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Minutes
High Tech Center Training Unit
Advisory Committee Meeting
High Tech Center Training Unit of the California Community Colleges @
De Anza College
Friday, May 27, 2011

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COMMITTEE MEMBERS

Gaeir Dietrich	HTCTU	HTCTU Director	present
Danielle Westmoreland	Feather River College	Region 1	not present
Thad Selmants	Sierra College	Region 2	not present
Thomas Hetherington	City College of San Francisco	Region 3	present
Kathleen Allen	Chabot College	Region 4	present
Nancee Carrillo	Modesto Junior College	Region 5	present
Rick Carnahan	Oxnard College	Region 6	not present
Tina Andersen-Wahlberg	Glendale College	Region 7	teleconference
Scott James	Santiago Canyon College	Region 8	teleconference
Linda Pugliese	Barstow College	Region 9	not present
Carl Fielden	Grossmont College	Region 10	present
TBD	ATPC		not present
Dr. Janice Emerzian	CAPED		not present
Scott Valverde	Chancellor's Office		teleconference
Lee Fuller	Student Senate		teleconference

STAFF/PRESENTERS

Jayme Johnson	HTCTU		present
Ron Stewart	HTCTU		present
Laurie Vasquez	ETAC		teleconference

Carl Fielden, committee chairman, called the meeting to order. The minutes from the last meeting were unavailable for review, but there had been no action items to follow up on.

Old Business
- **Hiring**: In March, Derrick Diazoni began work as the new Secretary and Ron Stewart began work as the new Access Technology Trainer.
- **72-Hour Policy**: No evidence could be found that the 72-Hour Cancellation Policy and $50 penalty (as detailed on the HTCTU website) had been approved by the board. Gaeir invited discussion of the policy.
    - Nancee Carrillo expressed concern that such a policy might deter people from registering at all.
    - Tina Andersen-Wahlberg had questions about how the policy might be implemented, and if there was a time-frame after which the penalty expired.

- o Gaeir Dietrich noted that there is no field in the database to officially track this penalty, and such an addition would require contracting a costly programmer to rework the database. Such a contract was probably outside the remaining budget for this fiscal year.
- o The added workload for staff to independently track and implement the policy was a concern, but it was hoped that the now-full office staff could handle it.
- o Gaeir Dietrich noted that the HTCTU will soon be making reminder calls one week prior to each training, as a supplement to the current reminder emails.
- o Thomas Hetherington noted that even if the $50 penalty ended up getting waived, it would function effectively as a deterrent.
- o Tina Andersen-Wahlberg asked if the 72-hours should be actual hours or business day hours, and it was concluded that they needed to be actual hours so that the computer system would understand.
- o Various lesser amounts were discussed, but $50 was the consensus.
- o *Carl Fielden asked if there was any dissent to adopting the 72-Hour Cancellation Policy. Hearing none, he asked for a motion to adopt the policy. Lee Fuller moved to adopt the policy, and Tina Andersen-Wahlberg seconded the motion. The motion was carried.*
- o Gaeir Dietrich suggested that mention of the policy be included in every registration email. It was agreed that it should be mentioned on the list servs as well as highlighted on the HTCTU website. **HTCTU ACTION ITEM.**
- **Cupertino Inn**: Gaeir Dietrich asked for feedback on the practice of reimbursing hotel accommodations at the Cupertino Inn at the negotiated rate of $139 plus tax (which is higher than the usual $110 reimbursement) since the Cupertino Inn saves the HTCTU from car rental reimbursement by providing guests with limousine service in between the airport, hotel, and HTCTU.
  - o Thomas Hetherington noted that there may be a "state rate" available to us at the Cupertino Inn as employees of the State of California.
  - o Nancee Carrillo shared that priceline.com has always proven cheapest for her personal bookings at the HTCTU, but that priceline.com bookings are non-refundable.
  - o There was a consensus that it was an acceptable practice to reimburse the higher Cupertino Inn rate in full, as long as there was no car rental to also reimburse. HTCTU staff will also look into a possible "state rate" and perhaps adding priceline.com to their hotel links. **HTCTU ACTION ITEM.**
- **Non-DSP&S Staff Sponsorship**: The HTCTU grant is only set up to reimburse DSP&S staff from the California Community Colleges to attend trainings. Gaeir Dietrich asked if a DSP&S Director should be allowed to sponsor a non-DSP&S staff member from their college to attend a training in lieu of a DSP&S staff member and receive full reimbursement. (Example: A DSP&S Director wants their college's webmaster to attend a Web Accessibility training.)
  - o Thomas Hetherington noted that some people who work in and with the DSP&S department are not actually employees of the DSP&S department.
  - o Kathleen Allen noted that accessibility is not just DSP&S's issue.

- o Nancee Carrillo reminded the board that priority must remain with DSP&S staff so they are never turned away from a training they need.
- o Nancee Carrillo suggested that the HTCTU accept 30 sponsored staff annually. Such a number would not significantly tax the budget and would provide a starting point to assess the popularity of sponsorship.
- o Gaeir Dietrich suggested that a Professional Development Grant Application archetype be followed to determine eligibility for sponsorship. The applicant should explain why he would like to attend a training and how it applies to his job at the college.
- o Gaeir Dietrich asked for board members to submit examples of Professional Development Grant Applications from their campuses for a model from which to build a sponsorship application. **BOARD ACTION ITEM.**
- o *Carl Fielden asked for a motion to allow DSP&S Directors to sponsor non-DSP&S staff to attend HTCTU trainings and be reimbursed, with 30 sponsorships per year awarded via application process. Nancee Carrillo made the motion, and Tina Andersen-Wahlberg seconded the motion. All in favor said "aye" (Gaeir Dietrich, Thomas Hetherington, Kathleen Allen, Nancee Carrillo, Tina Andersen-Wahlberg, and Scott James). There were none opposed.*

New Business
- **ATPC Grant**: The ATPC grant was awarded to San Bernardino Valley College, where Glen Kuck will be the director.
- **Supporting Campuses During Downsizing**: Gaeir Dietrich opened up a discussion of how the HTCTU can support campuses during difficult budgetary times, when it is common that staff must fill new or multiple roles.
    - o Carl Fielden and Nancee Carrillo concurred that travelling looks bad at this time, and people are perhaps being denied travel to the HTCTU even though it is reimbursed travel.
    - o Gaeir Dietrich wanted board members to remind their regions that the HTCTU can come to them, and that most trainings are mobile.
    - o Tina Andersen-Wahlberg suggested that the HTCTU make formal recommendations of cheaper software programs they have evaluated, in the form of literature sent to campuses.
    - o Nancee Carrillo suggested a job aide "cheat sheet" be created for Alternate Media Specialists, similar to the one-page study guides for various subjects sold at bookstores.
    - o Gaeir asked the board to submit lists of software programs they would like to see on potential "cheat sheets" or "suggested software" lists. **BOARD ACTION ITEM.**
    - o Kathleen Allen noted the importance of economical options and promoting student independence at this time.
    - o Gaeir determined that the end goal is to have a list of free software links on the HTCTU website along with links to the associated job aide.
- **Law Update:**

- o **Textbooks**: Gaeir Dietrich drew attention to the new federal law (effective since July 1, 2010) which mandates the release of the textbook requirements for a course at the same time the course is published in the schedule of classes. (Handout provided.)
- o **OCR Dear Colleague Letter**: Gaeir Dietrich drew attention to the Dear Colleague letter sent jointly by the Department of Justice and the Department of Education, which reminds colleges that they cannot require the use of inaccessible readers or educational tools, such as the Kindle, and that substitute accommodations must be equally as effective.
    - Gaeir Dietrich mentioned that there is no way to provide anything as effective as ALEX, and that there is nothing that can be done if it is not accessible out of the box.
    - Gaeir Dietrich promised to find the section of state law that deals with contractors and vendors claiming accessibility. **HTCTU ACTION ITEM.**
    - Gaeir Dietrich invited the board to write letters to the AIM Commission (PSC@cast.org) with personal stories about the accessibility of instructional materials from various perspectives. **BOARD ACTION ITEM.**

ETAC Update – Laurie Vasquez
- In early May, the Chancellor's Office reported to the BOG and discussed disabilities experiencing an increase in Distance Education enrollment. Intellectual disability was among these and is receiving increased federal funding.
- Laurie Vasquez asked the board to review Appendix D (Student Services Online) and share it with their campuses and regions, to begin looking into what student services are provided online to Distance Education students and by which departments.
- Laurie Vasquez drew attention to Appendix H, a student survey done by the Chancellor's Office on why students drop out of Distance Education (also known as the "W" student survey). Board members should follow up on the particulars for their campus if their college is listed.

Director/Alternate Media Update – Gaeir Dietrich
- Gaeir Dietrich discussed her ongoing work with the AIM in Higher Education Commission:
    - o The goal is to have a public first draft ready for AHEAD in July. There will be a meeting July 11 and 12, and around 3:30 pm on July 12 they will take public comment.
    - o Board members are asked to encourage their regions and their students to submit stories (to PSC@cast.org) or possibly testify at the public hearing. The commission needs stories about access to alternate instruction materials and how it impacts staff and students; poor quality of materials, delays in access, inaccessible tests, expensive tests, etc. **BOARD ACTION ITEM.**
    - o Past testimony has been strong and has influenced commissioners. Continued strong testimony will lead to more voters and a greater chance of getting federal legislation.

- VRC Update
  - Gaeir Dietrich had hoped to send some leftover grant money to the VRCs, but because of updates to HTCTU infrastructure there may be no leftover funds this fiscal year.
  - After catching up on the backlogged workload at the HTCTU, Gaeir Dietrich will begin to check in on the VRCs.
  - Gaeir Dietrich highlighted Pasadena City College and other successful VRCs that have received community donations and support and have collaborated with the VA.
- The OCR Conference will be held September 9 in San Francisco. Participating will be Veterans in Higher Ed as well as various schools, the VA, and a student panel.
- The Summer/Fall schedule has been released online. Of note:
  - The Braille boot camps are particularly popular this summer.
  - Gaeir Dietrich will be sponsored to hold additional boot camps at the OC and LA Braille Institutes in August, and can take up to 30 people at each.
  - Gaeir Dietrich would be willing to hold a Central Valley Braille boot camp if a suitable venue with the proper equipment can be found.
- Gaeir Dietrich is transitioning a lot of her old trainings to Ron Stewart so she can focus more on her duties as Director of the HTCTU. She will continue to teach her Braille boot camps, Duxbury, and Dragon trainings.
- Gaeir Dietrich was just nominated to the AHEAD Board of Directors.

Chancellor's Office Update – Scott Valverde
- Scott Valverde highlighted the May Revise's mostly good news, that since more tax revenues were collected the projected budget shortfall has been reduced from $27 billion to $11 billion. This does depend on the legislature and voters eventually approving the extension of existing taxes. A worst case scenario could still result in mid-year cuts.
- The Chancellor's Office finished and posted new allocation amounts and is on track to proceed with all grants for the next fiscal year.
- The LD/DSP&S Model Training will be a 3-day training in Sacramento, June 10-12. There will now be one training per year instead of two, and the venue will alternate between North and South.
- The New Directors Training will be September 12-13 in Sacramento.
- There will be an ATPC pre-conference at CAPED, Regional Coordinators.
- The Chancellor's Office is in the middle of a PADS-funded project studying the "Other" disability reporting category. The RFP was awarded to the Galvin Group. The intent of the project is to identify, quantify, and make recommendations on students in the "Other" category. There are conceivably missed opportunities supporting students with autism and untested learning disabilities, so the project may result in additional trainings, policy/regulatory recommendations, and an ultimate look at reallocation. The three components of this project:
  - The Chancellor's Office met with Jan Galvin and formulated a series of questions.

- o File Review: Twenty colleges were chosen to do complete file reviews looking for "other" as a primary or secondary disability. The deadline for file review is July 15.
  - o Longitudinal Study: The Galvin Group will track students and the average cost of serving those students. They have until October 15 to provide a final report out of this year's contract (there will be a townhall at CAPED). Next year's contract will allow until June 2012 to finalize the longitudinal study.
- The Chancellor's Office is going through a similar process as the Distance Education Guidelines update to now update the Deaf and Hard of Hearing Resource Guide. They are cutting back things out of the PADS contract by reducing meetings and meeting via distance to lower those types of expenditures and increase the amount given out to colleges in allocation. At the same time, they are prioritizing some key special projects.
- There was a great deal of positive feedback on the Distance Education Access Guidelines, and there will be more webinars/trainings around the document in the future.

ACT/Web Accessibility Update – Jayme Johnson
- Jayme Johnson will soon be:
  - o Teaching a new @ONE course with Carolyn Fiori starting June 6.
  - o Presenting an AHEAD pre-conference.
  - o Making video-based instructional materials with his new video camera.
  - o Implementing Hi Software's Compliance Sherriff that the HTCTU purchased for the system, a server-based assessment tool which will replace ACC Verify and Repair.
  - o Promoting the 2-year license the HTCTU purchased from Atomic Learning, which provides online video training materials for Access Technology as well as standard programs like Word.
  - o Updating the Phoneticom DAISY Generator
  - o Re-launching an improved *Selecting Software for Students with Learning Disabilities* training on December 1.
  - o Launching *Creating Accessible Web Content with Dreamweaver* and *Creating Accessible Forms & Tables* trainings. The Dreamweaver training will incorporate HTML5 and application of 508.
- Jayme Johnson has been:
  - o Doing a lot of site visits and working with IT departments, most recently visiting Santa Monica, Cypress, and LACC.
  - o Continuing to develop online training offerings
  - o Updating the AMX training video
  - o Working with Derrick to update the HTCTU website and create a Facebook presence, a brochure, and an informational video to heighten awareness of the HTCTU.

Access Technology Update – Ron Stewart

- Ron Stewart introduced himself to the board as the new Access Technology trainer and discussed his background as the founding president of the Access Technology Network and his esteemed research project at Oregon State. Ron founded the eText Network with Gaeir Dietrich, is the head of standing committees on the AHEAD board, and is focused on the full accessibility of math and sciences.
- Ron is currently orchestrating an upgrade and redesign of the HTCTU's network.

Regional Updates
- Region 3: Colleges met for their first regional meeting in a while, and discussed large databases for keeping track of work.
- Region 6: Santa Barbara has experienced several staff changes including a new DSP&S director scheduled to start in the fall.
- Region 7: Joy Cook is retiring on June 30. An interim program manager position is being advertised.
- Region 10: The region meets regularly. Grossmont College is devising guidelines to certify instructors to teach online that would require their attendance in training to design/present accessible media.

Handouts Provided
- HTCTU Cancellation Policy (print-out of http://www.htctu.net/trainings/main.htm)
- HTCTU Cupertino Inn Reimbursement Exception (print-out of http://www.htctu.net/trainings/information/hotels.htm)
- 2011-12 Budget Update – May Revision
- HEOA Textbook Provision
- Dear Colleague Letter from US DOJ/DOE (June 29, 2010)
- FAQ about the Dear Colleague Letter
- Electronic Book Reader Dear Colleague Letter: Questions and Answers
- Elaborating on Online Accessibility
- Link to Distance Education Report (http://www.cccco.edu/Portals/4/AA/Final%20DE%202011%20Report.pdf)

Next Advisory Meeting: Friday, October 7, 2011.