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

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

RE: Emergency Technology Resources for College Responses to COVID-19

In response to the ongoing COVID-19 pandemic, colleges throughout the state have converted face-to-face courses to online or alternative formats to continue to serve California Community College students. In collaboration with the Foundation for California Community Colleges and California Virtual Campus-Online Education Initiative (CVC-OEI), the Chancellor's office is providing access to technology resources by expanding the suite of LMS resources and enhancing the CollegeBuys program. This memo provides information for colleges to understand the tools and applications available through this partnership. At this time, the expanded suite of tools are available through the end of the Fiscal Year, June 30, 2020. The Chancellor's Office is evaluating the resources available to determine the possible continuation of full access for Fiscal Year 2020-2021.

The following technology resources are being made available in support of the changing approach to delivery of services for the California Community College (CCC) system. To access these resources please contact the respective representatives for the designated platform; contact information for each is provided below:

- **Cranium Café**
  Cranium Cafe software platform provides students the ability to instantly join a face-to-face meeting with an advisor, counselor, tutor, professor, or classmate. As of March 19, up to 40 additional colleges may sign up at **no additional cost** to implement this service platform. Colleges that sign up can take advantage of unlimited license access to Cranium Café platform for the remainder of the fiscal year (March 19, 2020 to June 30, 2020). For more information, please contact Mike Bills by email mike@connexed.com.

- **LinkSystems (NetTutor)**
  LinkSystems is an online tutoring and whiteboard solution and service facilitating online tutoring and other online collaboration with local faculty and staff that integrates with Canvas. Beginning March 19, all community colleges may access online tutoring services at **no cost**. For more information, please contact Chuck Myers by email cmyers@link-systems.com.

- **Proctorio**
  Proctorio is an online learning integrity platform providing automated proctorless software and student verification services that integrates with Canvas. As of March 19, all California Community Colleges may take advantage of CVC-OEI funded license access to Proctorio at **no cost**. For more information, please contact Josh Dyer by email josh@proctorio.com.   .

- **GrackleDocs**
  GrackleDocs is a tool that supports community college users of Google G Suite™ in creating content that is legally accessible and in compliance with Sections 504 & 508, ADA & Title II for accessibility. In support of the California Community Colleges transition to an accessible online environment, Grackle is providing their tool at **no cost** until June 30, 2020. For more information, please contact Graham Barker by email gbarker@grackledocs.com.

- **Pronto (by Hitlabs)**
  Pronto is an online student communication platform/tool that integrates with Canvas, allowing for expanded engagement between students and instructors virtually. This service is provided at **no cost** to faculty and their courses through the remainder of this semester through our Pronto partnership. For more information, please contact Porter Rappleye by email porter@pronto.io.

- **Xfinity WiFi Public Hotspots**
  All Xfinity WiFi Public Hotspots are now open to everyone on the "xfinitywifi" SSID. Public hotspots can be found in small/medium businesses and outdoors in commercial areas. For more information on available public hotspots visit https://wifi.xfinity.com/.

Besides robust enterprise-level deployment of their tools, both Adobe and Microsoft provide highly discounted individual (student, faculty and staff) access to its essential software tools. These partnerships have helped equalize the playing field between the CCCs and other public higher education systems by providing advantageous cost savings and value to our institutions.

- **Adobe Enterprise (for Colleges)**
  Adobe's tools enable faculty to deliver rich and dynamic content, graphics, and media to any audience in a virtual platform. Adobe can provide additional support to our colleges in their shift to online learning. The following features are now available through the Adobe CollegeBuys contract:

  - Adobe's temporary at-home access to Creative Cloud (desktop only) applications are being offered at **no charge** until May 31, 2020 – allowing colleges to mimic the computer lab environment and enabling students access to virtual computer labs equipped with Adobe software.
  - 90-day no-cost access for Adobe Connect is being offered until July 1, 2020 with virtual rooms accommodating up to 25 participants.
  - Adobe Sign is an inclusion – no additional cost – to Enterprise Term License Agreement (ETLA) member institutions. Adobe Sign helps streamline district operations by removing the need for wet signatures on documents (Note: the CA Secretary of State has certified both e-signatures and Adobe Sign as legally binding methods for document execution).

- o Adobe is providing Distance Learning resources for faculty to help create engaging content for students in a distance learning environment: (https://edex.adobe.com/distance-learning)
  - o For more information, please contact Sheri York by email syork@cland.com
  - o For Student, Faculty and Staff offerings see CollegeBuys E-Store Information below.

- **Microsoft Enterprise (for Colleges)**
  All CCCs already possess enterprise license of Microsoft, including Microsoft Teams, which has been proven to effectively accommodate high volume remote work. Colleges needing assistance to activate Microsoft Teams or for more information, please contact Sheri York by email syork@cland.com.

In addition to the items listed above, the CollegeBuys E-Store (http://store.collegebuys.org/) provides up to 80% discount on essential technology software and hardware resources for CCC students, faculty and staff. Products available through the store include discounted internet hotspots/service through California Connects, Adobe Creative Cloud, Microsoft Professional Plus, laptops – both new and refurbished, Apple products, etc.

- **CollegeBuys California Connects Mobile Hotspots**
  Secured in partnership with the U.S. Department of Commerce's Broadband Technology Opportunities Program (BTOP) in 2013, this affordable internet service (a mobile internet hotspot) enables access to internet anywhere in the United States where Sprint service is available at a better value than traditional internet service. For $19.99 per month (after initial one-time purchase of device for $79.99), CCC students, faculty and staff can connect up to 10 devices to the California Connects (link) mobile hotpot anytime and anywhere in the United States to study, work, create, and stay connected. Service can be canceled and reactivated anytime without penalty. Nearly 2,000 CCC students, faculty and staff currently use California Connects as their primary source of broadband connectivity.

  Due to COVID-19, the California Connects program is successfully being leveraged by a handful of community college districts to support students who lack internet connectivity during the migration of courses to virtual environments. Over 370 devices (with 3-months service) were provided to State Center Community College District and 460 devices (2-months service) were provided to Foster Youth Programs across the state. For more information about California Connects bulk purchases, please reach out to Brett Chaponot by email bchaponot@foundationccc.org.

- **Adobe for Students**
  Adobe Creative Cloud for Students (link) is being offered at a discounted rate of $39.99 (80% discount) for 6-months access to Adobe apps such as Photoshop, Illustrator, Spark, Rush and many more. This allows students to own their instance of Adobe Creative Cloud and the content they produce. Over 5,000 CCC students are currently subscribed to Adobe Creative Cloud.

  - o Adobe offers a Canvas integration option which surfaces the Creative Cloud (apps catalog and learning resource links) and Adobe Spark functionality within the LMS interface.
  - o The Adobe student asset migration portal enables graduating students to transfer the assets associated with their assigned school account to a personal account.

o   For more information about California Connects bulk purchases, please reach out to Brett Chaponot by email bchaponot@foundationccc.org

Should you have any questions or need further assistance, contact me at bgomez@cccco.edu or 916-445-6299.

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