

Budget and Planning Committee Minutes

Thursday, December 12th, 2019
10:00 –11:30 AM

Student Health Center, Conference Room (HCCR)

I. Call to order

- Attendees:
 - BPC: B. Street, A. Hegde, A. Grombly, U. Rodriguez, S. Gamboa, C. Lam, J. Stark, V. Harper – AS&SS, AAC
 - Visitors: F. Gorham

II. Approval of Minutes

Minutes – 11/14/19: will follow-up via email for approval

III. Announcements

1. Referral 17 Learning Management System – Canvas – Responses to sub-committee question, Faust Gorham - **time certain 10:10 AM**
 - a. Three questions:
 - i. Direct comparison of features and cost between Canvas and Blackboard
 - ii. Links to migrated Blackboard courses in Canvas
 - iii. Specific migration issues that are already forthcoming
 - b. ITS wants to be sure to provide answers to the questions that Senate has about Canvas and this process
 - c. Because Canvas is running in production, there are aren't any existing technology issues, but there may be new issues if we increase use at scale and begin to integrate into other campus systems
 - d. Still may be questions about faculty adoption:
 - i. How do we convert/adopt Canvas? Need to look at the infrastructure in ITS, FTLC, Summer Institutes, and faculty liaisons.

- ii. Faculty started on their own and used guides or contacted FTLC.
 - iii. There are some features Canvas doesn't have that we need to push them to add to their roadmap as part of their development process.
 - iv. Support resources will be important.
- e. What are the differences between what was included in the pilot and what will be provided for the long term?
- i. The same level of support (tier 1 support from Canvas, 24/7, and the faculty liaisons) should be available over the migration and there are faculty liaisons who receive stipends, and if we continue that, it would be helpful.
 - ii. Continue support a year after migration and reassess the need to see if it is still needed from the vendor or can be absorbed by ITS Helpdesk.
 - iii. So far this year, tier 1 support has been used about 115 times by the 100 or so faculty using Canvas
 - iv. Blackboard does not offer state-side support
 - v. Need for 24/7 support: maybe there needs to be an assessment of when students are using. Previous assessment indicated use between 2 and 3 a.m. ITS does track the support cases 24/7 and can provide that data
 - vi. Can the end-users tell the difference between stateside and non-stateside support? Discussion of cost of support. Blackboard does not have faculty support. The Tier 1 support is in addition to 24/7 support in Canvas. Faculty could just go to 24/7 instead of Tier 1. Pilot includes Tier 1 support.
 - vii. All costs, subscription and helpdesk, increase at 3% annually for Canvas for the 3 year term of the contract. Blackboard costs are only negotiated for 2 years, and then they are subject to renegotiation. This price includes the new Blackboard, but

there would be additional implementation costs for moving to the new Blackboard.

- viii. Blackboard 9.1 managed hosting is our current version; we would need to move to 9.1 SAS (cloud) if we stay with Blackboard, and we would have the option to move to Blackboard Ultra.
- ix. Discussion of features: maybe a video to explain the features that are in one but not in another. It might make it easier to help faculty understand the differences.
- x. Using existing resources has been able to help faculty who have experienced migration issues unless faculty have not reengaged once a solution has been identified
- xi. There is a need for training with multiple points of entry: one-on-one, workshops, institutes, guides, etc.
- xii. Security: what happens if someone uses a student's credentials and got into the system. The student account activity would be tracked, but ITS would have to track outside the system. Multiple factor authentication will be used for this for students and faculty. Canvas does keep IP logs as well. SOCIs are separate from Canvas.
- xiii. Will the PeopleSoft to Blackboard integration be used in Canvas to combine the sections where multiple faculty are teaching a class. Automated course logic will still work in Canvas, but it can be looked at again to address issues like this. There are a lot of options for Canvas integrations.
 - 1. There are also timing issues with PS loading and when faculty create their courses.
- xiv. Appendix B will go out after the meeting, and it has been requested that it be available on the web.
- xv. Deadline: May 31st for the Senate. We bought a 7 month contract for Canvas. It lets us extend through Spring. We have

to have a decision by the end of the year to execute a full contract.

- xvi. If we don't move to Canvas, how do we pull archived student data or how long do we have access if we have to pull it to address student grading or grievance issues?
- xvii. May need to start moving outside the Senate to make this information and demonstrations available to the greater faculty. Committee members also need to start going out to faculty to gather feedback and questions so that we have answers and plans for the information.
- xviii. Surveys on Canvas activity for current terms is available; it will be final next week.
- xix. ASI did pass a resolution to move to Canvas. Student feedback has been that it is more user-friendly and they have previous experience. They can find material better in Canvas; in Blackboard materials are hard to find in folders. Once students get through one class, they don't have as much trouble in the second course. ASI and Veteran's Center students find it easier to use Canvas.
- xx. Familiarity with courses depends a lot on course design and Quality Matters. Is there a repository for all of the Blackboard and Canvas data? We need more faculty feedback because they have to be able to create these courses so students can use them. We need to continue to gather data. The data will be and is available here: ITS.CSUB.EDU/Canvas
- xxi. What is the faculty timeline for training; we can't do it over the summer. Nursing has scheduling concerns for planning ahead sufficiently so that the work can get done. ITS to work with FTLC to development a timeline.
- xxii. We need a methodology for making a decision:

1. Spring meeting: bring back feedback from our constituencies to make a recommendation to Exec. DCLC have them work on this over the break, so that by mid-February all the feedback can come in for Senate to make a decision/referral so that we have the rest of the Spring term to start implementing training. Is this a possible solution? The new system will have to be implemented in Fall 2020 because we need to have a contract at the beginning of the fiscal year.
 2. How do we actually make the decision? Funnel all of the constituency feedback to the Senate by February?
 3. Fall 2020 deadline also affects schedule load and the deadlines are in February/March. Faculty won't know which platform they will use until this decision is made.
 4. If we can make the decision to move to Canvas by May, we can get a one year contract with Blackboard through June 2021 to complete migration.
 5. Faculty can look at their content in Canvas because they are already migrated from Blackboard. They are in a term identified as "migrated"
 6. Senate needs to disseminate this information on Canvas to the general faculty so we can collect input from now until the next meetings.
- xxiii. Comments on FTLC and ITS training opportunities and their benefits. Recommendation to schedule meetings by department to meet with ITS and/or FTLC.
- xxiv. Additional comments on the marketing of the training as Canvas as a foregone conclusion. Emails to faculty need to indicate this is an ongoing process.
- xxv. Summer institute is not helpful for faculty using the LMS to supplement face to face instruction.

- xxvi. Take the time to make an informed decision and not rush to judgement. We likely need to stop launching training for Canvas until the decision is made. We want to get the decision in the right way, whatever that decision is. There are people with pedagogical concerns with this process.
- xxvii. We also need to address the effects on part-time faculty.
- xxviii. If we can't hit the May deadline, then we need to terminate Canvas until the decision is made. We could also look at one year contracts for one or both systems, but that is costly.
- xxix. Can Appendix B be integrated with the features table in the existing documentation.
 - 1. Need for video on e-portfolios and capstone
 - 2. Blogs and journals are not available in Canvas; what are the alternatives? What would faculty have to change pedagogically to accommodate the change? The content needs to be displayed visually.
- xxx. Is there a cost associated with not meeting the deadline? Do we know yet what that cost is?
 - 1. Discussion of the deadline for contract negotiations and when Senate needs to make their decision.
 - 2. We need to focus on the decision to be made but also keep in mind the cost of making a decision or not making a decision. The feedback is important. Maybe Exec. Senate can work out the timeline. We need to plan an open forum in early Spring term for feedback.
 - 3. We need a strategy: if we are no longer getting new information, then we need to start making a decision.
 - a. We need a plan for rollout for Canvas or Blackboard Ultra so that faculty know there is a structure, support, and what they can expect.

b. Part-time faculty also will need support and information on when and how they can get support

xxxi. FTLC vacancy will be posted soon to fill the instructional designer position

xxxii. The Provost has said there is no timeline, but we don't want to not make a decision because we are taking our time. We need to actively work on the decision-making progress. Committee members are encouraged to request feedback from their constituencies so we can start moving toward a decision in the Spring.

xxxiii. Don't discount the cost and effort of the faculty on these committees and instructional faculty working in the systems. The longer we take to make a decision also incurs faculty and staff cost.

xxxiv. Provost's Office is scheduling Spring Open Forum now.

IV. Approval of Agenda: will follow-up via email for approval

V. Old Business

1. Campus Budget and IRPA data discussion
2. Referral 17 Learning Management System – Canvas
3. Referral 20 Proposal for Energy and Power Engineering Emphasis within the B.S. degree in Electrical Engineering

VI. New Business

1. None

VII. Open Forum (time certain 11:15)

1. Referral 7: the referral was for Fall break, Spring break, and Saturday commencement we are making recommendations on how other departments should be consulted, not scheduling certain items.
 - a. Each year we have a two year rotation: one that is for the next year and the following year in draft to review for issues.

- b. Saturday commencement: there are costs associated with this. The Commencement Committee needs to make recommendation to BPC for this. The committee will review the costs and moving parts and make a recommendation about the feasibility.
- c. Concern that commencement should be one of the events that we invest in for our students and their families. Having two commencements also meets a need; we should pass the cost savings from one Spring commencement on to having both Fall and Spring events. Student speakers during commencements means a lot to students who are graduating to see themselves up there. Goals are to maximize student participation and be more memorable. Early data on tickets issued and redeemed 4000/6000 people attended.
- d. Be mindful that the Commencement Committee is aware of these issues and administration will be discussing the model. Discussions of venues and days are ongoing. Discussion of priorities for the campus community as well. If BPC offers Commencement Committee a charge to this effect, they can evaluate the issues at hand.
- e. Saturday commencement is the only part of this referral, so it is the only thing that should go to Commencement Committee as part of this referral.
- f. Fall break needs to go to the University Week Committee. It is not possible to get three days out of University Week. Discussion of the competing needs and scheduling. We cannot start faculty activity before August 17. We need more than 2 days for startup week, so we can't start classes on Wednesday. Discussion of splitting startup week so administrative meetings are Monday, Tuesday, and Friday afternoon. Classes start Wednesday, Thursday, and Friday morning. The idea is non-linear. We need a proposal that would go to University Week Committee, if it was approved, then the Provost would have to take it to the Cabinet. Maybe BPC just requests that University Week Committee to look for ways to accommodate Fall Break.

- g. Spring Break: we need to gather data on when faculty, students, and staff would prefer. Discussion of timing and needed data; in the literature, there are issues associated to the later breaks. B. Street to reach out to committee for survey questions. Additional discussion of how to make the decision. The data is just to inform the conversation but not determine the decision.

VIII. Adjourn: 11:42 a.m.