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Date: March 22, 2013
To: Budget and Long Range Planning Committee
From: Wayne Veres 
Dean, Instructional and Information Technology Services and Chief Information Officer
Subject: IITS Comments for the Dual Language Certificate

Thank you for the opportunity to provide comments for the program proposal Dual Language Certificate. Review of the proposal on page 7, item 10 (Instructional Resources), indicates the program will need a Skype capable classroom. We want to alert the proposer we do not have Skype capable classrooms. We ask the program proposer to provide information about which classroom(s) they would like Skype capabilities. This will help us determine costs.

Item 10 also states that students will provide their own computers or mobile devices for the classes. We ask that the program proposer provide information about the type of computer and the mobile equipment that the students will need for this class. Requiring students to bring a computing device is presently not a requirement at CSUSM. We anticipate students might assume they can use our checkout computers to fulfill this requirement. This would place a heavy burden on our helpdesk and possibly be unsupported with the current inventory of computers we presently have.

Additionally, on page 8 the proposal indicates courses will be offered in the evening. We would like to know what technical support assumptions are there for this program since our helpdesk closes in the early evening.

Finally, Skype allows one-to-one communication. If one-to-many communication is anticipated, different software (ie: Go To Meeting or Big Blue Button in Cougar Courses) options are available. Big Blue Button in Cougar Courses is a free program. Go To Meeting would require the purchase of additional licenses. We ask the program proposer to provide information about alternative programs that may be needed if using Skype does not fit their needs for the online sessions.

To effectively support any proposal which includes new courses and new faculty, we have the following guidelines.

- It has been our experience that new courses with typical technology resources take 3 to 5 hours of instructional developer support and more technology-intensive courses (especially fully online courses) may take 20 hours or more of support.
- Any new course must comply with the CSU Accessibility Technology Initiative (ATI) guidelines for instructional materials: "New courses and new course content, including instructional materials and instructional websites, will be designed and authored in a manner that incorporates

accessibility.” An instructional developer will meet with the faculty member designing the new course to review specific accessibility guidelines and ensure that the course content is in compliance with the ATI. Typical issues include captioning multimedia, adding image tags to PowerPoint, using styles in Word, and naming links appropriately in the LMS or website. Analyzing the instructional materials and training how to make these items accessible could take a minimum of 3 hours of instructional development time.

- New faculty members are usually not familiar with our Learning Management System (LMS) or the multimedia options we offer. Therefore, they are highly encourage to attend workshops or request an orientation by contacting ids@csusm.edu to become familiar with all of the options that Academic Technology Services has available to support their teaching. This training can range from 1 hour to 20 plus hours depending on the interactive content, media integration and whether the course is flipped, hybrid, or fully online.
- Online courses are labor-intensive to develop. The Instructional Development Services team provides one-on-one and professional development opportunities to prepare faculty to develop quality online courses. It is suggested that faculty teaching online meet with the IDS team one semester in advance of teaching the course.
- Multimedia resources including video studios, Mediasite studio, and videoconferencing rooms are supported Monday through Friday, 8 am to 5 pm. Funds need to be identified for additional support for programs with support needs outside of this schedule.
- Courses taught at the Temecula site require increased support from IITS. Courses taught outside of the established academic calendar may need additional coordination and/or effort in order to provide resources to students and instructors. IITS should be notified of these conditions as early as possible.

cc: David Barsky
Virginia Mann
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Bill Ward
Barbara Taylor