



<b>Educational Technology Leadership Group – Annual Meeting</b>		Meeting Minutes Date: June 1-2, 2011 Time: 10:00-3:00 Location: UC Davis, Surge III, Rm. 1310		
<b>ATTENDING ETLG MEMBERS</b>				
<input checked="" type="checkbox"/>	Kirk Alexander (OIPP Rep.)	<input checked="" type="checkbox"/>	Larry Loeher (UCLA)	
<input checked="" type="checkbox"/>	Shohreh Bozorgmehr (UCI)	<input checked="" type="checkbox"/>	George Michaels (UCSB)	
<input type="checkbox"/>	John DeAngelo (UCSF)	<input type="checkbox"/>	Gail Persily (UCSF)	
<input checked="" type="checkbox"/>	Israel Fletes (UCR)	<input checked="" type="checkbox"/>	Jim Phillips (UCSC)	
<input checked="" type="checkbox"/>	De Gallow (UCI)	<input checked="" type="checkbox"/>	Pete Siegel (UCD and ITLC Liaison)	
<input checked="" type="checkbox"/>	Mara Hancock (UCB and OIPP Rep.)	<input checked="" type="checkbox"/>	Paul VerWey (UCD)	
<input checked="" type="checkbox"/>	Jeff Henry (UCSD)	<input checked="" type="checkbox"/>	Chris Volkerts (UCM)	
<b>DISCUSSION ITEMS</b>				
1.	Opening Remarks – Pete Siegel			
2.	OIPP Update			
3.	Campus Updates			
4.	Workgroup Reports			
5.	Review of content to be included in the ETLG Web Site (in lieu of a final report)			
6.	Future Topics / Collaboration with Centers for Teaching and Learning			
<b>ACTION ITEMS</b>				
#	Task	Responsible Party	Due Date	Status
1.	Become familiar with Confluence site, learn to edit, etc. Contact Jim if you need help. <a href="https://spaces.ais.ucla.edu/display/ucetlg/Educational+Technology+Leadership+Group">https://spaces.ais.ucla.edu/display/ucetlg/Educational+Technology+Leadership+Group</a>	All	ASAP	Open
2.	Workgroup Charge letters to be drafted in conjunction with primary liaisons / workgroup chairs – then to be reviewed by ETLG	Jim et al	Prior to next meeting	Open
3.	Please share annual survey doc	Israel	ASAP	Open
4.	Please share classroom standards docs	Israel / Jeff	ASAP	Open
5.	Contact Rose if interested in Adobe Connect meeting on June 20	All	Before 6/20	Open
6.	Please share list of equipment from the UCB “Test Kitchen”	Mara	ASAP	Open
7.	Produce a funding request for ITLC so that workgroup / ETLG members can meet face to face at annual meetings (UCCSC, DETCHE, other CA conferences) or to organize their own meetings / take tours to see what others are doing.	Jim	ASAP	Open
8.	Please share use cases of v-labs with Learning Spaces workgroup chair	Jim	ASAP	Open
9.	Send Copyright Recommendations officially to ITLC via Pete Siegel	Jim	ASAP	Complete
<b>NEXT MEETING</b>				
Date	Time	Location		
August 1, 2011	1:00-2:30	CONF CALL		

**GUESTS:** Christine Alexander (UCSD), Kathy Beyer (UCD), Rosemary Capps (UCD), Jennifer Radke (UCD), Rose Rocchio (UCLA), Lisa Rothrauff (UCB), Leo Schouest (UCR), and Mike Truong (UCM)



## DISCUSSION

Additional information for this meeting can be found on the ETLG Confluence website (a.k.a., “spaces”) at UCLA: <https://spaces.ais.ucla.edu/display/ucetlg/Educational+Technology+Leadership+Group>

## ANNOUNCEMENTS

- OIPP workshop on June 23 – IDFS and Media Production workgroups will come together face to face to work with faculty involved in OIPP.

### Opening Remarks

Pete Siegel gave opening remarks and challenged the group to consider new teaching models and to focus on getting the message out not just to the early adopters but also to mid level adopters (faculty) as well as administrative leaders. He stressed that the educational technology systems are among the most important systems used by faculty and students, and it is predictable that it will be part of the dialog even in tough budgetary times.

Pete also announced that Paul VerWey is the new ETLG contact for UCD, replacing Liz Gibson. UCD will also recruit a senate faculty member to assist with Academic Technology Services.

### OIPP Update from Kirk

- RFP is out – 5 respondents in
- Not your typical RFP – huge list of criteria
- Each respondent had to open a sand box
- Decision by the end of June on finalists
- The intention of OIPP is to bring capacity to the campuses – can bring some cost recovery \$\$ to a campus.
- How much time are you willing to allocate toward OIPP? What can OIPP bring to the table to help achieve this goal.
- OIPP has given the IDFS workgroup a reason to organize – very specific deliverables around a common focal point. A lot of energy too in the Media Production workgroup around OIPP

### Campus Updates

There was a lot of info provided; so only a few highlights will be captured in these campus updates:

#### UCLA (Rose and Larry)

- iTunes U – move to Apple’s new framework imminent (Apple pulled some API functionality)
- Mobile framework update – they are working to develop shareable apps, such as the “clicker” app (student response system) – more info at: <http://mwf.ucla.edu>
- The motion to dismiss the streaming video lawsuit (AIME) looks promising for UCLA – the lawsuit has changed the business terms on media acquisition – more restrictive
- Larry just completed a report on online evaluations
  - Faculty satisfaction is mixed – response rates do drop, overall rating doesn’t change much (normal variance). The students who are unhappy are very vocal in their online responses.
  - Larry is forming a Center for Educational Assessment at UCLA (will drive online evaluations)
  - UCLA is using the Scantron solution to deliver online evals
- CCLE setback – migration to Moodle 2.0 slowed (staff departure) – “risk and impact” argument is needed here to communicate the significance of the departure of a technical lead.
- One person at UCLA suggested that eLectures (lecture capture) might be a reasonable alternative to in-class experience (student performance on tests is not negatively impacted). UCLA is still in a growth mode (1,600 over enrolled) and eLectures could help. UCLA will move ahead with lecture capture.
- UCLA – organized a faculty training event - speed dating type format where there are multiple tables with info at a school – lightning talks – faculty can give short presentations on their use of technology or participants can use the time to ask questions of IT staff.
- Suggested possible use of Merlot for posting faculty support content (presentations, webinars... such as CSUs)

**UCD** (Kirk, Paul and Rosemary)

- New grade book developed by UCD is now in Sakai – it is integrated with the Registrar’s info system.
- Some “mission creep” issues (recharge vs. core funded instructional support)
- New Chancellor and Provost like media and see its value for higher ed.
- Budget cuts - lost 2 FTE – night crew for classroom support / proactive maintenance on classes reduced to once every 8 days
- Upgraded 16 classrooms
- Pilot project on lecture capture – UCD will consider Matterhorn
- Labs – high utilization – UCD increased printing rates
- CMS Cascade in ATS – web design duties for admin purposes is tying up FTE usually allocated toward instructional support. This is an example of what happens when funding drives strategic decisions.
  - Jeff pointed out it is extremely important to capture all of the costs associated with managing FTE in these situations – if you don’t represent it accurately to the upper admin – then they want more and more and we are unable to recover costs adequately and maintain focus on the mission critical stuff.
- Recharge activity continues to be strong in spite of budget situation
- Using Livestream as another possibility for outsourced video (less expensive than EdgeCast).
- Rosemary is working as an instructional designer on OIPP
- TA development is very strong at UCD
- Summer institute continues – teaching with technology

**UCSD** (Jeff and Christine)

- Tony Wood left and now Jeff is in. He has been merging the cultures together / looking at the budget.
- Searching for efficiencies. Classroom technologies went in in 2004. Old paradigm (deliver equip) vs. new paradigm – design and engineering of rooms.
- CAD drawings – billing out 50K in work. Provide info on what it costs to put AV in the room before it is built. Design work is \$100K for the planning of this – easier to get the AV equipment budget. AV system is 2M – medical building.
- Christine is here from the Center for Teaching Development – Beth Simon (faculty) is the Director (part time).
  - In general, Center for Teaching Development supports TAs and graduate studies. Nothing recognized for Undergrad education
  - CAPE = student run course evaluation system – de facto service
  -
- UCSD is migrating to Bb – in discussions with UCR
- Course Materials Fee – not dead yet – Chancellor is still deciding – 100s of hours to produce this fee discussion and decision
- Jeff runs 130 labs (down slightly – 1900 computers before, now 1650 total)
- Budget cuts – 60 staff reduced by 12
- Jeff has been working on the Mission Statement effort of late
- Every year, Jeff’s group meets with the Deans to discuss what they want / let them know where the \$\$ is going
- It is really more cost effective to have a standard refresh cycle. If you consider power and cooling, it pays to refresh to more efficient machines in about the 4<sup>th</sup> year.
- In merging the groups together, Jeff has rewritten

**UCR** (Israel and Leo)

- Larry McGrath has moved to another area of IT
- Israel is taking over for the group
  - Computer Systems
  - Labs
  - Classrooms
  - Instructional Tech / Faculty Support

- UCR doesn't have an instructional development group – so it has been a struggle. Leo is key in this role to help faculty with pedagogy.
- There is a lot of support for classrooms. 17 active learning rooms (out of 87) and 1 learning studio. Not quite the same level of support to help faculty try new things.
- UCR doesn't have the support staff to help faculty with the new things they are doing. One new person via temporary funding.
- Budget decisions are still out there – some retirements may forestall layoffs.
- There is a ton of recharge activity. Webcasts, archiving, installations, - hard to balance with their focus on instruction – classroom support.
- **Annual survey of classroom users (Israel - can you share it?)**
- **Can Israel share classroom standards doc?**
- Course material fee is underway.
- Losing a VP of Undergrad Ed – new person may have a new emphasis, which may affect the Center for Teaching and Learning.
  - CTL has had sporadic success in the past, difficulties in funding it.
  - Leo is now the Center for Teaching and Learning – he is the only person
- Currently working on 2020 vision of achieving AAU status
- Leo is also focused on WASC – they use OATS (U of Virginia) to identify learning outcomes. They have asked faculty to detail multi year learning outcomes + course matrices.
- Implementation of a student tech fee – per unit cost – driven by CIO – whitepaper exists. It is being received positively. Various initiatives are included in this – described in terms of value to students
- Pilot program on photo roster
- TA program is going through a restructure – under VPDUE – will establish 6 cluster areas (ADA issues, sexual harassment, etc.)
- Course Eval = iEval (internally developed) integrated in Bb, integrated with their iGrade – if students complete, they can see their grades earlier (if not, they have to wait until the last day).
- OIPP – 3 candidates at UCR – one is going live in the second half of the summer (with UCI) – Statistic, there is another on Dance (for fall), Econ will be ready later (2<sup>nd</sup> grouping of OIPP – fall of 2012)
- 20% of network traffic is Bb, 20K logins per day

### UCSB (George)

- Things are looking up on the budget – going into next fiscal year
- George lost 5 FTE last year to the budget.
- 5 classrooms will get major updates this summer
- Course materials fee is helping (to fund lecture capture)
- VC centers have been recently updated (LifeSize - high definition).
- George's group will host a 3-day institute on teaching with technology for faculty (using Moodle).
- 4 faculty involved in OIPP. Kathy Zellars stopped by.
- Course Evaluation system – planning memo to Academic Senate, survey to faculty on improvements once the new survey delivery system is built out. Pilot in the fall, 3 quarter roll out to cover the campus.
- Organizationally, new dean of Extension, new dean of summer session, new ed abroad program (EAP).
- George will report directly to Executive VC in the future.
- Extension does not use a LMS. Possible move into GauchoSpace (Moodle).

### UCSC (Jim)

- One time funding enabled UCSC to achieve 100% penetration of Media Packages in our 86 General Assignment rooms
- Sakai implemented – first year complete
- Effort to bring online course evaluations using Sakai "Evals" module to production by end of fall, 2011
- 1 course as candidate for OIPP
- Budget Cuts – over past 3 years – down from 28 FTE to 18 now, additional losses in non-personnel permanent funding (student workers and refresh funding)
- Working on prototype of iTunes U
- Interested in Matterhorn

## UCB (Mara)

- Budget Cuts - About 24% over 3 years (core 19900 – about a third / half of the total budget)
- Campus Technology Council (including Academic Senate representatives, reports to the CIO) – IT Bank – funding requests. CIO then makes informed recommendations to the Chancellor. But, this year – would rather not take operational allocations through this body – it should be just for projects.
- Last upgrade to B-Space 2.7, then replace with 3.0 – OAE – funded through operational excellence \$\$
- Using Sakai for a more comprehensive view of student services – supporting the whole student – integrate the student, faculty, and staff into one environment. Entire campus is already relying on Sakai for collaboration spaces, so this makes sense.
- Online Course Evals - UCB will make some of the response info available to students – it was determined that if a student sued to view this info, the university would lose – they have a right to this info. Like UCLA, we have all spent years looking into this.
- Classrooms – two sets of active learning rooms (funded through some leftover \$\$) – “test kitchen” (40 students). Phase 1 – technology is in all the classrooms, Phase 2 – let teaching drive how we design the classrooms of the future.
- **List of the equipment in the test kitchen is available – Mara will send**
- Matterhorn – open webcasting system.
  - End of grant \$\$ - some additional funds came in.
  - Want to align with the Sakai, Jasig group (calendar, uPortal, CAS) – they want to help to plan what that new organization looks like. Other projects – speech to text / open transcription.
  - Will soon release the multi-tenancy function – looking to explore possibilities of webcasting being supported system wide. Individual campuses would need to outfit rooms with compatible devices.
  - Matterhorn could send content to a specific repository or store it centrally. This does not mean that this content would be public.
  - Matterhorn has a captioning tool built into it – OpenCaps also helps this See Web VTT
  - Entwine – a company that supports implementation of Matterhorn.
- Sakai – docs update – new functionality to make it easier public / closed access
- OSS Watch – Ross Gardler – looks at the various open source solutions out there and advises on governance, strategic direction. <http://www.oss-watch.ac.uk/>
- Restructuring at UCB – shared service centers, continued decentralized approach... UCB is looking at services, silos, accountability – possible unified support desk, etc.
- UCB is hiring an instructional designer to help on Online Course Evals

## UCI (Shohreh and De)

- New app to check their classes and notifications from the LMS.
- Interested in Matterhorn – will deploy in 10 large lecture halls and analyze uptake. Interested in scheduling, capturing and distribution.
- One time burst of \$\$ for classrooms – renovate classrooms, server improvements
- 30 online courses through Extension summer session
- Working with Academic Senate to offer student facing course evaluation results (hot topic)
- Picture enabled roster is also
- Lost 3 key developers (LMS, student portal, plus one more) – related to salary
- Google apps for students now out
- OIPP adoption is slow. Hoping for a big summer. Faculty are wary – IP rights, support for TAs,
  - UCI offers workshops on Online Teaching and Learning – this has helped with OIPP
- Special “working lunch” workshops have been offered exclusively for OIPP faculty. They have asked for and received hands-on introductions to tools available for a variety of purposes (creating online presence; student-to-instructor interaction; student-to-student collaboration). Tools reviewed have been both proprietary and free. Can proprietary software be purchased for individual faculty, or should we work on campus licenses for similar needs?
- .
- Workshops about online teaching have been well attended, both by OIPP faculty and non-OIPP faculty. We need a UC online tutorial for developing and implementing an online course. This should be a project for the new senior developers.
- UCI is recruiting for a Sr. Instructional Designer to offer support for the southern campuses. [Update: we hired Linda Smelser from U. of Maryland/University College. She will be here July 5, 2011.]

- Resources – De’s office does the media stuff – high demand for filming (teaching consultation but also admin, other instructional uses, etc.)
- Mission creep issue – recharge work and budget cuts draw our attention away from instructional activities (Conflict of Interest). This is accelerating because of OIPP. Student workers can pick up some slack but hard to get good production quality from student workers. All agreed this is occurring on our campuses

#### UCM (Mike)

- UCM is at capacity and overtaxed for instructional support and instructional development. Basically just keeping the lights on. Break fix mode. Not much discussion on planning / strategy / partnerships.
- IT wasn’t given the \$\$ needed to really support all the needs at UCM – only 5K students but the systems in place could handle a far greater number of students – still costly even though they are currently small.
- CTL – 4 FTE – about 7 total with part timers. 1 FTE is dedicated to accreditation. Now focusing on more traditional things of what a CTL should be looking at. Fairly strong TA development program – peer mentoring plus allowing them to be engines of change and tech support to other TAs / students.
- Online course evals – multiple online systems already out at UCM
- CTL supports sakai, clickers, dabbled with lecture capture, etc.
- 1 course accepted at OIPP.
- Faust Gorham is the contact to discuss hosting sakai at UCB – Mara will contact Faust.

#### Workgroup Reports

##### Business Operations (Jennifer)

- Jennifer will continue as chair
- Mara will become primary liaison
- Need to work on tasks that would have system wide impact
- Met every 3 weeks. Good turnout. Useful conversations.
- Tried to focus on tasks described in the charge letter
  - Services our departments offer
  - One item from the charge letter – come up with fee schedule for OI – had to be put on hold
- The group also discussed how to access more grant funding
- Discussed rates, methodologies. The procedures differ widely.
- The group discussed cuts – what services to eliminate, etc.
  - Classrooms – support for maintenance is not there anymore.
  - Classroom standards vary across the campuses
- The group discussed tech fees, course materials fees... Course-specific computer lab fee to fund labs vs. course materials fees which is based on all registered units.
- Jennifer would like to visit northern campuses to talk about business operations issues.
- Are the workgroups intended to be think tanks? Or are they groups to address tasks from ITLC? ETLG?  
**Answer: both – the group needs the flexibility to go in directions they see fit but also should respond to specific requests from ETLG / ITLC**
- Ideas for charge letter for next year (brainstorming):
  - Interaction with the other workgroups would be beneficial for the Business Operations workgroup – this may lead to some self initiated goals
  - Larry suggested creating a “Business Plan” for classrooms as a deliverable of the Business Operations workgroup (working with the Learning and Collaboration Spaces workgroup)

See Recommendations in Jennifer’s report for more info.

##### Media Production (Paul VerWey)

- Paul Gillespie will become chair
- Primary liaison will be Paul VerWey, replacing Chirs Volkerts
- Secondary liaison will continue to be Jeff Henry
- Demand for instructional and administrative video (including posting on the web) is growing across the campuses. This in turn is complicating labor resource availability for instructional support accompanied by

complications resulting from recharge-based employees (spending time supporting instruction). Are we in the recharge business or are we in the instructional support? Mission Creep issue.

- Classrooms are not designed for filming – studios are better (lighting and audio is key) chunking the lecture into bits of info vs. 50 straight minutes of traditional lecture.

See Paul's complete report for more info on this workgroup.

### Instructional Development and Faculty Support (IDFS)

- Primary Liaison: Chris O'Neal
- Secondary: Mara Hancock
- Chair: Lisa Rothrauff
- No formal recommendations or report right now - August is a better time frame for their recommendations
- Valuable to discover who the members of the group are
- Met twice per month - Attendance has been good
- Use of Google docs – not yet public, needs to be synthesized into a Drupal site
- Broad expertise across the group
- The OIPP effort became a focus for this workgroup (since October) - IDFS was asked to develop an eLearning framework for OIPP
- Helped on Faculty workshop in Feb for OIPP
- OIPP Roadmap doc will be helpful for this workgroup – planning doc to be completed by all the OIPP faculty – what are the learning activities – consequent impact to media production as well
- They also located / created examples to showcase (full course, not just modules)
- Big task for next year: involving faculty to explore technologies as well as way to support them – create a community of faculty (collaborative site – Drupal at UCB)
- URL will be sent to ETLG
- Questions to stimulate faculty thinking - How did you come to conceptualize this activity? How do you translate it to a reality using the campus resources and courseware?
- Will meet at the June 23 workshop and find some time to meet as a workgroup
- Need a site (like the one for OIPP) to create a common archive / place for faculty to come view modules that might work, communities of practice (instructors, TAs, etc.)
  - How do you facilitate peer review online? Common calendar of events to be shared across the campuses.
  - More ambitious – have faculty tell their stories of how they got their concept of a course to a real online reality.
  - **Big Idea: Create a common resource – collaborative website for OIPP but also webinars to support faculty / student use of technology**
- Christian Burke – UCSF participant on this group
- Christine Bagwell is also on this group / and interested in ADA related issues via the Electronic Accessibility Leadership Team

### Learning and Collaboration Spaces

- Primary: Israel
- Secondary: George Michaels
- Chair: J.O. Davis
- Big effort this year: Lab / V-lab survey
- Jeff Henry will share a (classroom standards) doc to assist architects (non-technical descriptions of what is needed in the building but not too detailed with name brands, etc.)
  - Standardization of lighting control
  - Room dimensions are critical and needs to be considered first before other contractors get into the construction.
- Next year's charge letter:
  - Given v-lab responses in survey – the big question is: Is it more cost effective to do a v-lab system wide vs. multiple v-labs on each campus?
  - What are some use cases of v-labs?
  - Given need to coordinate software licensing in a v-lab, explore possibility of working with TAS (ITLC subcommittee) on this effort

- Develop a vision statement around v-labs

### Evaluation Accreditation and Assessment (EAA)

- George Michael presenting on behalf of Lisa Berry
- Lisa will have more info when she returns to work.
- 4 Surveys put together by this workgroup:
  - Paper to Online Evaluation of Teaching / Courses
  - Evaluation of Online Courses and Instruction
  - Evaluation and Justification of Educational Technologies
  - Assessment of Student Learning and Campus Accreditation

Responses will be synthesized and put into a report by Lisa later this summer.

### Instructional Applications workgroup

- Oliver will be chair for next year
- Jim Phillips to continue primary liaison
- Shohreh to continue as secondary liaison
- Rose Rocchio will join this workgroup in her capacity as (Collaborative Technology Group – ITLC subcommittee) member – ITLC sees some crossover between these two groups.
- Due to the departure of a chair mid-year, this group did not meet very much... and was somewhat overwhelmed by the prospects of considering a shared LMS (question put to the workgroup from ITLC).
- Ideas for next charge letter:
  - Mobile course tools
  - Depending on selection of OIPP platform – what 2-3 applications could be suggested as candidates for system wide adoption?
  - Observation: we all agreed that our departments can consistently beat strategic sourcing pricing by working directly with VARs.

### Summary of Workgroup Reports

In an effort to address workload issues, the ETLG discussed whether it would be best to limit workgroup focus in the coming year, perhaps just zeroing on one or two workgroups. After some discussion, this was rejected.

[Agreed: The workgroup should continue in their current form. The reports they are producing and the relationships that are being created are extremely important.](#)

[Workgroup chairs to send primary liaisons ideas for next years' charge. Primary liaison to work with ETLG Chair to draft a charge letter for each workgroup – with final review and approval from ETLG.](#)

[Agreed: Workgroups to post their meeting times / dates to the Confluence web site so that ETLG members / members of other workgroups can attend / generate discussions](#)

The ETLG will spend time analyzing all of this info – the snapshot as a key first step, then more focused next steps will be determined in the coming ETLG meetings. In workgroup charge letters, ETLG will strive to give very clear direction, ask for specific deliverables, and be mindful of members' time and workloads back at their respective campuses.

The ETLG will look for natural points of cross over and suggest inter workgroup meetings (face to face whenever possible).

### Review of content to be included in the ETLG Web Site

In place of a final report, the ETLG will begin using the Confluence site at UCLA to provide information to ITLC and other stakeholders. These items are up on the website and are subject to modification as we progress.

[Agreed: Send Copyright Recommendations to ITLC via Pete Siegel](#)



Agreed: Continue our efforts to identify top Pedagogical Issues with campus thought leaders (due by February / March, 2012 to give us more time to meet with these groups on our campuses)

Agreed: Members of Teaching Center type organizations (CTLs) across the UCs are welcome to attend and be part of ETLG going forward.

Agreed: Continue ETLG meetings on the first Monday of each month (1:00-2:30) – next meeting is August 1, 2011

Agreed: Jim will contact each ETLG member individually in June / July to:

- Make sure you are able to use Confluence site (is it easy to use / helpful?)
- Discuss workgroup charge letters / main goals for next year
- Address any specific items you might have

**Possible topics for the future (please add your ideas to our Confluence Web site)**

- Accessibility
- Outreach to Library groups
- Continued collaboration with Center for Teaching and Learning Directors
- eTexts - How do we want to consume eContent. UC Press is looking for a future model – Slasiac will consider this too.
- Faculty roundtable: what are faculty doing across the UCs on Digital Humanities?
- OIPP – will continue to be in our focus and drive discussions / change on a number of fronts
  - Develop a common resource for faculty to house resources (webinars, faculty success stories, faculty support information, calendar of events across our campus CTLs, etc.)