Academic Support and Student Services Committee (AS&SS)

Minutes

10/27/22

10:00-11:30

Virtual Modality

Members Attending:
Dr. Elaine Correa (Chair), Dr. Alicia Rodriquez (Vice-Chair A&H), Dr. Jeroen Gillard (NSME)
Dr. Pratigya Sigdyal (BPA), Dr. Monica Ayuso (At-Large), Mariela Gomez (Student Service
Professional), Dr. Melanie Taylor (At-Large), Prof. Matt McCoy (Librarian), Steve Miller (Staff
Member), Maria Espinoza (*ex-officio*, ASI Exec-VP), Sandra Bozarth (*ex-officio*, Dean of
Libraries), Dr. Denver Fowler (*ex-officio*, AD Undergrad. & Graduate Studies), Jennifer McCune
(*ex-officio*, Registrar), Dr. Markel Quarles (*ex-officio*, VP Student Affairs)

Guests Attending:
Alexander Slabey (Instructional Designer) and James Evans (Media Specialist)

Absent:
Mariela Gomez (Student Service Professional; excused)

I   **Call to Order:** 10:00 a.m., by Chair, E. Correa.

II   **Approval of Minutes**

       Motion to approve: M. Ayuso; seconded: S. Miller

III   **Approval of Agenda**

       Motion to approve: P. Sigdyal; seconded: M. McCoy

IV   **New Business**

1. Replacement of Knowmia
   - Three questions regarding Knowmia replacement- how long will we keep the new program, what is the cost of the program, and what is the level of support that those at the university will receive?
2. Presentation on Knowmia alternatives by Alexander Slabey and James Evans from Information Technology Services
   - A. Slabey- Provided an overview of the current purpose of Knowmia—to manage videos on campus (e.g., create videos and post on Canvas). Knowmia service is going to be deprecating the service, so we need a replacement at

CSUB. Five other services were examined to find a comparable or better service (i.e., Panopto, Kaltura, Yuja, Canvas Studio, and MediaSite). The Evaluation Team reviewed all five and assessed the cost and decided that Panopto was the best service. Panopto also has a MEA with CSUB, so it has reduced pricing. The second choice was Yuja. Panopto has a partnership with Knowmia, which will make the transfer more seamless and have less impact on students and faculty. Panopto is also similar in functionality to Knowmia, so faculty will not notice much difference. This is meant to be a long-term program for us to use. It does cost $30,000 and they are renegotiating the price this year. If we wait to purchase it, the cost could go up. If we purchase now, we would be locking the price in for 3 years. They were considering a mid-tier option for support, which provides a similar level of support to what we have now but does not provide 24/7 support for students or faculty.

- J. Evans and A. Slabey- We are the only customer that Knowmia has, so we need to move forward now, as we are not a high priority for service requests. They now take longer to provide support services to assist us.
- Questions- S. Miller questioned about space size- this does not seem to be an issue based upon our current needs. M. Taylor- How does Panopto compare to the other services examined? Panopto had easily the greatest number of features when compared to the other programs. Other campuses use Panopto as well. P. Sigdyal- What are we losing/gaining as we switch programs? We are losing being able to connect videos in Canvas as an assignment that assesses how much of a video student watches. We are gaining split screen features and searching. E. Correa- Will Panopto be ADA compliant? The auto-captioned Zoom recordings will transfer over into Panopto. Knowmia has an ADA compliance checker, but it is the only program that had that function.
- Concerns from faculty? None raised.
    i. All in favor of the change from Knowmia to Panopto- S. Miller, P. Sigdyal, J. Gillard, M. Ayuso, M. McCoy, E. Correa, A. Rodriguez
    ii. None opposed

3. AS&SS Response to Referral #7 – Advising Taskforce Recommendations
    a. A. Rodriguez- If we went with a faculty director/liaison, it would create more opportunities for leadership among the faculty, but not sure if appropriate to include that; gives faculty from every school the chance to play a role.
    b. P. Sigdyal- If miscommunication is happening, a communication audit would be an option to improve this issue.
    c. Move forward with the document as is?
        i. First- A. Rodriguez
        ii. Second- M. McCoy

VI **Old Business**

1. AS&SS Response to Testing Center Sub-Committee Exploratory Report
   a. M. McCoy- the testing center is feeling strain for space and faculty. There is also no offering of some high use tests (e.g., GMAT) and online proctoring is not an option due to rights violations. There is not a current option to build a new space. It was proposed to survey faculty to see if there is actual need. One option was to reserve class spaces for proctoring exams. There is also the possibility of collaborating with outside vendors where tests can be overseen. But this issue has only recently been addressed and is still in progress.
   b. E. Correa- Desires to see some models in terms of cost and structure that are in place at similar schools. We know there is concern by faculty about not having appropriate spaces. It is also challenging for student to have to take tests off campus and this is just a band-aid to a long-term solution. We should send this back to the subcommittee for more information.
   c. P. Sigdyal- A lot of the initial concerns about the testing center started during the pandemic, so is there still need. E. Correa- this has been an issue longer than before the pandemic started.
   d. M. Espinoza- Students find that taking tests off campus to be expensive and burdensome for travel.
   e. J. Gillard- Is a purpose of testing center for faculty to give test when they don't have enough space? Yes, classroom spaces are also not sufficient. How many students does the testing center currently hold? Not many and staff is a limiting factor.
   f. M. Taylor- When are tests being taken—on the weekend or weekdays? Testing center is not open during the weekends, but many tests are offered on weekends.
   g. M. Espinoza- Do we know the process of reserving the testing room? It is open a limited number of hours and students are concerned about taking a test outside of their classroom hours. P. Sigdyal- if tests are scheduled in testing room outside of normal hours, students are concerned. Also, why is it difficult for an instructor to reserve another room? S. Bozarth- we only have one room that holds 90 students, which is the issue for reserving classrooms. In the evenings and weekends, that could be an option.
   h. M. McCoy- this seems to be guidance for the next meeting, as opposed to us making actual recommendations, since we are still unsure on the actual need.
   i. E. Correa- move to send recommendation to the committee to do more work to provide us with more detailed feedback. She will write something, have us review it, and send it forward.
      i. Motion to Approve- M. Ayuso
      ii. Second- A. Rodriguez
   j. M. Ayuso- What about Bakersfield College, where we could use their facilities?
   k. E. Correa- The next step is to know numbers and what this would look like.

VII   **Open Forum**

        o Announcements

            Congrats to Dr. Monica Ayuso on her presentation at the Sabbatical Symposium!
            Congratulations to Maria Espinoza who gave the keynote address at the new Children's Center on Campus.
            Congrats to M. Taylor and D. Hall for their conference presentation!

VIII   **Adjourn:** Meeting ended 11:01 a.m.