

ONLINE EDUCATION INITIATIVE (OEI)
OEI TASK FORCE “DRAFT” RECOMMENDATION
APRIL 29, 2016

SECTION 1 - OVERALL RECOMMENDATIONS FROM OEI TASK FORCE

Introduction

The Online Education Initiative (OEI) is a collaborative effort among California Community Colleges to increase student success and completion by working together to increase access to quality online courses and support services for students. The goal of the OEI is to ensure that more students obtain certificates, degrees, and transfers to four-year colleges in a timely manner. Special attention is given to support services that are tailored to diverse needs of community college students.

CLPCCD formed an OEI Task Force to explore, investigate, and research the OEI and make a recommendation to the Chancellor about which aspects of the OEI – if any - are appropriate for CLPCCD participation. The OEI Task Force was to review the OEI Course Exchange and the Canvas Course Management System (CMS) as well as the other software tools available such as NetTutor for tutoring and Readiness Assessment. The OEI Task Force agreed to provide a recommendation to the Chancellor by the end of April 2016. As noted in the OEI Task Force duties: “The OEI Task Force was to report back to their constituencies, but will report its final recommendation to the Chancellor. The Chancellor will make the ultimate decision”.

The OEI Task Force has completed their review and this document summarizes the results of the review and the OEI recommendations to the Chancellor. The OEI Task Force initially reviewed the status of the OEI Course Exchange since this consortium is the primary focus of the OEI which mandates the usage of a common platform using Canvas as the Course Management System (CMS). However, the OEI Task Force found out that this component of the OEI is still focusing on the original 8 pilot colleges who will not go live until Fall 2016 so information was still limited; therefore, the OEI Task Force agreed to defer any recommendation on this component and to proceed with evaluating the other components of the OEI initiative that includes the Canvas CMS and the other software tools for tutoring and readiness assessment.

This OEI Task Force recommendation document will be submitted to the Chancellor and the College Presidents on April 29, 2016. All of the recommendations are provided in Section I of this document. Section 2 of this document contains a “Summary Report of OEI Task Force Activities” that provides the backup information supporting these recommendations.

OEI Task Force Recommendation on Canvas CMS:

Each of the OEI Task Force members provided their recommendation on the Canvas CMS with the reasons for their recommendation. The two colleges were polled separately since each of the colleges must submit their own Institution Participation Agreement to migrate to Canvas. The other recommendations related to training, the migration tool, and other software tools were made assuming the Canvas CMS recommendation is to join the OEI for Canvas and the other software services.

Each of the OEI Task Force members was asked: “What is your recommendation for the Canvas Course Management System and the other support tools for tutoring and readiness assessment?”

There were a total of 14 OEI Task Force members who responded as follows:

Total for all Locations:

8 “Yes” Move forward with Canvas CMS and the other support tools

4 “Delay” Recommendation to allow more time for evaluation to include more Chabot faculty and the Academic Senate.

2 “Abstain” (Faculty Association representative abstained, LPC Academic Senate representative abstained)

Totals Breakout for each College and District:

Las Positas: 5 “Yes” and 2 “Abstain”

Chabot: 1 “Yes” and 4 “Delay”

District: 2 “Yes”

The following are the individual comments for the recommendations from each OEI Task Force member:

Roanna Bennie – LPC – Roanna voted “yes” to move forward with Canvas CMS and other software tools. She is in touch with other colleges who are very happy with Canvas CMS and she trusts that we can work out any concerns at our colleges.

Scott Vigallon – LPC- Scott voted “yes” to move forward with Canvas CMS and other software tools. Scott noted that he has been keeping up with OEI since its inception 2 years ago and was skeptical at first. From a personal standpoint, Scott felt that the OEI has addressed issues that are a concern of his. He thinks this is not a personal choice, but this is what is best for the students and Las Positas College in the long run and that is why he is in favor to move forward. He noted that there are 64 other colleges migrating to Canvas and he has not heard anything negative from other colleges. Scott said that besides the benefits to participate in the future in the Course Exchange, he also is interested in the other software

tools that allow online Student Services to be integrated into Canvas which can't be compared to what we are doing now. He noted that the state's OEI has the leading educators across the state developing online Course Design Rubrics for the Course Exchange that will be a pedagogical advantage since it emphasizes quality. Also, these leading educators analyzed both Blackboard and Canvas and found Canvas to be better by a wide margin even though there may be individual preferences at our colleges.

Jim Gioia – LPC – Jim voted “yes” to move forward with Canvas CMS and other software tools. Jim has the overall belief that the OEI Exchange presents an opportunity for the colleges to develop courses consistent throughout the state that will include the integration of service tools that are lacking and address accessibility issues. He noted that the feedback from all the colleges migrating to Canvas was overwhelmingly positive and we must trust our colleagues. Jim felt that the OEI Task Force did their due diligence looking at Canvas as a product. He felt that we had done enough work on Canvas and that this was a benefit to the colleges to be in the position to join the Course Exchange when it is available to all colleges.

Deborah Bauer – LPC – Deborah voted “yes” to move forward with Canvas CMS and other software tools. Deborah noted that she has a more positive outlook on Canvas since she is using Canvas at another college. She thinks it is going to be better for the students because they can easily open up their home page and see their assignments. She also thinks that the navigation of Canvas is easier. Deborah noted that besides the fact that more and more community colleges are embracing Canvas, she feels it offers some ease in course access for all courses a professor teaches online.

Toby Bielawski – LPC – Toby voted “yes” to move forward with Canvas CMS and other software tools. She emphasized the importance of full support services to faculty for training and migration assistance. She did experience some problems with the “sandbox”, but she felt that we could migrate courses and work out any visual items. She felt that this was the best thing for our students even if there was effort to be done by instructors to get there.

Ruth Hanna – LPC – Ruth voted to “abstain” and she represented the LPC Academic Senate. She indicated that she wanted to further involve the LPC Academic Senate in the process as two of the other colleges, San Jose Evergreen and Ohlone, which we talked with had done. She wanted to let everyone participate and she did not want to act on an OEI Task Force recommendation without going through the Senate. Ruth indicated that she had difficulty with her courses in the “sandbox” and she felt that Canvas was not more intuitive or easier from an instruction side. She felt that the product itself was not compelling pedagogically based on how we teach since it facilitates the students just going to take tests. From a personal standpoint, Ruth did note that she will support whatever decision her college makes for Canvas CMS.

Vicky Austin – LPC & FA Rep – Vicky voted to “abstain” since she felt that was the appropriate thing to do as the FA representative. From a personal standpoint, Vicky would recommend to move forward with Canvas CMS and the other software tools without

reservation since she heard many positive things. Vicky does not see any great value to defer and push the decision out since she does not want to be the last college to adopt.

Stacy Thompson – Chabot – Stacy voted “yes” to move forward with Canvas CMS and the other software tools at this time. Stacy noted that a “no” vote to Canvas is a “no” vote to the OEI Course Exchange since Canvas is the required CMS platform to participate. She noted that we would eliminate our opportunity to go with the OEI Course Exchange in the future. Also, she was not in favor of delaying the recommendation as some of the Chabot faculty were since the faculty is gone during the summer and the OEI Course Exchange will not have more information until after the Fall 2016 pilot. She felt we need to move forward now to be prepared with Canvas if the colleges choose to participate in the OEI Exchange.

Wanda Wong – Chabot – Wanda voted to “delay” the recommendation to continue the work of the OEI Task Force and to give faculty more time to further explore the Canvas CMS. She wanted additional time to involve more faculty in the Fall with reviewing the Canvas CMS and to work through the Academic Senate. From a personal standpoint, Wanda felt if she was speaking for herself, she would lean towards going forward. However, in speaking for her division and her colleges, she was not able to collect all the feedback on the “sandbox”. Therefore, even though she could learn and work with Canvas, she did not feel comfortable making a recommendation on behalf of Chabot College at this time without further involvement from other staff. Wanda was concerned that if she makes a recommendation now and a decision is made to go forward with Canvas, then she would carry the burden for Chabot if they didn’t involve the Senate for a buy-in.

Cristina Moon – Chabot – Cristina voted to “delay” the recommendation to involve more Chabot faculty and study further the Canvas CMS, with similar comments as Wanda Wong. Cristina was excited when she heard Pat James talk about the future OEI. From a personal standpoint, Cristina said she had no problem switching to Canvas since she is technology savvy even though she did not find Canvas as intuitive as others indicated and she was concerned about the interface capabilities and had some problems with the migration tool. However, she too did not feel comfortable making a recommendation on behalf of Chabot College at this time without more faculty being involved in the Canvas CMS review. She felt that she needed to consider other division faculty before making a recommendation without all the voices, so she wants one more semester to review Canvas since the OEI Task Force started late. She did note that if the ultimate goal is to join the OEI Course Exchange, then we are looking at this backwards since Canvas is required for the Exchange.

Lisa Ulibarri – Chabot – Lisa voted to “delay” the recommendation and she represented the Chabot Academic Senate. She wanted to follow a similar process involving the Academic Senate for a vote that two of the other colleges, San Jose Evergreen and Ohlone, that we talked with had done. She felt that Chabot needs more time to do their due diligence and involve more faculty and the Academic Senate in the review of Canvas CMS. She said if the faculty don’t like the CMS, then they will opt to not teach online which will impact access for

students. She indicated that more people need to feel they had a vote. Also, she noted that for the future discussions on the OEI Course Exchange, this was no longer a technology decision and this would involve enrollment decisions that affect FTES, so she felt that Student Services and the Senate should also be involved. Lisa said she thought that the OEI Task Force did not cover all the OEI Task Duties listed in enough detail to get all the information needed regarding the new Blackboard Ultra features and costs.

Minta Winsor – Chabot – Minta voted to “delay” the recommendation and she felt that we need more time at least one semester and that we need to go to the Senate. Minta is excited about all the OEI resources available, but she thinks we need more faculty buy-in. She doesn’t think we had adequate time in the OEI Task Force to study the Canvas CMS, since so many faculty are using Blackboard.

Jeannine Methe – District – Jeannine voted “yes” to move forward with Canvas CMS and other software tools. Jeannine indicated that we need to look at the big picture as Stacy Thompson mentioned and we need to understand that the colleges cannot participate in the OEI Course Exchange in the future unless they adopt the Canvas CMS platform. We will not know anything more about the Course Exchange until the initial 8 pilot colleges complete their first Fall 2016 semester. Even though the OEI Course Exchange is still in its pilot stage until January 2018 when it will be offered to all the colleges, we need to strategize so that the colleges are in the position to be able to join when it is ready if they decide to. From a technology standpoint, we need 1 year prior to migrate to Canvas CMS before joining the Exchange, so we need to move forward now in order to be well positioned to take advantage of this offering. Currently, there are 64 colleges out of 113 colleges already migrating to Canvas and there are 12 more getting close to signing up, so the number will be 76 within the first year. We do not want to be in the situation that we are among the few colleges that have not participated in this state program which is designed specifically to benefit our students. From the Banner interface to Canvas, the process for downloading the student information data is similar to Blackboard and is not a large impact to IT.

Rachel Ugale – District – Rachel voted “yes” to move forward with Canvas CMS and other software tools. Rachel represented the classified Senate and she had no further comments.

OEI Task Force Recommendation on Canvas Training Support:
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The OEI Task Force recommends that additional staff be hired to assist the DE Coordinators/System Administrators at both colleges during the Canvas migration to train faculty and provide support on the creation or migration of courses. The current DE Coordinators (2 at Chabot and 1 at LPC) do not have adequate time to support the parallel migration to Canvas while also supporting the Blackboard platform. It was suggested to hire 1 full time Instructional Technology support person for each college since Chabot has been 1 position short for a few years and Las Positas recently lost 1 of their staff in this area. Some other colleges hired part-time student workers to also help with training or utilized faculty who were knowledgeable in Canvas to assist with the “Train the Trainer” classes. District ITS has

recently hired a trainer who can also assist in the Canvas training. The OEI Task Force members from Chabot suggested that the additional staff can also provide assistance to recreate the student help pages that were used for Blackboard and to change that student information for the Canvas platform.

OEI Task Force Recommendation on Canvas Help Desk Support:

For Canvas Help Desk Support, both colleges have daytime DE Coordinator/System Administration staff for onsite support, so the free offering for these services from the Canvas contract is free Evening/Weekend support for all. Both Chabot and Las Positas suggested to give consideration to adopting the method during the first year migration cutover that Ohlone adopted which is to pay an additional annual fee for Canvas Help Desk support during the day as well as the free off-hours service for the first year during the Canvas migration.

OEI Task Force Recommendation on Canvas Course Migration:

The OEI Task Force recommends doing a combination of methods, allowing the faculty to choose to rewrite their courses applying the Course Design Rubric or use the migration tool. In addition, it was recommended that CLPCCD hire at least one contractor to clean up the portion of the courses that do not convert over 100% as we did during our Blackboard conversion years ago. This contractor would be responsible for working with faculty to assist them in getting their courses migrated over fully on an as needed basis.

OEI Task Force Recommendation on Tutoring Services:

The OEI Task Force recommends that as part of the OEI initiative that the colleges take advantage of these tutorial services as is appropriate for their campus.

OEI Task Force Recommendation on Readiness Assessment:

The OEI Task Force recommends that as part of the OEI initiative that the colleges take advantage of these readiness assessment services as is appropriate for their campus.

OEI Task Force Recommendation on Plagiarism Software:

The OEI Task Force recommends waiting until the OEI finalizes the contract for a plagiarism software which is what other colleges are doing instead of purchasing "Turnitin".

OEI Task Force Recommendation on Journals/Blogs:

The OEI Task Force recommends utilizing either the Canvas alternate features for journals and blogs or researching some third party products that other colleges have used for this purpose.

ONLINE EDUCATION INITIATIVE (OEI)
OEI TASK FORCE “DRAFT” SUMMARY REPORT
APRIL 29, 2016

SECTION 2 – SUMMARY REPORT OF OEI TASK FORCE ACTIVITIES

A summary is provided below of the OEI Task Force activities that led to the recommendations presented in this document.

OEI Task Force Meetings:

All OEI Task Force Meeting Documentation of product demonstrations and reports, presentations, and recordings of other college feedback are posted on the district’s Technology Coordinating Committee webpage.

Below are the Important Websites for the OEI and Canvas CMS:

1. Important Websites with OEI Information
 - a. OEI Task Force Meeting Documents for CLPCCD – posted on TCC webpage
<http://www.clpccd.org/ipbm/TCCTask-forces.php>
 - b. Information on the State’s OEI website
<http://www.CCCOnlineEd.org>
 - c. Canvas URL <http://www.canvas.instructure.com>
 - d. Canvas Implementation Guide
<https://ccconlineed.instructure.com/courses/90/pages/implementation-guide>
 - e. CCC Technology Center OEI Website – Canvas information
<http://ccconlineed.org/technology-resources/canvas-ccms/>
 - f. CCC Technology Center OEI Website – How to Adopt Canvas
<https://ccconlineed.instructure.com/courses/90/pages/home>
 - g. Link to Canvas Documentation – Admin-Instructor Guide
<https://community.canvaslms.com/community/answers>
 - h. Canvas Course Migration Support
<http://ccconlineed.org/technology-resources/canvas-ccms/canvas-course-migration-support/>

Background on the Online Education Initiative (OEI):

The Online Education Initiative (OEI) is a state-wide initiative that is available to California Community Colleges through the State Chancellor’s Office. A brief background of the Online

Education Initiative (OEI) is provided based on excerpts from Steve Klein's presentation on March 4 to the OEI Task Force at Chabot-Las Positas Community College District.

The Online Education Initiative (OEI) is available to all California Colleges to join and is funded through a grant distributed by the CCC Chancellor's Office. The OEI is sponsored by the Foothill-DeAnza Community College District in partnership with the CCC Technology Center at Butte College who are recipients of this grant.

The OEI requirement is "to provide distance education in a uniform, easily navigated online environment with a full complement of support and tools for both students and faculty." The "OEI Goals include: (1) Increase the number of college associate degree graduates and transfers to four-year colleges (2) Improve retention and success of students enrolled in online courses (3) Increase the ability of our students to complete their educational goals."

Some key components of the OEI are to establish a Course Exchange consortium and to determine a Common Course Management System (CCMS) in order to support the Course Exchange. The OEI formed a committee composed of 55 California Community College representatives that included both faculty and students who participated in a formal process to select the best CCMS to "serve the needs of students online and in face-to-face classes." The OEI Committee recommendation was submitted to the OEI Steering Committee on February 6, 2015 for the selection of the Canvas Course Management System by the vendor, Instructure. The Instructure Contract was signed and ratified during the summer June/July 2015. The OEI Committee confirmed that the Blackboard vendor was one of the CCMS contenders, so there was a comparison made of Blackboard to Canvas by the OEI Committee at the state.

For additional Information on the Online Education Initiative refer to the following:

- (1) The OEI website - www.CCCOnlineEd.org
- (2) Steve Klein's Presentation on March 4 to CLPCCD: [Canvas Implementation Steve Klein OEI 03-04-16](#)
- (3) A comprehensive summary of the Online Education Initiative is provided in the "[Report of the Telecommunications and Technology Infrastructure Program 2016](#)" on pages 3 through 14 that was issued by the California Community Colleges' Chancellor's Office.

OEI Discussions in Committees at CLPCCD:

The OEI state offering has been discussed in the Chabot and Las Positas Committee meetings since September 2014, so the topic was not a new one at the time the OEI Task Force was formed. Representatives from the State Chancellor's office, Patricia James, OEI Executive Director for the state, and Michelle Pilatti, Interim Chief Professional Development Officer, have made presentations on the OEI project status at the Chabot COOL Committee and the LPC DE Committee as well as at a post LPC Town Meeting. The other Committee forums for the OEI discussion have been the Technology Committees for both Chabot and

Las Positas as well as the district-wide Technology Coordinating Committee (TCC) as is reflected in the committee meeting notes.

As of May 2015, none of the Chabot or Las Positas Committees had decided what action to take for their colleges on the OEI. Debbie Fields, LPC faculty and FA representative on the district TCC, suggested in May that the TCC convene a district-wide OEI Task Force in order to have a district-wide dialogue to review the OEI components and to come up with a recommendation to the Chancellor on how the colleges should proceed. The TCC unanimously voted to submit an OEI Task Force recommendation to Chancellor Jackson, who approved the recommendation in June 2015. At that time, both colleges were focusing on the October 2015 Accreditation visit, so it was suggested to wait to form the OEI Task Force until after October.

The OEI Task Force members were selected in November 2015 by the Chabot Technology Committee, Las Positas Technology Committee, and the Technology Coordinating Committee and email announcements went out announcing the participants. All of these technology committees include faculty who are part of the colleges' COOL and DE Committees as well as include the colleges' DE Coordinators/System Administrators, so the OEI Task Force members provided a good cross-section of all these committee representatives who are users of the Blackboard CMS. The OEI Task Force began their meetings in December 2015 with faculty, classified professionals, and administrators from both colleges and the district to evaluate the OEI state offering including the "Canvas" CCMS and other software tools.

The TCC OEI Task Force Recommendation to the Chancellor provided the following list of constituent groups that needed to be represented for faculty, classified professionals, and administrators as well as a list of duties.

OEI TASK FORCE MEMBERS LISTED BY CONSTITUENT GROUPS THEY REPRESENT:

1. Lisa Ulibarri - Chabot Academic Senate, Chabot Distance Ed, Chabot COOL, Chabot Tech Committee, District TCC
2. Stacy Thompson - Chabot Enrollment Management, Chabot Curriculum Committee, Academic Services
3. Roanna Bennie - LPC Enrollment Management, LPC Curriculum Committee, Academic Services
4. Jim Gioia - LPC Counseling, LPC Tech Committee
5. Minta Winsor - Chabot DE Coordinator, Chabot COOL, Chabot Tech Committee, District TCC, Classified Senate
6. Scott Vigallon - Distance Education Coordinator, LPC DE Committee, District TCC, Classified Senate
7. Wanda Wong - Chabot COOL, Chabot Tech Committee
8. Toby Bielawski - LPC Distance Ed Committee, RAW Coordinator
9. Rachel Ugale - District ITS, District TCC, District ESS, Classified Senate
10. Jeannine Methe - District ITS, District TCC
11. Vicky Austin - Faculty Association

12. Cristina Moon – Chabot Tech Committee, Chabot COOL Committee
13. Deborah Bauer – LPC Tech Committee
14. Ruth Hanna – District TCC, LPC Academic Senate

The OEI Task Force initially consisted of 17 staff members – 11 faculty (5 LPC, 5 Chabot, 1 FA representative who is LPC faculty), 3 Classified professionals (1 each from Chabot, LPC, district), and 3 administrators (1 each from Chabot, LPC, district). Two faculty members, 1 each from Chabot and LPC, chose to not participate before the first OEI Task Force meeting due to schedule conflicts leaving 15 staff members. One additional Chabot faculty left in early March after the demos leaving a total of 14 staff members.

The OEI Task Force meetings were on an accelerated schedule and were held over a 5-month period from December 7 through April 29 which constituted weekly meetings starting in February that totaled 19 meetings. There were a total of 11 OEI Task Force group meetings, 2 OEI System Administrator/DE Coordinator meetings, and 6 Meetings with other colleges who are in all stages of migrating to Canvas. These months turned out to be a good timeframe since other colleges had feedback in December through April that was not available in June 2015.

OEI Task Force Duties to Evaluate Various Components:

There are 2 components to the OEI (1) Colleges adopt “Canvas” Course Management System (includes other software tools and services) (2) Colleges join Course Exchange consortium which requires the adoption of “Canvas” as the CCMS.

The primary discussion topics were to demo the Canvas System for both faculty and the System Administrators, get responses to all CLPCCD questions about Canvas, determine what is involved in a Canvas migration, review other OEI software tools or tutoring and readiness assessment, other plagiarism tool options, poll colleges for feedback on their Canvas experiences, practice creating and migrating Blackboard courses using the Canvas “sandbox”, comparing the Blackboard system features, and reviewing the current status of the OEI Course Exchange using the OEI Course Design Rubric.

The OEI Task Force has reviewed the items in their Task Force Duties as planned and based on that information the team composed their final recommendation to the Chancellor. The OEI Task Force added some duties to their tasks that were not originally listed in the recommendation, such as, polling other colleges who are migrating to Canvas and providing a live “sandbox” of the Canvas CMS for faculty. The 6 colleges that we polled include the Northern California colleges close to our region or those colleges who migrated from Blackboard and were not part of the 8 pilot colleges for Canvas.

Canvas CMS and Other Software Tools:

The “Canvas” CCMS offering is free to all the California Community Colleges through Spring 2019 and the agreement includes training and an automatic conversion tool to migrate courses from our existing system, “Blackboard”. Steve Klein from the CCC Technology Center did comment that with the faster adoption rate of the CCCs that they expect the current funding to continue beyond Spring 2019.

The first launch of “Canvas” included 8 pilot colleges: Butte, Coastline, Foothill, Shasta, Fresno City, Lake Tahoe, Mt. San Jacinto and Ventura.

Since June 2015, the adoption rate for the colleges continues to increase more rapidly than anticipated. As of February 2015 as noted in Steve Klein’s presentation on March 4, OEI had 59 Colleges or 52% of the 113 California Community Colleges in various stages of implementing “Canvas”. Since March 2016, the number of colleges who are now migrating to Canvas has grown from 59 colleges to a total of 64 colleges which is 56.6%. Another 12 colleges are in the process of confirming their campus decisions which would total 76 colleges or 67.3%. The number of colleges adopting “Canvas” in less than 1 year from June 2015 when the Canvas contract was signed with only 8 pilot colleges to now April 2016 is more than the state expected in 3 years.

The reference to 59 Colleges adopting Canvas can be found in Steve Klein’s presentation: [Canvas Implementation Steve Klein OEI 03-04-16](#)

The following OEI article mentions the 64 colleges signing with Canvas: http://ccctechedge.org/index.php?option=com_content&view=article&id=644&Itemid=3

In accordance with the state’s OEI guidelines, the maximum implementation timelines allowed for the colleges who have adopted “Canvas” to-date include: a maximum of 9 months to offer the first group of courses to students using “Canvas” which includes installation setup in the Cloud followed by a maximum of 18 months to migrate off of the current Blackboard system. Most colleges who have implemented “Canvas” have taken fewer than the maximum months. This was confirmed by the CLPCCD OEI Task Force through their discussions with 6 colleges migrating to Canvas who took from 6 months to 1 year.

Besides the Canvas CMS, the OEI Task Force reviewed the RP Report on the offering for NetTutor tutoring software and the Readiness Assessment software. In addition, the OEI has developed the OEI Course Design Rubric which many of the colleges are utilizing to improve the quality of their DE course offerings.

The OEI Task Force has confirmed that the Canvas software is free to the colleges, the training is free provided by both the Canvas vendor (Instructure) and in partnership with @One, and the migration tool with technical assistance provided by Instructure is free. Most colleges adopted the “Train the Trainer” model and the DE Coordinators or DE Deans from the colleges led that effort.

Steve Klein from the CCC Technology Center provided a list of colleges who selected to purchase additional training. Only 2 colleges (Santa Rosa and Santa Monica) and 1 district (Mission & West Valley) chose to purchase additional training at a costs from the vendor.

Canvas can be used for online classes as well as for non-instructional purposes as is done at both colleges today.

Canvas also provides free off-hours technical support for colleges who have DE Coordinators/System Administrators during the day for user help.

OEI Course Exchange:

The second component of the OEI is the Course Exchange. Within the Course Exchange, students can register for online courses at any of the colleges within the consortium. Since the Course Exchange is still in the preliminary stages of implementation with the pilot colleges, CLPCCD will be evaluating this option at a later date. The OEI Task Force validated that the OEI Course Exchange component was still in the first phase with the 8 pilot colleges with the expectation that 16 more colleges would come on board in 2017 and then all colleges would be offered to join in the beginning of 2018. Since Canvas is mandatory to participate in the OEI Course Exchange, then the review of Canvas with the other software tools became the focus of the Task Force. In order to be ready for the OEI Course Exchange in 2018, the colleges must allow time to complete the Canvas migration in the prior year.

For the OEI Course Exchange, Steve Klein from the CCC Technology Center noted in a CISOA presentation in February 2016 some guidelines and standards that they are developing with the pilot colleges. The FTES for the students would belong to the home school and that students would be allowed to participate only if the home school does not offer the courses. Also, the OEI Course Exchange has developed the OEI Course Design Rubrics which colleges such as College of the Desert have utilized to improve significantly their Distance Education Program. The article from College of the Desert provides the “big picture” of the advantages to colleges who join the OEI. The DE Coordinator at San Jose Evergreen commented that she is following the same process for the OEI initiative as College of the Desert is. College of the Desert notes that usage of the Course Design Rubric results in better designed online courses that reflect best practices. Also, the OEI is developing a network through Canvas that will connect instructors throughout the state by discipline. This will allow instructors to share ideas and lesson plans with other instructors who teach the same course.

OEI Newsletter on College of Desert Migrating to Canvas and OEI Tools
<http://ccctechedge.org/news/660-non-pilot-college-employs-oei-resources>

References to OEI Course Design Rubrics

<https://sites.google.com/site/coursedesignrubricoeifinal/>

<http://ccconlineed.org/faculty-resources/professional-development/online-course-designstandards/>

Canvas Demos & Questions:

Demos were conducted for the Canvas product and also demos were done on the System Administration features for the DE Coordinators on February 26, March 4, and March 18. The Canvas vendor was able to respond to all the CLPCCD questions. Canvas did provide comparable functions to Blackboard, and had additional features as well. According to other colleges, Canvas is more innovative and they thought that Canvas has a more modern interface and will be integrated with the OEI's online support services. One of the features it has that is not currently available in Blackboard is the ability for an instructor to provide video feedback to students on assignments. However, solutions for the plagiarism tool and journals/blogs had to be researched further. A presentation with Steve Klein from the CCC Technology Center was completed in March. The custom demos include a personalized session for CLPCCD staff to ask their specific questions. Also, Canvas demonstrated their open ended interface with any third party products.

CLPCCD solicited input from the LPC and Chabot Student Trustees on the Canvas demos, and the LPC Student provided positive feedback on Canvas. She thought students would have a smooth transition from using Blackboard to Canvas since the basic functions are the same but the layout is different. She thought Canvas is a better online resource. However, both Chabot and Las Positas each had one example of a student who indicated they did not like Canvas.

The demo on Canvas by Instructure for faculty on February 26 was recorded:

[Link to Canvas Demo with Micah Larsen](#)

The demo on Canvas by Instructure for System Administrators/DE Coordinators on March 4 and March 18 was recorded:

- [System Admin. Demo #1 on March 4, 2016](#)
- [System Admin. Demo #2 on March 18, 2016](#)

The following is the CLPCCD List of Questions for the Canvas Demos:

[CLPCCD Questions for Canvas Demo on 02-26-16](#)

Canvas Sandbox:

The vendor Instructure offers a free trial system of Canvas on their website where users can experiment with the product. Initially, the OEI Task Force members used this free site, but then the Canvas vendor offered to set up a "sandbox" system which is equivalent to a live

system starting March 25 for faculty to use Canvas which included the Blackboard migration tool. Only the 8 faculty on the OEI Task Force were provided access to this “sandbox” system since they understood their limitations without having full Canvas training and without having vendor assistance to migrate courses from Blackboard to Canvas. Faculty on the OEI Task Force tested the migration on their courses which didn’t convert everything as expected. Some of these faculty thought they could work with the Canvas CMS after some training; whereas other faculty had difficulty migrating their courses and didn’t like the Canvas CMS. As of April 8, the faculty on the Task Force extended the “sandbox” to 11 more members to use to get feedback. Seven of the faculty from Chabot from Applied Technology & Business, Language Arts, and Math & Science responded and provided feedback by the April 26 due date. However, the feedback from Chabot faculty was negative on the Canvas “sandbox” experience for many features and this information has been posted on the TCC webpage. One of the LPC faculty on the OEI Task Force expressed a similar negative opinion of Canvas when she attempted to migrate her courses in the “sandbox”. LPC had Scott Vigallon do training on the February Flex Day where 47 faculty attended and created Canvas courses in a free sandbox. Unfortunately, the “sandbox” testing had a risk associated with it due to the lack of training in advance and only having the Canvas instructions to follow with no vendor involvement as would be available during a live migration.

The OEI Task Force had an instructor from Las Positas, Deborah Bauer, who also taught at Contra Costa where they are migrating to Canvas. Therefore, Deborah had first- hand experience to share with the team on migrating from Blackboard to Canvas since she was part of the pilot group creating new courses using Canvas for the Summer 2016 term. Deborah indicated that she thinks it will be better for the students because they can easily open up their home pages and see their assignments. Also, she thinks that the navigation of the Canvas system is easier. She noted that there are some things that make this much easier than Blackboard such as grading, organizing assignments, quizzes, and the page content seems less rigid. She noted that the apps seem to be easy to use and incorporated into each course or shared among courses. She does think there is a learning curve with all new formats, but that will subside as one becomes familiar and training seminars are set up.

The OEI Task Force also talked with John Perez, another instructor at Las Positas who has used Canvas. John also teaches at Ohlone and Solano, both of which are migrating to Canvas. John noted that he is an early adopter and he is active on Canvas over the past two terms. He indicated that the students like the format better than Blackboard, and one such area that the students prefer is the grade section. John notes that Canvas is much easier to navigate and read comments.

Canvas Instructions on Using the Sandbox and Importing Courses can be found at this link:

[Canvas Sandbox](#)

Here are some of the Canvas Instructor Guides to assist faculty on how different Canvas features work:

- Getting Started: <https://community.canvaslms.com/docs/DOC-2035>
- Videos for instructors: https://community.canvaslms.com/docs/DOC-3891#jive_content_id_Instructors
- All guides for instructors: <https://community.canvaslms.com/docs/DOC-4131>
- How Faculty can test importing their content: Guide: <https://community.canvaslms.com/docs/DOC-2676>
- Guides for admins too! <https://community.canvaslms.com/docs/DOC-4141>

Canvas Training & Support:

The OEI Task Force has confirmed that the Canvas software is free to the colleges. The training is free provided by both the Canvas vendor (Instructure) and in partnership with @One. CLPCCD has a subscription to Lynda.com which also has training for Canvas.

Only 2 colleges (Santa Rosa and Santa Monica) and 1 district (Mission & West Valley) chose to purchase additional training at a costs from the vendor. Most colleges adopted the “Train the Trainer” model and the DE Coordinators or DE Deans from the colleges led that effort.

Canvas also provides free off-hours technical support for colleges who have DE Coordinators during the day for user help. This is a benefit to both our colleges since neither of them offers off hours support for faculty or students. Only 1 college Ohlone chose to pay extra money to have Canvas cover their existing staff technical support during the day for \$14,000 annually. The OEI Task Force thought that this paid daytime support would be beneficial during the initial migration cutover in the first year, and then after that period the DE Coordinators/System Administrators would discontinue this service and resume their daytime help support.

There are four types of Canvas training courses that are available to faculty and staff:

- (1) The recommended Canvas Training Courses offered through Webinars that are no costs to the colleges and are part of the OEI software agreement with Canvas include:

Course #200 CMS Admin Training (Duration - 2 hours)

This training instructs CMS Admins how to configure the administrative settings in Canvas. Participants learn how to manage users, sub-accounts (domains), courses, and enrollments, as well as how to organize courses, manage users and permissions, and create shared content that can be used by instructors.

Course #201 Canvas Support Training (Duration - 1 hour)

This training teaches local support personnel how to troubleshoot problems and support end users. Participants will learn how to utilize Canvas documentation, interact with the user community, and effectively use the help ticketing system.

Course #203 Canvas Fundamentals for Faculty (Duration - 4 hours – two 90 minute and one 60 minute for 20 faculty/staff for each college for a total of 40 staff)

This training is delivered in 3 parts.

Part 1 & Part 2 – Provides faculty with an overview of basic Canvas functionality. This will take place in two 90-minute sessions. Institutions are provided with a 90-day subscription for 20 users to attend Fundamentals Trainings as often as time will permit. Users will self-register for sessions using a URL provided by your Customer Success Manager

Part 3 – Is a 1 - hour custom follow up session scheduled towards the end of Part 1 that allows each customer to receive training and ask question specific to their institution. *It is strongly recommended that you complete each part in sequence

- (2) In addition, the OEI has a partnership with @One Training which is also free to the colleges and provides more Canvas courses.

@One Training – <http://www.onefortraining.org> (up to 4 weeks training)

Introduction to Teaching with Canvas (facilitated webinars)

Introduction to Teaching with Canvas (self- paced)

- (3) CLPCCD has a district-wide subscription to Lynda.com which also provides Canvas training and is available using your Outlook login. Lynda.com Login Instructions are provided at this link: [Instructions using Lynda.com Tutorial](#)
- (4) Colleges can coordinate with the Canvas vendor for additional Canvas Training Courses if desired at an additional cost.

It should be noted that the OEI Task Force reviewed the technical and procedural requirements for training and course migration. The OEI Task Force did not address the topic of compensation through stipends for faculty for either training or the migration of their courses from Blackboard to Canvas since this is to be addressed by the Faculty Association in negotiations with the District. Vicky Austin was the FA representative on our OEI Task Force and she can provide any comments that the 6 colleges we talked with made regarding this topic, since they varied across these colleges.

Migration Tool from Blackboard to Canvas:

The OEI Task Force confirmed that the migration tool to convert Blackboard courses to Canvas is free to the colleges as part of the Canvas agreement and includes technical assistance by the Instructure vendor. Blackboard export files for prior terms can also migrate over using the migration tool since there is no limit to the storage amount in Canvas. Some colleges we talked to chose to convert only two semesters/terms.

The OEI Task Force reviewed the options for using the migration tool since Canvas indicates that only 60-75% of the courses convert using the automatic tool and then manual adjustments need to be made manually. The 6 colleges that we talked with about their Canvas migration all used different approaches to the migration of their Blackboard courses to Canvas. Some colleges let the faculty rewrite their courses in Canvas in order to learn the Canvas System and to also take advantage of the new features available in Canvas. The OEI Task Force suggested that if faculty chooses to rewrite their courses, then they should utilize the OEI Course Design Rubric to apply the new standards for quality online courses. Other colleges let the faculty use the migration tool to convert their Blackboard courses and then make the necessary changes for that portion of the course that did not convert over. Then the other colleges let the Instructure vendor with the IT staff convert all the Blackboard courses automatically and then provide the end result to the faculty to make the necessary adjustments for what did not convert over.

The website that contains instructions for the Canvas Course Migration Support is:

<http://ccconlineed.org/technology-resources/canvas-ccms/canvas-course-migration-support/>

Other Software Support Tools for Tutorial and Readiness Assessment

NetTutor Tutoring Services:

The OEI Task Force reviewed the RP Report on the NetTutor online tutoring service. NetTutor provides live and asynchronous tutoring in a variety of subjects. The vendor, LSI, offers a free Worldwide Whiteboard to colleges to use with their own tutors. Live and asynchronous tutoring costs \$24/hour and the colleges can sign up for these additional services if needed. Links are provided below for the primary reports and websites that describe these tutorial services.

Description of the NetTutor software offering can be found at this vendor link:

<http://www.nettutor.com/>

The comprehensive RP Report on NetTutor is available below:

<http://www.clpccd.org/ipbm/documents/RPReportSpring2015OnlineTutoringEvaluationReportFinal113015-1.pdf>

Additional Tutoring Services information can be found on the OEI website:

<http://ccconlineed.org/student-success-resources/tutoring>

Readiness Assessment – Smarter Measure:

The OEI Task Force also reviewed the Readiness Assessment tutorials which are free to the colleges. Smarter Measure is a diagnostic software tool which can be used in conjunction with the tutorials. Links are provided below for the primary reports and websites that describe these readiness assessment services.

Refer to the Readiness Software offering
<http://apps.3cm mediasolutions.org/oei/>

Readiness Software – Smarter Measure Report
http://www.clpccd.org/ipbm/documents/Smarter_Measure_example_report.pdf

Additional Readiness Assessment information can be found on the OEI website:

<http://ccconlineed.org/student-success-resources/readiness>

Plagiarism Software (like Blackboard Safe Assign)

The OEI Task Force investigated what options were available within the OEI offering that would provide plagiarism software similar to the Blackboard Safe Assign feature. We did talk with other colleges about the Turnitin software as an option. Currently, the Foundation is working with the OEI to select a new software vendor to provide the plagiarism requirement. The Foundation indicated that the Turnitin software has more features than just plagiarism capabilities, and so the costs are more than the current vendors the Foundation is evaluating for the OEI offering. The new vendor selection will be completed by the end of Summer 2016 and colleges will then be able to adopt this solution.

Journals and Blogs

Another item brought up by one of the OEI Task Force members is that Canvas does not handle Journals and Blogs the same way that Blackboard does. Canvas does provide alternative methods to be used in their software features which are documented on the webpage with instructions for the “Canvas Migration”. Canvas does not have a blog tool. However, most instructors do not see a difference between Blackboard’s blog tool and the Canvas discussion board. Canvas also has a feature whereby they can interface openly with any other third party products, and so this may be another option to pursue other than the Canvas recommendation.

Institution Participation Agreement and Canvas Contract:

Each college separately does need to complete an Institution Participation Agreement to sign up for Canvas with the Instructure vendor.

[Canvas Sample Institution Participation Agreement Final](#)

Members of the OEI Task Force representing IT and a DE Coordinator who deal with the vendor contracts reviewed the state's Canvas Contract with the terms and conditions. The Contract is a standard agreement with the provisions as advertised by the OEI. The Contract included a "Subcontract Agreement" and "Addendum - Subscription Services Terms".

Feedback from other Colleges Migrating to Canvas:

The OEI Task Force received several lists from Steve Klein that included the 8 pilot colleges, 18 colleges that used Blackboard and are now migrating to Canvas, and the list of the 59 colleges that have signed up to migrate to Canvas as of his March 4 presentation. The OEI Task Force selected 6 colleges to solicit feedback on their current Canvas migration. The 6 colleges that we polled include the Northern California colleges close to our region or those colleges who migrated from Blackboard and were not part of the 8 pilot colleges for Canvas. Ohlone and Cabrillo were pilot colleges for the tutoring and readiness software, but not for Canvas CMS.

Below is a list of the 18 colleges that are currently migrating from Blackboard to Canvas as of March 2016:

[List of 18 Colleges Migrating Blackboard to Canvas](#)

The 6 colleges provided all positive feedback on the Canvas software, implementation process, training, migration, vendor support services, and student preference for Canvas. They said that Canvas was intuitive, easier to learn, and had newer features such as mobile apps. All 6 colleges are migrating fully to the Canvas CMS in a much shorter timeframe within either 6 months or 1 year instead of the 18-27 months allowed by the OEI.

The 6 colleges selected by the OEI Task Force include: West Valley, Ohlone, Cabrillo, Solano, San Jose Evergreen, and Sierra. Colleges were in different stages of the migration from the start to the end to get a thorough perspective on the scope of the tasks.

- The 6 colleges handled their training themselves through their DE Coordinators; although, CLPCCD thinks their DE Coordinators need added staff.
- The 6 colleges have a variety of methods used for their migration to Canvas: faculty selected to rewrite courses to take advantage of new Canvas features, faculty selected to run the migration tool on the courses desired, or the technical staff (Instructure and IT) converted current and prior semester courses using the migration tool and then turned over to the faculty. None of the colleges paid for a contractor to do the migration like CLPCCD did for the Blackboard migration.
- The 6 colleges varied on stipends to faculty – some provided no stipends, some for initial 3 hour training only, and some for volunteering to be a pilot instructor for the first term of Canvas courses.

- All 6 colleges did not utilize the maximum timeline offered by the OEI state Chancellor's office of 9 months for first course release and then an additional 18 months. The colleges varied from 6 months implementation to coincide with their license expiration to 1 year which appeared to be the norm. One college did the migration in 3 months, but that was a special case at Sierra.
- Another college, Foothill, who was one of the pilot colleges will take 1 year to migrate which included the development of a new tool for their Etudes conversion.
- The 6 colleges did not hire additional staff for the migration, but CLPCCD DE Coordinators from both colleges noted that they would need more staff to migrate to Canvas since they are already under-staffed.
- The 6 colleges reviewed the OEI Course Design Rubric for the standards to be followed that were developed for the OEI Course Exchange.
- Student Feedback from the 6 colleges were all positive – intuitive, easier for students to learn and navigate, liked the mobile apps, felt it was more innovative than Blackboard, liked the format better and the grade section, and no training for students was needed.
- John Perez, who teaches in Canvas at both Ohlone and Solano, gave two examples of students who were not sure of Canvas at first and then later learned it and were pleased.
- The 6 colleges said customer service from Canvas was outstanding.
- Two of the 6 colleges, San Jose Evergreen and Ohlone, went through the shared governance process through their Academic Senate and College Council for the recommendation to migrate to the Canvas CMS.

Costs of Blackboard:

CLPCCD currently utilizes "Blackboard" as our Course Management System which costs \$189,515 annually and the 2-year contract expires in July 2017. From the first year 2003-2004 at \$99,000, the Blackboard costs have increased each year by varying percents.

Blackboard sent an unsolicited email on March 14 to the OEI Task Force that at the time of renewal, the vendor would cut the costs by 50% to \$94,757.50 for both colleges which equates to \$6/FTES. This reduction in pricing would be effective at the June 2017 expiration date, but was not known previous to this email by any district staff, who handles all the contract negotiations with vendors, nor by any of the college DE Coordinators who interface with Blackboard on an on-going basis. The district staff responsible for contract negotiations and approval had no contact with the Blackboard vendor since the last 2-year contract renewal in June 2015. However, Canvas is free to the colleges which also includes training, the migration tool, after hours technical support, other software tools like Tutoring and Readiness Assessment, and the OEI Course Design Rubric.

Blackboard New Features Update:

Scott Vigallon of Las Positas was invited to participate in Blackboard's Teaching and Learning Roadmap webinar in which Blackboard's new Ultra version would be featured. Scott volunteered to share the most important information with the task force at its April 15 meeting. He also received an invitation to explore the new version in a hands-on manner with an Educator Preview for Ultra. Scott was able to share the webinar information and present a demo of Ultra at the April 15 meeting.

Scott presented screenshots of [Blackboard's roadmap charts](#) for the Learn course management system, the Collaborate web conferencing system, and the mobile app. The charts showed which features are now available in each of the systems, which are in beta testing, which are in development, and which are in research. While Blackboard has made progress in its core Learn Ultra product since it was first publicized in 2014, it is still a work in progress. For instance, commonly used tools like tests and rubrics are still in development, and its anti-plagiarism service, Safe Assign, is still in the design/research phase. The main changes to Blackboard Learn are an updated, modern interface and a Software-as-a-Service platform. However, Canvas has already implemented both of these features. Blackboard will allow clients that upgrade to Learn Ultra to choose whether they want to use an interface similar to the current 9.1 October 2014 version or use the new interface. Like most software companies, Blackboard will ultimately remove the option to use the current interface. If the CLPCCD stays with Blackboard, its users will eventually need to be trained on the new interface.

Scott provided the Educator Preview website where the OEI Task Force could go to a Blackboard "sandbox" and see the Blackboard Ultra System. This website provides FAQs about Ultra. It includes a link to register for an account, so users can experience Ultra in a hands-on environment. The Educator Preview offers a combination of courses in Ultra and in "original" mode, and it offers the ability to create and enroll a student user. When the Educator Preview for Ultra was presented, Scott demonstrated features that were available and he noted that not all of the features of Blackboard Learn were available. Blackboard said other features will be added to the preview at future dates. Prior to the meeting, Scott gave his login information to his two Chabot counterparts, Minta Winsor and Lisa Ulibarri, for testing.

On April 15, Scott received information from Blackboard announcing its "complete end-of-support and removal" of the Snapshot Command Line and Snapshot Client Tools and he forwarded this information to the DE Coordinators/System Administrators at Chabot and to district ITS staff. Snapshot and Snapshot Controller integrate all of the courses, students, and instructors from the CLPCCD Banner system with Blackboard. If the CLPCCD upgrades to the version 9.1 Q2 2016 release or eventually to Ultra, it will need to adopt a new system called Blackboard's SIS Integration. For the Canvas System, the Banner interface is similar to

the Snapshot Controller method in Blackboard and therefore will require minimal effort for the ITS staff to implement

Refer to the Blackboard Roadmap Charts:

http://www.clpccd.org/ipbm/documents/Bb_roadmap_charts_4-7-16.pdf

Refer to the Blackboard Educator Preview:

https://en-us.help.blackboard.com/Learn/SaaS/Instructor/006_Ultra_View/Welcome_to_the_Educator_Preview

Other Blackboard Information:

<http://www.blackboard.com/new-learning-experience/teaching-learning-reimagined.aspx>

In reviewing the Blackboard Learn CMS which is currently being used by our 2 colleges and the new future Blackboard Ultra, the following items were noted:

- Blackboard has been talking for 1.5 years about the new version Ultra which is still not fully available and they now estimate an updated release in July 2016
- Blackboard Ultra is seemingly copying the interface of Canvas, and customers can choose to continue to use Blackboard's old interface, but will eventually have to switch to the new interface. User training on the new interface will be similar to training on Canvas interface because Blackboard seems to be replicating Canvas.
- The Canvas vendor provided the information that 70% of about 900 higher ed institutions come from Blackboard, so Blackboard appears to be trying to do catch-up.
- The preview version of Blackboard Ultra that is available was reviewed by the OEI Task Force and several key features in the current Blackboard Learn are missing in the new Ultra version. Blackboard says that ultimately they will be built in.
- System Administration on Blackboard can be burdensome for the DE Coordinators, and Canvas claims to simplify and reduce the workload which is important with a limited staff.
- Blackboard has historically had after completing new release upgrades and bug fixes. Canvas utilizes a "Software as a Service"(SaaS) model, which keeps its products from having to deal with customers at different releases. Blackboard is moving to that model.
- Canvas mobile app allows students to do coursework on the go. Blackboard's mobile app for students, Mobile Learn, is mainly known for its inadequacies, which is why Blackboard is working on the Blackboard student app.