QCC COMMITTEE ON ELEARNING
An Academic Senate Standing Committee
Minutes
Meeting of October 11, 2011, in H-345 at 4:20pm

Attending: Barbara Blake-Campbell, Dona Boccio, Sara Rofofsky Marcus (Chair), Bruce Naples (President's Designee), David Sarno (Secretary), Nekesha St. Rose (Student Representative)

Absent: Sunil Dehipawala, John Gordon (Steering Committee Designee), Anissa Moody, Melanie Sehman, Jun Shin (COC Liaison), Mangala Tawde (Alternate)

1. **Chairperson's Report**
   S. Rofofsky Marcus noted that the Committee's website has been updated and the content will be doubled in Blackboard.

2. **President's Designee Report**
   a) The eLearning Winter 2012 Institute in January has been announced by VP Steele. Up to 11 new faculty are expected. The Committee members are asked to publicize the Institute.

   b) The eLearning Luncheon / Showcase (Wednesday, November 16, 12-2:30pm in the Oakland Building) is under development.

   c) Three videos are being recorded for the eLearning Readiness Program (eLRP). Requests were made for more general topics that could be made into videos, such as "WU grades". WU grades are especially a problem in PNET and FNET courses because many students do not understand how to properly participate in these courses.

   B. Naples reminded the committee that it is possible to notify students of their status in a course by using the Early Warning feature in the Blackboard "Grade Center". S. Rofofsky Marcus asked for suggestions on how to get faculty to use this feature. One suggestion was that it could be a topic for an ACC or CETL workshop. B. Naples said other workshop topics are always welcome.

   d) The eTeam is currently scoring the online ST-100 course using the Quality Matters rubric. B. Naples recommended that in the future ST-100 should be offered <u>only</u> as a blended/partially online course.

3. **Old Business**
   a) **Approval of Minutes**
   The minutes of the September 13, 2011 meeting were approved with minor changes.

   b) **Designation of Online Courses in CUNYFirst**
   N. St. Rose showed the committee how CUNYFirst appears to students searching for courses so that we could see how online courses are designated. It was noted that some of the choices on the drop-down menus were not intuitive. It was seen that online courses are designated by "FNET" or "PNET" as part of the section code, but several committee members noted that students may not notice or understand those designations.

   There was more discussion regarding completion of the eLRP prior to enrolling or at least participating in an online course. B. Naples noted that the certificate of completion for the eLRP cannot yet be printed by students. The question of who the certificate should be brought to as proof of eligibility for enrolling in an online course (academic advisor, Freshman Academy advisor, etc.) was also raised, but no conclusion was reached.

   D. Boccio and M. Tawde will continue to draft a resolution that states the following.

   - Online courses must be more clearly identified as such in CUNYFirst.

- Completion of the eLRP be made a pre-requisite for any PNET/FNET course, thus precluding the need to print and deliver a certificate.

c) Response to C. Dowlah's email regarding communication with students

S. Dehipawala drafted a response based on the discussion of this committee on Sep. 13, 2011. Upon further discussion at this meeting, it was decided that we did not need to formally respond to the first item on the distribution of instructor evaluation forms, as the Committee on Academic Development had addressed it sufficiently.

Regarding C. Dowlah's concerns over student emails, it was decided that a specific campus-wide policy was not necessary. A new response will be drafted by D. Sarno with the following suggestions.

- Faculty could compose a "boilerplate" response (as a pdf file) with the information that the instructor would like the students to know prior to the start of classes. This "boilerplate" response could be sent as needed, instead of having to compose a separate reply for each email received.

- Emails from students could be collected in a folder and replied to when the instructor is ready. This will prevent those messages from getting buried in the instructor's inbox so that there is less of a need to reply immediately.

- A "Rule" could be set in Microsoft Outlook that would generate an automatic email reply to students during a certain period of time (e.g. throughout the registration period). The instructor could contact the IT Help Desk for assistance.

4. New Business
a) TigerMail
N. St. Rose showed us what her TigerMail Inbox looks like. There was an average of one email per day from QCC Student Affairs, and usually not more than 10 messages received per day. (Much fewer than in personal email accounts such as Yahoo! or Gmail). The committee concluded that the students should have no problem using TigerMail for college business. It was noted that students have the option to have TigerMail forwarded to their personal email accounts. B. Naples suggested that all students could be required to setup email forwarding when taking ST-100.

It was noted that the use of TigerMail is recommended, but that there is no college policy requiring or enforcing its use. D. Boccio will draft a recommendation stating that TigerMail should be the only method of email communication on campus. In other words, personal email accounts should not be used by anyone for college business. S. Rofofsky Marcus will contact Emily Tai, Chair of the Steering Committee, to find out how to have such a policy considered/adopted by the Academic Senate.

b) Development of Assessment Protocols
B. Naples will share the adapted version of the Quality Matters rubric via email.

c) Additional topics for videos
- FAQs: Blackboard
- FAQs: Online courses
- FAQs: Getting help from instructors
- Why should I take the eLearning Readiness Program?
- The importance of TigerMail (Why haven't I heard from my instructor?)

The committee was reminded that the next meeting will be on November 8. The meeting was adjourned at 5:45pm by unanimous decision.

Respectfully submitted,
David Sarno
Secretary, eLearning Committee