Distance Education Coordination Council	2/06/2012 Minutes 10:30 a.m. – 12:00 p.m. District Annex Conference room	
TOPIC	**DISCUSSION**	**FURTHER ACTION**
Review and Approval of Minutes	Approved by Consensus	
Crafton Hills reports	-TL began to cover handout provided by Rick regarding services available to students online vs face-to-face. Due to errors in columns not matching up, topic was tabled till next meeting. -TL shared that Denise was concerned about Bb Community no longer being licensed/supported. Glen told the group that the cost of licensing and hosting the system was approximately $70K. Tre did a survey and the very low usage did not justify the cost, this is especially true in light budget reductions. -TL shared that Course-Copies from the Fall 2011 term were inconsistent with regard to what documents could be accessed by students. Glen indicated that this was a known issue for which a patch had been applied. Unfortunately, this patch required a re-copying of the course. A email was sent out to all faculty regarding this issue and the process to correct. -TL shared that it was frustrating for students to continually be referred back to him to reset tests. He suggested that resets be conducted by the Help Desk. Following much brain storming, it was agreed that resets will remain the responsibility of the instructor. It was suggested that an announcement be placed in the course directing the students to review course documentation whenever they have issues taking a test prior to contacting the instructor. -TL shared that the tech supports are sometimes difficult to understand due to a heavy southern accent. Judy shared that when she has informed the tech she was having difficulty understanding him/her, they did improve.	Glen will email Rick. Glen will discuss with Blackboard support.
Valley College Reports	-SBVC is waiting on the results of a Pilot Student Satisfaction Survey. -Jack will be viewing a demo of Canvas, a fairly new LMS	
Distancd Education Reports	-Glen reported that despite a few major issues with Blackboard, the transition to hosting services has gone relatively well. Issues that emerged included "Course-Copy Errors," "Students/Faculty becoming unavailable once dropped from a course," "All help desk calls being escalated to level 2." Glen continues to confer with Blackboard weekly and much progress is being make. Services have been up 24/7 since the cut-over. -Following a discussion regarding the problems with students being unenrolled, the question of what happens to their course materials and back-ups arose.	-Glen to follow-up with Blackboard to investigate back-up process/duration and what happens to course materials for dropped students.

Discussion Items		
• Splash Screen Updates (Jack)	Glen already removed Splash which states downtime for Blackboard.	
• Notification Settings (Jack)	Glen to research and turn off course notifications.	
• E-Mail (Jack)	Covered in CHC reports section	
• New Features in summer update (Jack)	Jack asked about new features coming this summer. Specifically if the instructor evaluation tool would be in place. Glen shared that based on the presentation at Cali-Bug, it would, but it necessitated our upgrading to service pack 8.	
• Wimba voice boards (Jack)	Jack asked if we had any knowledge of or had used Wimba Voice Boards. There is a need this can fill.	Glen to reach out to vendor and try to schedule for March meeting.
• Comparison of services and support available to traditional and face-to-face students (Rick)	Covered in CHC reports section	
• Blackboard Help Desk (T. L.)	Covered in CHC reports section	
Next Meeting	March 12, 2012	