

Etudes Board Meeting

October 23, 2009

Location: Sunnyvale, CA 94085

Present: John Wagstaff (Chair), Eric Ichon, Jon Townsend, Ed Gould, Charles Severance (Secretary), Diane Rosner (Vice-Chair)

Ex-Officio: Vivie Sinou

Guests: Glenn Golden (Chief Architect of Etudes) , Bill Swackhamer (CPA)

Meeting came to order: 10:11 AM

Consider the minutes.

Move, second approve the minutes. Approved as submitted.

Membership update report.

Renewals went as expected - three small schools in the Peralta District went to Moodle: Laney, Merritt, and Berkeley City College – which was tiny - fewer than 60 students).

Financially, we had carryover as \$186K from last year.

McGraw-Hill did not renew because they are a small shop - hurting financially.

Dianne - Should we try to open this up more to other publishers? Does it make sense to do so? Vivie – They'll get involved if they see returns on their investments. Our support for open standards and later common cartridge will open the door eventually.

Vivie - Now we have Moodle import in Melete. This reduces the barrier to transition. Some folks are looking to go from multiple LMSs to one LMS - and Etudes ability to pull in Moodle content is a real advantage. Much of the re-evaluation is motivated by State budget cuts, Blackboard costs, the Angel purchase by Blackboard. Even in such a down year - there are active evaluations of course management solutions on campuses.

Financial Report

Revenue is in for 09-10 except for the 10K from McGraw-Hill. Staff salaries kept flat. Hosting costs increased - new facilities coming up but we need to keep our old facilities running through the Christmas break- so we have extra costs for this year - but next year costs will drop. Next year. Carryover is projected to be \$92K. Review of 08-12

projections. Goal is to add to reverse to the end of 09-10, and 11-12. Projections are based on no new customers and 10% enrollment growth of existing members.

Rate Increases - Last year we did 15% rate increases instead of 20% that had been estimated and approved. In November I need to make - a decision, 5% - 10% increase. Discussion. Vivie feels strongly that we need to give the same price to everyone.

Discussion of helping folks with assessment issues on their campuses. John will provide Vivie with the text he used in his accreditation report - Dianne AACJC document.

Production Report

Fall has gone smoothly - we had one weekend on September 20 and 21 with some problems. They appeared to be load issues, but it turned out to be configurations (load balancer was timing out) that led to users getting logged off. Adjustments to configurations in Tomcat, Apache, and load balancer resolved the issues. Since then, things have been smooth - through midterms. We handle 2500-3500 concurrent sessions on Sunday and Monday nights. Fall 1008 - 104K; this year 125K students.

Next year - we are moving to a new environment - LiquidWeb. We evaluated several companies and chose LiquidWeb. They have robust facilities and outstanding support.

Discussion of the new production configuration.

Software Development

Discussion of the developer meetings. All of our products are approaching their next major releases. We are considering upgrading from Sakai 2.3 to Sakai 2.6 before Christmas. This reduces our risk. This also gets improved features - such as weighted averages in the grade book and automatic release of announcements. Discussion of the retirement of Assignments for the new Assignments from Mneme.

Discussion about how to roll out the planned Assignments retirement.

Working on accessibility across the products in the next releases. Future work prioritized includes: Base Date; Time zone in Jforum, Mneme, and Melete. Auto publish / unpublish dates for site. Need to switch TinyMCE across the Etudes implementation for consistency and accessibility. We will ask colleges to add full-student id to roster file in six months. Rework reset password tool - for students with identical accounts.

Recessed for Lunch 12:05

Reconvened at 12:54

Board members signed the conflict of interest statements.

Handbook revision on leave time was reviewed.

Motion for approval. Moved, seconded, approved unanimously.

Whistleblower policies handed out and reviewed.

There was a preference for the longer proposal.

Suggested to remove the "accounting and auditing" paragraph.

Suggested to change "Board chair" to be "board member" in two places.

Motion modified Etudes whistle blower Policy (longer version) for approval. Moved, seconded, approved unanimously.

Data Retention policy handed out and reviewed.

Suggestion - change wording to be "from the date the document was filed".

Suggestion - Financial information, deposit slips, bank reconciliation be changed to be four years.

Motion of modified "Data Retention Policy" document for approval. Moved, seconded, approved unanimously.

The chair thanked Bill for his patience and dedication and effective work on behalf of Etudes. Bill left the meeting.

Etudes User Summit

Discussion.

Recommend May 6,7, 2009 as the date for the user summit, Moved Second, Approved.

Dianne pointed out that Tahoe was available and she would provide meeting facilities for free :)

There was a general recommendation that we keep fees the same as last year to the extent possible.

User Summit Speaker - College President would be a good idea - How about Ed?

Discussion of Marketing Strategies

Discussion of Whitepaper focusing on the natural pain points of customers and how Etudes addresses those pain points: Budget, Accreditation in particular distance programs, Stability of software over time, stability of costs over time, built in training, transition and conversion, instructor driven software development, migration tools from Bb, WebCT and Moodle, Multi-year contracts show that we don't play bait-and-switch costing games, focus on real costs and all of the costs and the long-term costs.

Meeting Adjourned - 2:50 PM

Respectfully submitted - Charles Severance, Board Secretary