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

Dr. Ingrid Greenberg, she/her
ESL Professor | Coordinator, Online Faculty Mentor Team | Academic Senate Past President, SDCCE
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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.

Handout: https://bit.ly/ASCCCStudentDigitalEquityITInitiatives
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


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.
• 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
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.
1. Research a Student Digital Equity and Literacy Report.
2. Write a Resolution to support student digital equity and literacy.
3. Provide Reassign time to faculty leader(s) who participate in IT committee activities
4. Lead efforts to create Student resources/tutorials.
5. Honor different paths. Fail fast and often + governance = progress
6. Invite faculty leader(s) who are IT aware to present at governance meetings.
7. Participate in feedback loop. Fill out Help Desk forms ASAP and frequently, even if you think someone else already did so.
8. Plan Cross Functional Strategic Excellence
Academic Senate Leadership

Improvement #1

Research and write Student Digital Equity and Literacy Report.

- Low-income students lack access to the internet and computer technology

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
• 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
Academic Senate Leadership
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/](https://sociatap.com/sdccdjobaids/)
  - Recommendation: Compensate employees for the development of tutorials and job aids

- Tutorials for campus WiFi
  - "[Forget Network](https://sociatap.com/sdccdjobaids/)" job aid
  - Step-by-step tutorial [Android job aid](https://sociatap.com/sdccdjobaids/).
Academic Senate Leadership

Improvement #5
Honor different paths.

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

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!
Academic Senate Leadership

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
"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
"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

References