

Minutes - eLearning Council Meeting

Thursday, January 24, 2019 | 1:30 PM-3:00 PM

eLearning & Academic Partnerships Conference Room: TTU Plaza 501F

Attendees: Justin Louder, Kathy Austin, Karissa Greathouse, Lewis Snell, Lisa Leach, Sandra Huston, Roger Landes, Teresa Diaz, Kari Dickson, David Doerfert, Vickie Sutton, Andrea McCourt, Kelly Fox, MaryAlice Torres-MacDonald, John R. Thomas, Jennifer Hughes, Joshua Fairbanks, Heather Greenhalgh-Spencer, Larry Phillippe, Micah Logan for Suzanne Tapp

- I. **Call to Order:** Meeting was called to order at 1:33 p.m. by Dr. Justin Louder.
- II. **Approval of Minutes from Previous Meeting:** Dr. Kathy Austin made a motion to approve and Dr. Heather Greenhalgh-Spencer seconded. Minutes from the previous eLearning Council meeting, held on 11/15/18, were approved.
- III. **New Distance Program Approvals:**
 - a. **MBA Concentration - Healthcare:** Ms. Wendy Arnett spoke on the proposed MBA Concentration – Healthcare. Dr. Greenhalgh-Spencer made a motion to approve and Dr. Joshua Fairbanks seconded. The proposal will be voted on in the next Graduate Council Meeting.
 - b. **MBA Concentration – Information Technology:** Ms. Wendy Arnett spoke on the proposed MBA Concentration – Information Technology. Dr. Greenhalgh-Spencer made a motion to approve and Dr. Fairbanks seconded. The proposal will be voted on in the next Graduate Council Meeting.
 - c. **MBA Concentration – Marketing Analytics:** Ms. Wendy Arnett spoke on the proposed MBA Concentration – Marketing Analytics. Dr. Greenhalgh-Spencer made a motion to approve and Dr. Fairbanks seconded. The proposal will be voted on in the next Graduate Council Meeting.
- IV. **Proctoring Memo:** Dr. Louder spoke on the Proctoring Memo as a result of issues we have seen with students and wanted to make sure faculty were aware. It was discovered that the Respondus Monitor program was not intended for University use but the option was still available within Blackboard. Subsequently, students were receiving an error message when they attempted to use the program. The Respondus Monitor program is the webcam solution and is different from the LockDown Browser solution. The Respondus Monitor option has since been removed from Blackboard as we do not have a license for this product. The Proctoring memo was drafted outlining the two services that eLearning provides to head off any issues with faculty and students trying to use Respondus Monitor, a product that we do not support. A campus-wide license is available for the Respondus LockDown Product, providing service for face-to-face students as well as distance students. Students have to download additional software but there is no cost associated with LockDown Browser. The University provides support for this product through eLearning and Information Technology. The University is also licensed to use the Proctorio Online

Proctoring tool. This tool, utilizing a Google Chrome add-on, will record students' webcam, audio, keystrokes, IP address, etc. This service is only licensed for online and distance program courses, not face-to-face courses. eLearning and the IT Division work alongside the Proctorio Company to provide limited support for the university. Proctorio is not currently used with iOS devices. There is additional information available on the eLearning website.

- V. **New TA Request Form:** Dr. Louder discussed a new TA Request Form. IT is working on an automated process for instructors to request that TAs, GPTIs, RAs, GAs and other instructors be added to courses. We hope the form will become live by the upcoming fall semester.
- VI. **eLearning Call Center Discussion:** Dr. Louder discussed the eLearning Blackboard Call Center. The Call Center is staffed with advisors and uses the eLearning websites, the college websites and the university websites to answer basic questions about programs. There was an issue with some of the information that was given for College of Education programs. There was a disconnect between information on multiple websites. A memo was sent out late last fall semester to associate deans and department chairs to ask them to review their websites. The first line of communication for the student is the Blackboard Call Center in which they answer questions pertaining to application deadlines, hours and various prospective student issues then funnels to programmatic advisors to answer questions about curriculum, enrollment, etc. Dr. Louder will resend the email to the eLearning Council, and asked that you share this information with your department. Please provide Dr. Louder with any information regarding issues with the Blackboard Call Center that he needs to be aware of so that we can give prospective students the most updated information.
- VII. **Blackboard Updates: Community, Content, Analytics, Other:** Mr. John R. Thomas and Dr. Austin discussed updates for Blackboard Community and Analytics. A hierarchy draft for Blackboard Community has been created. The IT Division would like the eLearning Council to review it and come to an agreement regarding the structure within Blackboard. This includes administrative roles, the institutional level, the college level and the department level. Analytics for LEARN will be ready to move forward following a technical configuration. Once that is complete, a smaller group internal to eLearning and the IT Division will be trained on using the system. This group can limit what is viewable, useful and available to the campus community. A larger group will then be trained to use the Blackboard Community tool.
- VIII. **Open Discussion:** Dr. Vickie Sutton asked about grants for course building. Dr. Louder explained that they were unable to do so this year but provided the funding, eLearning will be able to provide grants for course building for the 2019-2020 academic school year.
- IX. **Adjourn:** Meeting adjourned at 2:43 p.m.