

**District’s Educational Services Software Workgroup**

**February 17, 2022**

**11:00 a.m. – 12:30 p.m.**

**Meeting Notes**

**Members:**

Aaron Detty, Aaron Iffland, Andrew MacNeill, Anne Gloag, Brian Weston (Chair,) Cara Smulevitz, Charlie Lieu, Cheryl Reed, Claudia Tornsaufer, Darius Spearman, Denise Munoz, Elizabeth Barrington, Ingrid Greenberg, Isabel O'Connor, Jay Pope, Jill ODea, John Bromma, Katie Palacios, Kelly Rosas, Laura Murphy, Ljubisa Kostic, Manuel Velez, Matilda Chavez, Matthew Rivaldi, Maureen Curry, Michelle Fischthal, Monica Romero, Nancy Wichmann, Paul H. Alexander, Peter Haro, Peter Maharaj, Poppy Fitch, Rechelle Mojica , Robbi Ewell, Russ English, Star Rivera-Lacey Stephanie Lewis, and Stephanie Major.

**Welcome**

Brian reported a successful Spring launch of all courses using Canvas.

**Canvas Helpdesk Status**

Currently we have 24/7/365 helpdesk support services for all SDCCD Canvas Users powered by Instructure, Inc. The State continues to provide funding for Canvas Chat Support. In addition to chat support, SDCCD has funded Canvas Phone Support. After evaluation of support services, it was found that about 40% of the support tickets were serviced via chat and the majority of 60% of the support requests were serviced via phone. Brian has submitted a *request for funding* to extend the phone support services for the 2022-2023 academic year. His team will reevaluate when Fall 2022 usage data becomes available.

**Zoom Sub Accounts**

TechConnect’s CCCConfer Zoom is provided by funding through the State. The State has asked colleges if they would like to utilize the Zoom Sub Account substructure for personalized management and branding. If we choose to establish subaccounts our users will see ‘SDCCD’ in the url address of their Zoom accounts, rather than the ‘cccconferzoom.us’ address. We would also have control of many management options available. A subaccount provides districts to have administrative rights to manage the Zoom user accounts and product licenses. Subaccounts have access to integrate Zoom Marketplace apps to benefit users. SDCCD will be responsible for global and individual account settings, but main helpdesk support will be provided by the State. Another benefit is that all new employees will have auto-generated accounts through SDCCD IT rather than having to request a Pro-account from the state.

Brian thanked the IT department for their work on a *single sign-in*. Peter shared that a single-credential address will help with efficiency and ease confusion for our users. He reported that we will have improved analytics to control issues like ‘Zoom bombing,’ with tools that will help IT and system administrators track down and address those concerns. He added that the State Chancellor’s office has been very supportive of Zoom Sub Accounts and are very helpful supporting institutions through this transition. The plan is to migrate to Zoom Sub Accounts around July 4 weekend to provide minimal interruption to instruction. The Summer transition will impact anyone who uses CCCConfer accounts. Ingrid shared that many of our regional college districts have already been using Zoom Sub Accounts successfully and it may be helpful during rollout to report that other colleges have already moved in this direction.

**Plagiarism Software Update**

The District is evaluating anti-plagiarism software options while we await the STAC funding news. Currently, we are using ‘Unicheck.’ Unicheck compares uploaded documents with internet sources and their library to identify plagiarized content. One of the leaders in this industry is TurnItIn, they have purchased Unicheck. Since our Unicheck contract is coming to an end August 2022, Brian has tasked Trenton Tidwell to organize a group to review different options. Trenton reported that he has been meeting with faculty throughout the Fall and they have created a rubric for software review. He reported that they have reviewed four products below:

TurnItIn ‘Originality’ <https://www.turnitin.com/products/originality>

TurnItIn ‘Similarity’ <https://www.turnitin.com/products/similarity>

Ouriginal’s ‘Ouriginal’ <https://www.ouriginal.com/faq/>

Complatio’s ‘Magister’ <https://www.compilatio.net/en/magister#software>

After demonstrations, research, and rubric review the group has recommended the software in the following order: #1 Originality, #2 Similarity, #3 Ouriginal, and #4 Magister.

Brian thanked the review team for their work. He will provide the recommendations for consideration during funding discussions. There is typically training provided by the new company if there is a change in anti-plagiarism software contracts, Online Learning Pathways plans to help disseminate the professional development the new company will provide. He is hoping to have more information available sometime before June.

**Media Engagement Software Update**

The District’s media engagement platform is currently Canvas Studio. The State funded the license for two years. We are hoping that they will extend the contract for at least one more year. Canvas Studio has been received well is in high usage holding about 55 terabytes of media uploaded. Brian is hoping to fund a one-year extension to the current Canvas Studio contract if the State fails to fund support. Looking forward to 2023, Chris Rodgers is forming a review group and hopes to include more representation from around the District. He invited ESSW members to join him, they will be meeting throughout Fall 2022 with a target recommendation date of late December. Any media storage solution will need to be in place by Summer 2023. Darius questioned about storage limits and migration processes since the district has become dependent on Canvas Studio. Chris assured the group that we may stay with Canvas Studio, his group will be focusing solely on exploring options.

**Systemwide Technology Access Collaborative reopen in April 22'**

### The Systemwide Technology Access Collaborative (STAC) is a systemwide collaborative between the California Community Colleges Chancellor's Office, the Foundation for California Community Colleges' CollegeBuys program, and the California Virtual Campus initiative to centralize the ordering of online teaching, learning and student support tools to create a cost savings for districts. STAC will reopen in April 2022 for 22-23 Academic Year.

**Next Meeting:** **Thursday, March 17, 2022**

*Respectfully submitted by: Mary Kingsley, SDCCD ONLINE*