| **CO-CHAIRS** | **ASGC** | **ADVISORY** |
| --- | --- | --- |
| Eric Klein, Co-Chair | King Wong | Michael Reese |
| Pat Murray, Co-Chair | Zhihan | Andy Timm |
|  |  | Bill McGreevy |
|  |  | Asma AbuShadi |
|  |  | John Stephens |
|  |  | Sang Bai |

| **ACADEMIC SENATE** | **CLASSIFIED SENATE** | **ADMINISTRATORS’ ASSOCIATION** |
| --- | --- | --- |
| Michael Lines | Dawn Heuft | Michael Copenhaver |
| Jessica Owens | Pat Murray | Loren Holmquist |

| EX-OFFICIO | RECORDER | GUESTS |
| --- | --- | --- |
| Courtney Williams | Michele Martens | Jacob Angelo |
| Janet Gelb |  | Julie Middlemas |
| Aaron Starck |  | Niko Crumpton |
| Dave Steinmetz |  | Blanca Valdez |
| Carl Fielden |  |  |

| ROUTINE BUSINESS | | |
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| 1. Welcome | Done. | |
| 1. Open Comment | None. | |
| 1. Additions/Deletions to Agenda | Courtney will give update on her Guided Self-Placement Technology Request recently submitted.  Courtney thanked the committee for fast-tracking the ESL Technology Request. There have already been meetings with District IT on how to implement the requested software. Cuyamaca will soon give their input into the verbiage so we have consistency district-wide. We want to ensure all students are getting their needs met. The process is moving along quickly. | |
| 4. Approve Meeting  Notes | Vote to approve meeting notes from February 24 and April 27, 2020.  Michele to make change to recent notes about Carl captioning, not recording, the videos he is working on. | |
| NEW BUSINESS | | |
| 4.Library Updates and Student  Experiences (Julie Middlemas  And Jessica Owens) | | Jessica shared the front-facing Library page, One Search, that students see when accessing the GC Library homepage. Since One Search is the recommended tool for CSUs and Community Colleges in California, the hope is that this tool will be familiar to students and they will have no trouble accessing what they need. Jessica stressed that all of these are public-facing pages which means anyone with access to the internet can do this type of research. If a user would like to access eBooks or databases, then a login and password is necessary. Jessica noted that the password/login combination here is a bit troublesome as it is one more combination that students need to remember. The Librarians and Eric are working with IT on resolving this issue. We need to remove all the barriers we can for our students.  Jessica went on to share a “Chat” widget will soon be added to the search results page. This will allow students the ability to chat with a reference Librarian for more in-depth research help. Right now there is an “Ask a Librarian” link on the GC Library’s homepage that Jessica demonstrated along with the “Support for Students” and “Support for Faculty” links.  Julie then discussed the Library’s statistics along with the opportunities and challenges they have faced recently. The library is there to offer services and collections to students. Now that we are completely remote, the Library is looking into how students’ needs are being met. The Library’s reference service is going through an evolution, and this is the biggest challenge facing the Library as they can no longer offer face-to-face reference help. The Library has also been using Question Point that provides 24/7 access for students, but this tool has become a bit antiquated and not as useful. Beginning May 29th, the Library will transition to a new remote service known as “Lib Answers.” The students will be able to have a reference interview wherein a Reference Librarian will help the student focus in on what they are looking for and how to use the materials available to them. (This is the chat widget Jessica mentioned earlier.) This software will also be used at the reference desk when we return to campus.  Julie said that the GC Library is one of the top three websites visited on campus. Julie is proud to say the Library gets more traffic than any other site on the campus. John Stephens asked if this traffic is on-site or off-site visits. This is important to note as anyone who logs into a computer located in the Library is automatically logged sent to the Library’s homepage, so each login is counted as a visit. John went on to say that all of the web browsers in the Library are set to record a visit every time a user logs in, opens a new window, a new tab, etc. These are all counted as visits to the Library page. This creates misleading data and we may want to look into this when we get back to campus. Dawn suggested we look into Google analytics when we get back. Julie went on to share that there have been 29,000 searches in the new One Search interface since it went live this semster.  Lastly, Julie shared the statistics for the online collection. She broke them into three different types: Databases (academic journal articles, magazine articles, and newspaper articles), eBooks, streaming media. Since we have different vendors for each service, it is difficult to pull usage statistics. |
| 5. Tutoring Updates and  Student Experiences (Niko  Crumpton) | | Niko shared some stats about tutoring usage. We are currently using WCOnline to do online tutoring sessions. With the move off campus, we have seen a large decrease in the number of tutoring sessions in the General Tutoring and the EWC (English Writing Center. The MSC (Math Study Center) was able to rebound nicely and went from offering 5-15 minute sessions to 30 minute sessions.  Niko went on the share results of the student satisfaction surveys, which were mostly positive. The biggest negatives noted by the students were trouble with technology and actually getting the necessary tutoring.  Blanca Valdez had experienced some challenges with Math tutoring recently, mostly due to the constraints of only 30 minute sessions. She has had appointments when a tutor had to get up and go into the office to find a book to help with the particular issue the tutee is having; this cuts down on the actual amount of time for one-on-one tutoring. Blanca would like the option of longer sessions. Niko mentioned there are some exceptions made for ARC and EOPS students. EOPS has actually agreed to pay for the additional 30 minutes so EOPS tutees can have one-hour sessions. Blanca would also like to see group tutoring and Niko mentioned we will be looking into this option soon.  Niko discussed NetTutor, the college’s online tutoring service, which has been in place for a couple years. We pay for this service and it has not been utilized as much as we projected. However, since moving off campus, the usage has increased. |
| 6. Update on Technology  Planning (Jacob Angelo) | | ICS is working to get classes online and investigating different software options for working from home. Adobe is providing free software to our faculty and staff, but this will end July 6.  They are also working with other departments to get students computers to use at home. Jacob is also working with the Rapid Response Teams to get ready for the Fall semester which will be totally online. The District is working on getting the campus virtualized for the fall semester, which includes getting Office 365 for the students. District is also looking into **not** deleting student accounts each semester. This has proven troublesome as students have difficulty signing in between semesters. This change would keep students in the database for the duration of their academic career with us. District is also looking into a single sign-on (SSO) so we eliminate the need for multiple logins and passwords. The goal is to have the SSO by Fall. |

| DISCUSSION ON PREVIOUS AGENDA ITEMS | |
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| FOR CONSENSUS | |
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| FOLLOW-UP | | |
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| Who | Item | Timeline |
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| WORK AHEAD   * Announcements * Preparations for future meetings |
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| NEXT MEETING: September 28, 2020 |
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