**Listening Session Notes**

The ETC Workgroup hosted a listening session on the Dec. 6 to hear about faculty educational technology needs and issues before Spring and unit plan season.

**Topic: Self-Service**

* The student side for Ed Planning is not clear.
* Students don’t know they have to click on course titles to get more information
* Some information is inaccurate, for example, pre-requisites. Nothing is sending students to an assessment tool.
* The Progress Tab is inaccurate. It pulls courses chronologically. It is saying students haven’t taken certain classes when they have (potentially from other schools).
* Linked courses need to be more visible for students to know. It’s not obvious for students.
* Waitlists disappearing is a problem.
* Enrollment counts need to be updated in order for instructors to add.
* Are waitlists showing 5 for everyone? Are they reflecting department wishes?
* Students in a pre-requisite aren’t able to register for the next course. They are getting a message that they haven’t taken the pre-requisite yet.

**Topic: Enrollment**

* Our application to the college is not uploading. Students need to email the Welcome Center to tell them to enter them as as a student.
* Because our application is not automated, we aren’t collecting any of that data (required to be a HSI.) We are going to have a one-year gap on data.
* The lack of automation extends the 5 steps process over a couple of days, longer if we are closed. We are losing students in the meantime v. Solano’s where it takes 30 minutes. For us, they submit an app and get no response.
* Caminos Exitos has money to pay a programmer to come in and fix the problem.
* The level of workaround for registration is high. There are so many issues that have been going on for a long time. Students are commenting on our credibility and likely will go elsewhere. Students recognize that they cannot access technology on campus that works at home, and that staff can’t either.

**Topic: Technology Permissions**

* Distance Education Technicians need full admin access in Canvas, the SSO Active Directory, Self-Service.
* More faculty need to be trained as system administrators also. We can have a faculty team of programmers who can be helping the college.
* Counselors want broader permissions to help students register when they are meeting with them.
* Most student services personnel need access also to help fixes, like passwords, K-12 error messages.

**Topic: Canvas**

* Adoptions/Insights on the left side Navigation of Canvas pertains to faculty only but is set as a default and some faculty don’t know how to hide it. In general, can we clean up the left navigation since it is student facing.

**Topic: Website**

* There should be a new website tutorial.
* Decisions about when to change links should be made in conversation to ensure our vulnerable students are considered. Redirects need to be functioning.

**Topic: Library**

* The library budget for technology should be clear.
* The second floor of 1700 is still not fully functioning.

**Topic: General**

* How does IT prioritize based on what needs fixing?
* We need set dates for when features will come back online.
* Staff are spending half of their time explaining workarounds for tech issues to students. We could be onboarding more students with that time.
* Faculty and staff are unable to make outgoing phone calls in the 900 building.
* Numbers transferred from upper campus rejected by phone system down valley.
* Upper Valley campus needs consistent IT for the credit classes starting in January and Wifi.
* There should be more training for new software.
* Consistency is needed in classrooms. A minimum standard should be met for all classrooms first before purchasing newer technology for just a few classrooms. Computers should not be older than 5 years (not 12), running the latest window, with audio and camera in every room and able to run Zoom.
* What is still on our server? What’s in the cloud?