



## **STUDENT LEARNING CENTER CLUSTER MINUTES**

**October 29, 2013**

**BA 123 2:30-4:00p**

**Lake Worth Campus**

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### **ITEM 1. Blackboard and the SLC**

Jim Robinette and Jesse Rogers

Discussion: Jim provided a handout that explains common student issues with blackboard. He emphasized the importance of identifying from general student complaints just exactly what kind of problem the student is experiencing. For example, access problems could be due to the student is using the wrong password, because of passwords that are more than 6 characters (although we believe this issue should now be resolved), the student's payment has not yet been processed and they should allow 24 hours. Jim also discussed course specific issues, browser issues, and computer skill issues in the context of both student and instructor errors. Although Lyam was unable to attend because he was in another meeting, he relayed a question to Jim regarding whether blackboard courses could be set up as tool to provide SLC resources to non-distance learning students, specifically in reading. Jim indicated this would be a director level decision, but that the first thing his director would want to know is where the money would be coming from for this, since blackboard charges the college based on the number of accounts. He suggested the creation of learning objects, and teaching students how to use POLO as an excellent alternative. In answering other questions, Jim discussed the rapid growth of eLearning at the college, and his optimism for the partnership with the SLC, which includes helping us to be familiar with the answers to common student questions.

Data/data source: (where appropriate)

Action:

### **ITEM 2. Unifying SLC Policies across the Campuses**

Yoshua Carhuamaca and Dana Hamadeh

Discussion: Dana asked the cluster if the policies on the website are still accurate and up to date. She began to ask specifically point by point, starting with the policy of no children, then food and drinks, until Wes suggested backing up a few steps, since this seems to be more of a policy discussion than a website issue, and more debate will be needed than time allows. The cluster has a variety of viewpoints regarding various policy. For the moment the website will remain as is, but further discussion will be necessary.

Data/data source: (where appropriate)

Action:

**OTHER. – Open to any topic**

**Attendance:**

Sheri Goldstein  
Debra-Anne Singleton  
Bette Miller  
Gina Rose  
Jesse Rogers  
Marjorie Simon  
Wesley Wells  
Elizabeth Caulfield  
Lisa Newton  
Espe Noble  
Stephen Arterburn  
Erin Sullivan  
Dana Hamadeh  
Yoshua Carhuamaca  
Helena Zacharis  
Sherry Hall

Submitted by:

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Jesse Rogers, Scribe

c. Minutes Distribution List