliance with the procedures.

        6. Pam indicated that policy documents go to IWC and that this is a plan. Past technology plans have not gone to the IWC.

        7. Allen stated that past plans came from a department versus this plan is coming from a committee. He reinforced it is important that this committee is in compliance with the protocols and procedures.

8. Pam will look into this, speak to General Council, and report at the May meeting.

IV. New Business

    a. Vijay did a presentation called "Technology Plan supporting Tomorrow, Today"

    b. The presentation covered IT's projects identified to support the Technology Plan.

        i. Vijay proposed a 5-year project line with the goal to provide a personalized and customized experience for a student from recruiting to post graduation.

        ii. Vijay presented the technology trends with a case about a student who enjoyed her experience at a science fair. Statements from the plan:

            a. "The plan begins with a brief background of Higher Education business trends and technology trends that are crucial for meeting the strategic, operational, teaching/learning, and relational demands of the College while creating a transformative student experience, fostering a collaborative workspace, and enabling innovation, sustainability and growth."

            b. "The plan focuses on delivering the results related to increasing enrollment, improving graduation rates, propelling institutional planning, identifying and intervening with at-risk students, tracking all types of academic milestones, streamlining curriculum management, and providing a personalized student experience from recruitment to post-graduate engagement."

        iii. Vijay indicated the plan is tied to the Colleges Strategic Goals and the Six Pillars.

            a. The plan makes investments to improve student, faculty and staff experiences and organizational efficiency which result in student retention and recruiting

            b. A three phased approached starts with foundation that is made up of infrastructure, security, and data, then applications and transformation. This will reinvent CCP.

            c. He laid out the projects for the next 5 years, the effort, and the time line for the years to complete.

            d. Vijay mentioned that as students, staff and faculty visit the website they will leave digital dust and can be analyzed. This information will tie the systems together for a better experience. Data lake will be able to take data from Canvas, Banner, the Website, Starfish, and Recruit and allow analysis of all this data.

V. Adjournment, 3:40 pm 1ST Mavis and 2ND Sue.