



TO: Chief Executive Officers
Chief Instructional Officers
Chief Information Systems Officer Association

FROM: Barney Gomez,
Vice Chancellor, Digital Innovation and Infrastructure

RE: Systemwide Online Technology Resources for Colleges to Respond to COVID-19

The safety of all students, faculty and staff continue to dominate conversations across all of our institutions. These conversations guide systemwide decision making to ensure the continuity of instruction during this statewide pandemic and beyond. The migration to virtual environments to conduct instruction and operations have been critical to maintain service to 2.2 million students and 115 colleges. Leveraging the expertise of the state funded program California Virtual Campus-Online Education Initiative (CVC-OEI), the Chancellor's Office expanded virtual tools and resources to support our colleges' migration to online course delivery, by unencumbering and shifting funds under emergency conditions. Without additional state appropriation, this augmentation of resources is one-time in nature and difficult to maintain. However, contracts secured by the Chancellor's Office auxiliary, the Foundation for California Community Colleges under the CollegeBuys program have streamlined emergency procurements, mitigated price fluctuations, and safeguarded the system's technology supply chain. As our system continues to navigate the pandemic within budget restrictions this information is being shared to ensure broad awareness of statewide technology support coordination, entities participating in these efforts and critical dates. Below are a list of resources provided by the Chancellor's Office in collaboration with the CVC-OEI and CollegeBuys program, as well as information about each entity's role in the collaborative effort to support our colleges.

California Virtual Campus – Online Education Initiative

Funded by the Chancellor's Office [CVC-OEI](#) provides an online education infrastructure and framework used as determinants for statewide support of online tools and resources since over half of our system actively utilize their resources in their online environments. The CVC-OEI oversees the core of our system's online education infrastructure with Canvas (Instructure) serving as the system's course management system, and a robust online education ecosystem to support student success. Course delivery through Canvas is supported by ecosystem tools such as: online LMS support, tutoring, proctoring, accessibility, and student services. Responding to the immediate migration of our classrooms to virtual environments, the Chancellor's Office expanded these resources for all 73 community college districts. For additional information or support, please reach out to support@cvc.edu.

CollegeBuys

[CollegeBuys](#) is a program of the Foundation for California Community Colleges that aggregates the system's buying power to agreements with industry leading manufacturers and service

Technology Resources

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providers. These contracts are geared toward cost savings, institutional equity in pricing and services, and operational effectiveness. Many of the CVC-OEI's ecosystem resources were secured through a competitive bidding process facilitated by CollegeBuys. As we continue to navigate the pandemic, CollegeBuys contract vehicles ensure that CVC-OEI and our colleges continue to have access to the global technology supply chain and are protected from price fluctuations, while making certain that procurements performed by our system through CollegeBuys agreements are supported by compliance with state law. For additional information or support, please reach out to collegebuys@foundationccc.org.

Tackling the Digital Divide

CollegeBuys' [California Connects](#) program supported our colleges in affordably securing and distributing over 30,000 Chromebooks and 5,000 internet hotspots to students. Digital access for our students is a gap that community colleges across the state are actively addressing. At the onset of the pandemic, over 22% of Californians are either digitally unconnected or underconnected. Our system's migration to virtual environments placed this challenge to access at the forefront. To tackle this challenge, many of our community colleges leveraged California Connects for student equity, CARES Act, FEMA, corporate philanthropic funding to support student access to fundamental technology tools to persevere in their education. For additional information or support, please reach out to collegebuys@foundationccc.org.

CCC TechConnect

TechConnect Zoom is a meeting tool offering clear audio and video communications to meet the online teaching needs of faculty and support the work of administrators and staff. Faculty can speak face-to-face privately with a single student or talk to a hundred. Staff and administrators can connect with colleagues to hold online trainings, presentations and meetings—saving travel time and money. TechConnect Zoom integrates with Canvas and facilitates efficient scheduling and connecting to web conferences, virtual office hours, HIPAA rooms (student health centers), attendance reporting, session recordings and more. Via TechConnect Zoom, faculty, staff, and administrators of the California Community Colleges system receive “pro accounts” at no cost. Additionally, TechConnect Zoom rooms are available at a 50% discount from normal Zoom pricing; webinar rooms and other add-ons are available at 20% off.

TechConnect Cloud

All video and audio instructional materials can be stored securely in one place: TechConnect Cloud. This service provides the ability for faculty to easily upload, share and distribute content to students. TechConnect Cloud also offers a module to allow assessments, quizzes, and other interactive components to be added to video to increase student engagement. TechConnect Cloud services integrate with Canvas giving instructors the ability to incorporate and share these multimedia learning objects directly from within Canvas (or other Learning Management Software). Staff and administrators can store and share reports, presentations and confidential documents. Additionally, TechConnect Cloud services can be used by colleges to stream classes and campus events and record the new content for later use. This service is offered at no cost to members of the California Community Colleges system.

TechConnect Online Teaching Conference (OTC)

Each year, TechConnect hosts the OTC, where faculty and staff from all 115 California Community Colleges gather to share best practices and information for teaching in an online environment. Offering experts from across the country, OTC brings our community colleges together to learn, share and advance student success. In collaboration with the Chancellors Office, during the COVID-19 pandemic, OTC’20 was offered at no cost providing a 100% savings to attendees/colleges.

Available Statewide Platforms funded for all California Community Colleges

| Resource | Tool | End Date | More Information |
|--|-----------------------------|-------------------|------------------------------------|
| Learning Management System | Canvas (Instructure) | June 30, 2023 | CVC-OEI website |
| Student and faculty support for Canvas | Expanded 24x7 Phone Support | December 31, 2020 | CVC-OEI website |
| Online video and engagement platform | Canvas Studio | June 30, 2022 | CVC-OEI website |
| Online tutoring platform | Pisces (LinkSystems, Int.) | June 30, 2021 | CVC-OEI website |
| Online proctoring | Proctorio | December 31, 2020 | CVC-OEI website |
| Virtual science lab platform | Labster | December 31, 2020 | CVC-OEI website |
| Virtual communication platform | Zoom | On-going support | ConferZoom website |

Available Statewide Platforms with contract terms and conditions that apply- refer to the links under more information

| Resource | Tool | End Date | More Information |
|------------------------------|-------------------|--------------------|---|
| Online accessibility support | Ally (Blackboard) | September 30, 2020 | See the CVC-OEI website for specific requirements; special pricing also available through CollegeBuys |

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| Online tutoring service | NetTutor (LinkSystems, Int.) | December 31, 2020 | See the CVC-OEI website for specific requirements; special pricing also available through CollegeBuys |
| Online student services platform | Cranium Café (ConexEd) | December 31, 2020 | See the CVC-OEI website for specific requirements; special pricing also available through CollegeBuys |

Available Statewide Pricing Contracts through CollegeBuys (Foundation)

| Resource | Tool | More Information |
|--|---------------------|---|
| Online readiness assessment | SmarterServices | Special pricing available through June 30, 2021. For more information, visit CollegeBuys |
| Online plagiarism and student integrity services | Turnitin (Vericite) | Special pricing available through June 30, 2021. For more information, visit CollegeBuys |
| Online student engagement platform | Pronto | Special pricing available through December 31, 2022. For more information, visit CollegeBuys |
| Accessibility for Google G-Suite environments | GrackleDocs | Special pricing available through December 31, 2022. For more information, visit CollegeBuys |
| Adobe virtual desktop apps | Adobe | Adobe Creative Cloud for Students special pricing (\$39.99 per FTES) available through June 30, 2022. For more information contact CollegeBuys collegebuys@foundationccc.org |
| Digital and electronic signature platform | Adobe | Provided at no additional cost to all CCCs participating in the Adobe Enterprise Term License Agreement (ETLA) through June 30, 2022. For more information contact |

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| | | CollegeBuys collegebuys@foundationccc.org |
| Student technology access | CollegeBuys | COVID-19 widened the digital divide by leaving many students without necessary technology tools (internet and laptop) to continue their academic journey. Community colleges and local foundations can bridge the digital divide through Student Equity, CARES Act, FEMA funding, etc. Responding to COVID-19, CollegeBuys helped secure 30,000 Chromebooks, and 5,000 internet hotspots for community college students. For more information contact CollegeBuys collegebuys@foundationccc.org |

This memo serves to broaden awareness throughout the system of the efforts and resources made possible by coordination at the state level toward supporting our community colleges. Should you have any questions or need further assistance, contact me at bgomez@cccco.edu or 916-445-6299.

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