

# ACADEMIC TECHNOLOGY COMMITTEE

## YEAR END REPORT 2019-2020

MEMBERSHIP	
<b>Reza Boroon</b>	Committee Chair, Academic Technology
<b>John Price</b>	Dean, Graduate Studies
<b>Kim Costino</b>	Dean, Undergraduate Studies
<b>Kara Dellacioppa</b>	Faculty Development Center
<b>Salvatore Russo</b>	Faculty Senate
<b>Wei Ma</b>	Library
<b>Maria Grandone</b>	University Advancement
<b>Steve Williams</b>	Academic Technology, TV & Media Production
<b>Betty Vu</b>	College of Business Administration and Public Policy (CBAPP)
<b>Ryan Bowles Eagle</b>	College of Art and Humanities (CAH)
<b>Amlan Chantterjee</b>	College of Natural & Behavioral Sciences (CNBS)
<b>Elexia McGover</b>	College of Education (COE)
<b>Arvin Lambinico</b>	College of Extended & International Education (CEIE)
<b>Terri Ares</b>	College of Health, Human Services, and Nursing (CHHSN)
<b>Alireza Izaddoost</b>	Computer Science Department (NBS)
<b>Leo Martinez</b>	Acting Associate Dean, College of Natural & Behavioral Sciences
<b>Cara Furman</b>	Training & Documentation, Information Technology
<b>Katherine Molina</b>	Student Representative
<b>Ahmillyon Marin</b>	Student Representative

MEETINGS	
• 9/11/2019	• 2/5/2020
• 10/2/2019	• 3/4/2020
• 11/6/2018	• 4/8/2020
• 12/11/2018	• 5/6/2020

## TOPICS OF DISCUSSIONS:

- Learning Management System Selection
- New Student Evaluation System (PTE) – Pilot Feedback Results and Final Report
- Online Teaching Self-Paced Training courses for faculty and students

## LEARNING MANAGEMENT SYSTEM SELECTION

On May 8, 2019, the Academic Technology Steering Committee, in a preliminary vote, nearly unanimously recommended Canvas as its LMS of choice. Although price was not a significant consideration in the review process, at the time, Blackboard was a slightly cheaper alternative to Canvas, offering a savings of approximately \$20,000 per year. However, since then, important information has emerged, and the committee has re-evaluated its final decision.

First, Canvas announced a price increase that, by the fifth year of the contract, would run licensing to over \$14 per FTE. The annual cost of Canvas, including fees, is \$181,186 over the life of its 5-year contract.

Second, Blackboard announced a licensing agreement with the CSU that would cost campuses significantly less per student than its current CSU contract. The annual cost of Blackboard Ultra, including fees, is \$125,908 over the life of its 4-year contract. In other words, Canvas’ annual price is about 30% higher, and staying with Blackboard would create a savings of \$216,112 over the life of a 4-year contract. Additionally, if CSUDH were to choose Canvas, we would be compelled to overlap at least one year of a Blackboard contract with the new Canvas contract. Assuming we could secure a one-year Blackboard contract for \$114,408, we would need an additional \$161,671 to pay for Canvas’ first-year contract. The overlap of Canvas and Blackboard would cost \$276,079. Conversely, there would be NO overlap cost with Blackboard Ultra as it offers change management on an as-needed basis. It should be noted, too, that a decision to stay with Blackboard would entail numerous migration cost savings, including a relatively smooth change management process from current Blackboard to Ultra and continuity with the campus archiving system for retrieving retained Blackboard courses.

Finally, CSUDH does not have a formal after hours or weekend helpdesk, and Blackboard is offering an outstanding support option that includes 3,000, 24/7 helpdesk tickets. This integration would address the campus-recognized resource shortage.

Given the recent announcements and changes in pricing structure, the Academic Technology Committee recommends moving to Blackboard Ultra.

## **NEW STUDENT EVALUATION SYSTEM (PTE) – PILOT FEEDBACK RESULTS AND FINAL REPORT**

Class Climate pilot testing commenced in July 2019 and was completed September 2019. Occupational Therapy Section 2 courses participated in the Class Climate pilot testing by Scantron.

The primary objectives of the Class Climate pilot testing were to:

- Test Class Climate features using live classes
- Test the integration with the campus LMS, PeopleSoft, and Mobile devices
- Test report distribution and analysis options
- Collect feedback from faculty and students
- Collect feedback from Faculty Affairs and IT staff

### **SYSTEM EQUIPMENT AND PROCESS FLOW**

Class Climate created a pilot server for the testing, which lasted 60 days. Class Climate provided more than six sessions training and technical support for the pilot testing. IT and Faculty Affairs staff were given direct access to the Class Climate pilot server.

### **IN-DEPTH CLASS CLIMATE ANALYSIS**

Below are reflective observations of Class Climate (by Scantron) with some comparative references to the current in-house PTE system, provided upon completion of testing. Comments and observations extracted and compiled from a survey conducted with a group of CSUDH staff from Faculty Affairs and IT which manages campus-wide PTEs.

#### **PROS**

- Class Climate allows for the creation of a library of frequently used questions that instructors can select.

- Class Climate allows automated reminders to be set up in the system.
- Class Climate allows for more data reporting (e.g. comparisons by discipline, different survey periods, etc.); the current in-house system only allows one type of data report.
- Class Climate will allow students to access the PTE Survey via the link sent to their DH email address or via Blackboard.
- Class Climate works on mobile devices.
- Class Climate allows faculty to view student rate participation at any time; the current in house system only provides weekly updates.
- Class Climate has much greater reliability than the current in-house system which is well known for "being slow, having glitches and crashing a lot."
- Class Climate has greater complexity in functionality, is user-friendly, which requires more know-how to set up and manage, "but overall it seems user-friendly and more accurate in the collection of data."

## **REVIEW & EVALUATION OF CSUDH STUDENT EVALUATION SYSTEM**

### **LIMITATIONS**

- Faculty cannot individually insert different questions specific to a unique course without administrative intervention. (It should be noted that the current in-house PTE system allows individualized questions which are quantitative to be added, but qualitative questions are not allowed.)
- Class Climate will not allow instructors to choose which one of their courses will be evaluated.
- Full-time instructors will not be able to select the course(s) they would like evaluated and/or incorporated as part of their Working Personnel Action File (WPAF) online.
- Since instructors will not be able to self-select the course(s) to be evaluated, the data cannot be suppressed from department chairs, deans and other possible evaluators.
- New data needs to be uploaded and changed in the system; all the data will need to be reimported again.

### **FINAL CONSIDERATIONS**

As many students noted, the current process and timing of PTE delivery, which coincides with the busiest time of the year for them, must be reviewed. Moreover, the current methodology allows faculty to self-select courses to be evaluated. While the software can address some of the issues, the committee recommends a process improvement review to capitalize on the software's features for Blackboard integration, time-release, analytics, etc.

## ONLINE TEACHING SELF-PACED TRAINING COURSES FOR FACULTY AND STUDENTS

Academic Technology Committee reviewed and approved the following Self-Paced training courses for faculty and students.

### Online Teaching Self-Paced Training Course for Faculty

This Self-Paced training course for faculty covers best practices for teaching online, Blackboard's features, and tips for creating accessible Word and PDF documents. This Self-Paced training course is available through Blackboard. To access this course, faculty can contact Academic Technology Office.

### Student Self-Paced Training Course

This Self-Paced training course for students covers Blackboard features and tips for being successful in an online, hybrid, and face-to-face class. A student who completes the course will receive a certificate of completion and a badge (see samples below). Since its release in September, many students have already enrolled and completed the course.

