ACADEMIC SENATE
for California Community Colleges
LEADERSHIP · EMPOWERMENT · VOICE

A Student Digital Equity and Literacy Solution:
Collaborating to create equitable student access and success with innovative solutions for IT initiatives

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November 30, 2023

San Diego College of Continuing Education

One of four colleges at San Diego Community College District

SDCCE Academic Senate

supports student digital equity,

literacy, access, success, and cybersecurity.

SAN DIEGO COLLEGE OF
CONTINUING EDUCATION

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San Diego College of Continuing Education

Recognitions

CCCCO IT security
Webinar April 2023

Online

Faculty

Mentor

Model

Program

League For Innovation

HyFlex article

Model of Change

The Improvement Guide, Langley et al., (2009)

Digital fluency and Information Technology (IT) improvements require change.

Sometimes change does not lead to improvement.

Regular collaboration increases chances that change will lead to improvement.
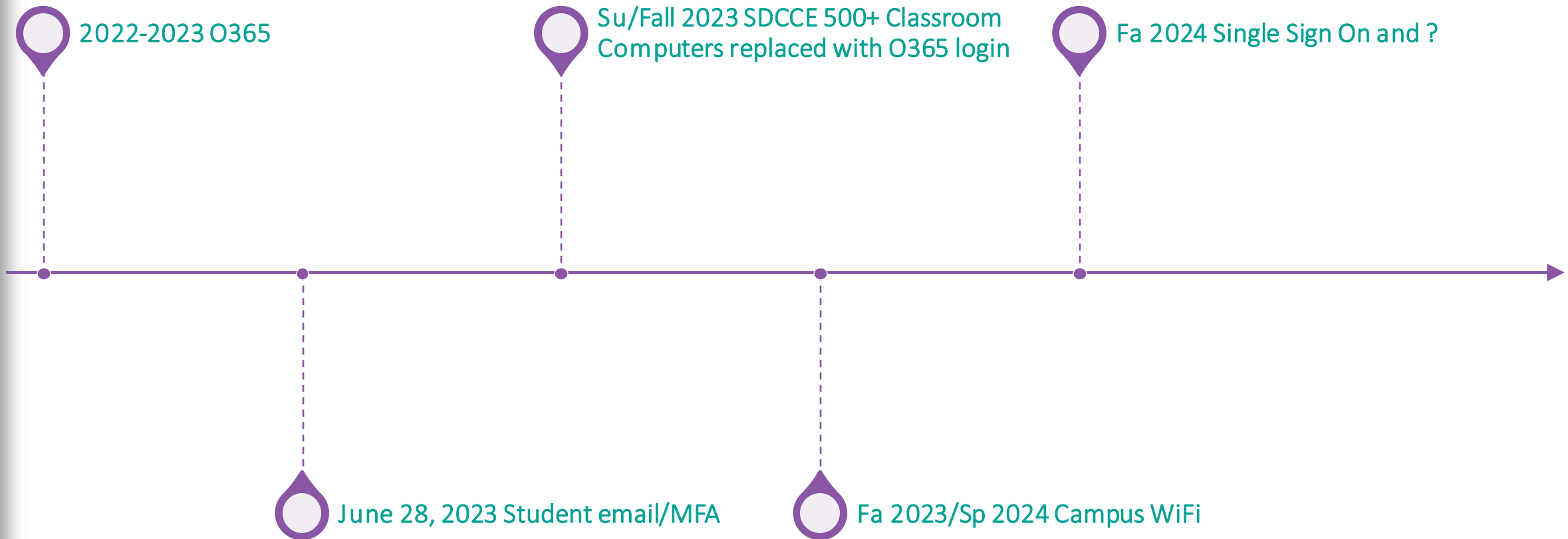
Definitions

IT initiatives

- Campus WiFi = a wireless network that provides wireless high-speed Internet access

- MS = Microsoft

- O365 = MS Office Suite in the cloud: MS Word, MS Excel, MS PowerPoint

- MFA = Multi Factor Authentication: a multi-step account login process that requires users to enter more information than just a password.
    - Example: online banking often requires both a password and a code

- Student email = email assigned to student by college.
    - See SDCCD Student Email FAQs
    - *firstinitial lastname@student.sdccd.edu'*
    - example: msmith@student.sdccd.edu

- Single sign-on (SSO) = Students and employees use district email and password to login to computers, myPortal, registration, enrollment, Canvas, Zoom, etc.
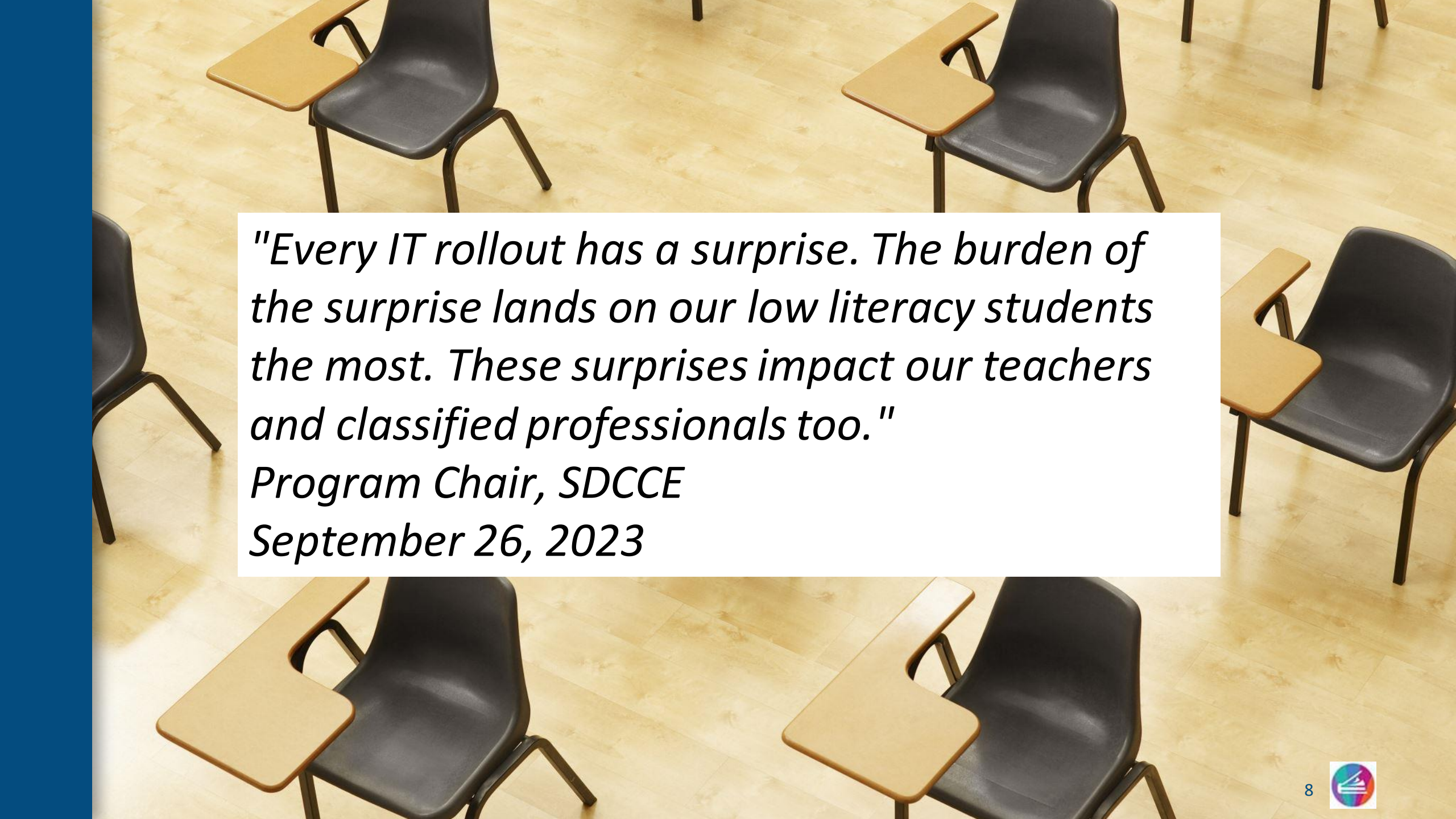
Timeline SDCCE IT Initiatives

2022-2023 O365

Su/Fall 2023 SDCCE 500+ Classroom Computers replaced with O365 login

Fa 2024 Single Sign On and ?

June 28, 2023 Student email/MFA

Fa 2023/Sp 2024 Campus WiFi

"Students have so many IT steps before they even start classes. The way IT initiatives are piling higher and higher, it's getting harder to serve students."
Program Chair, SDCCE
September 26, 2023

"*Every IT rollout has a surprise. The burden of the surprise lands on our low literacy students the most. These surprises impact our teachers and classified professionals too.*"
Program Chair, SDCCE
September 26, 2023

"Some students are reporting that they are not receiving Welcome email from student email.
Classified professionals are troubleshooting, but they
have limited training. They are asking students to bring device/laptop to campus to see their email.
Many students came to campus during first weeks of fall semester to identify the type of class: on-campus, online, or HyFlex."

Classified Professional, North City Campus, SDCCE, September 26, 2023

SDCCE Associated Student Body: October 2023, Technology Interview Responses #1

1. What are the technology issues you are experiencing with:

➢ **(A) Student email and Multifactor Authentication**?

   ➢ It was difficult to use the student email. Couldn't login.
   ➢ The students were asking **why** they would need the student email?
   ➢ Hard to find portal. myportal.sdccd.edu
   ➢ Email password=portal password

➢ **(B) Campus Wi-Fi?**

   ➢ Students use it, but sometimes, it takes a long time to load.
   ➢ It is very slow.
   ➢ Suggestion: use "Student" in the name of the WiFi

SDCCE Associated Student Body: October 2023, Technology Interview Responses #2

2. How do these technology problems impact your learning?

➢ If WiFi is slow, the students cannot find information they need for the on-campus class. For example, for using an online dictionary.

3. What are your suggestions to improve technology for learning?

➢ There should be more communication with students about using technology.

➢ The students were not aware about the student email details and MFA. For example, the fact that the portal password is the same as their student email password was new to them.

4. If Information Technology (IT) staff had a help desk on campus, how would you use this service?

➢ Students were surprised by this question.

➢ They would use the service the same way they use the [mobile] phone service.

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Eight Best Practices:

ReSHAPE

1. **Re**search a Student Digital Equity and Literacy Report.

2. Write a **Re**solution to support student digital equity and literacy.

3. Provide **Re**assign time to faculty leader(s) who participate in IT committee activities

4. Lead efforts to create **S**tudent resources/tutorials.

5. **H**onor different paths. Fail fast and often + governance = progress

6. **I**nvite faculty leader(s) who are IT **a**ware to present at governance meetings.

7. **P**articipate in feedback loop. Fill out Help Desk forms ASAP and frequently, even if you think someone else already did so.

8. **P**lan Cross Functional Strategic **E**xcellence

- SANDAG Regional [Digital Equity Strategy and Action Plan](#) (2021)
- Low-income students lack access to the internet and computer technology

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Improvement #1

Research and write Student Digital Equity and Literacy Report.

Household Broadband Adoption, Low-Income Households

% of Low-Income Households Without Broadband and/or Computer

- 31 - 35%
- 21 - 30%
- 11 - 20%
- 6 - 10%
- 0 - 5%
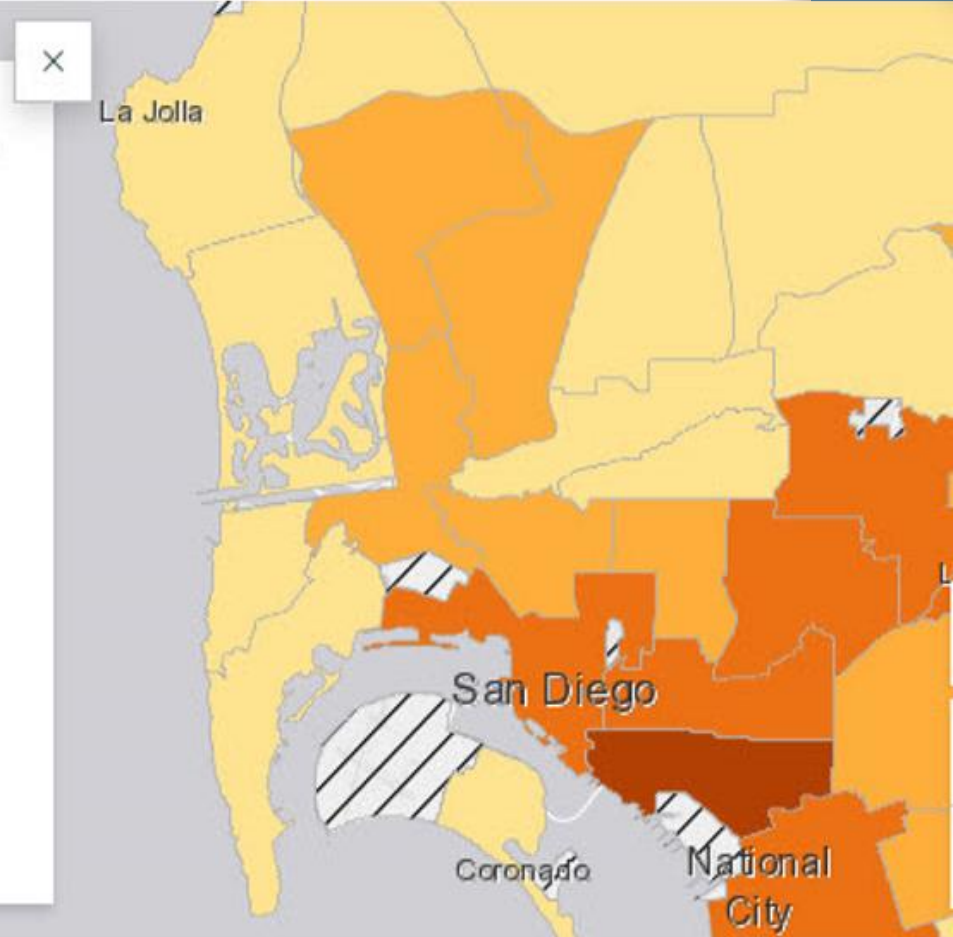- No Data

La Jolla

San Diego

Coronado

National City

Image from https://www.sandag.org/-/media/SANDAG/Documents/PDF/projects-and-programs/regional-initiatives/digital-equity/regional-digital-equity-strategy-and-action-plan-2021-12-01.pdf

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Improvement #2

Write a resolution to affirm Academic Senate support of student digital equity, literacy, and cybersecurity.

- SDCCE Academic Senate (AS) resolution November 2022

Whereas SDCCE AS is committed to SDCCD cyber security;

Whereas SDCCD is planning an all-switch date in 2023 for student .edu preferred email address and Multi-Factor Authentication (MFA) for students (email, Office 365);

Whereas a large percentage of SDCCE students speak languages other than English at home, are literacy learners, and/or are facing digital gaps;

Whereas insufficient notice was given regarding the changes, and time is needed to prepare and teach noncredit students about SDCCD student email with .edu suffix and multi-factor authentication, including the following

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Improvement #3
Reassign time

- Provide reassign time to faculty leader(s) who participate in IT and digital fluency activities
- SDCCE Academic Senate (AS) provides 0.10 reassigned time to one faculty leader:
  - College Technology Committee Co-Chair
  - District Technology Committee Member
- SDCCE Vice President of Instruction office provides 0.80 reassigned time to one faculty leader:
  - Coordinator, Online Faculty Mentor Team
  - Lead member, AS Distance Education Committee and other DE activities

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Improvement #4

Student Resources

- SDCCE collaboration
  - Academic Senate
  - Classified Senate
  - Administration
  - IT Professionals
- Tutorials for Student Email and Multi Factor Authentication
  - 2,000+ click throughs on website https://sociatap.com/sdccdjobaids/
  - Recommendation: Compensate employees for the development of tutorials and job aids
- Tutorials for campus WiFi
  - "Forget Network" job aid
  - Step-by-step tutorial Android job aid.

Student Email Tutorials
Your Essentials as an SDCCE Student
Please use the links below

- Support Schedule - for help with setting up your student email visit a campus near you
- Find your Student Email Address in your Student Portal
- Check your Phone Number in your Student Portal

Option to Sign into Your SDCCE Student Email Account:

- PHONE: Outlook app + Text Message
- PHONE: No apps
- PHONE: Outlook app + Authenticator App
- COMPUTER + PHONE: Web browser + Authenticator app

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Improvement #5
Honor different paths.

- Fail fast and often + governance = progress
- Show gratitude.
- #InThisTogether
- #ForwardTogether

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Improvement #6

Discuss IT awareness at governance meetings.

- Invite leaders to present at shared governance meetings.

- SDCCE Executive Governance Council meeting November 2023
  - District Vice Chancellors of IT and Instruction
  - SDCCE President, VPs, Senates

- SDCCE Technology Committee meeting November 2023
  - Fall 2023: Troubleshoot campus WiFi
  - Spring 2024: On campus technology support desks for students and staff. A Big win!

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Improvement #7

Participate in feedback loop

- Fill out IT Help Desk forms ASAP and frequently, even if you think someone else already did so.

- October is Cybersecurity month

Attach a file here, such as screen capture jpg

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Improvement #8

Plan Cross Functional Strategic Excellence

- "I experienced first hand some of the campus WiFi issues on campus that I never saw while sitting in my office."

   IT Professional

- Create 3-year strategic plan
  - Budgets
  - IT staff
  - Audio Visual Instructional staff
  - Academic Senate 10 + 1
  - Classified
  - Students
  - Administration

Concluding thoughts

Change and Improvement

"The act of making changes that result in improvement can also build will in an organization for change and improvement."

Langley et al

The improvement guide: a practical approach to enhancing organizational performance.

Thank you!
Q & A

- **Handout** https://bit.ly/ASCCCStudentDigitalEquityITInitiatives

References

and Resources

Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., & Provost, L. P. (2009). The improvement guide: a practical approach to enhancing organizational performance. John Wiley & Sons.