

## FY16 Information Technology Committee Report

The IT committee met via online to meet each month. Various webinar softwares were used for the committee to experience how well they worked for a meeting. Those utilized included CANVASS, Skype, Blackboard Collaborate, Adobe Connect, Elluminate Live, ZOOM, Google hangouts. Some then tried them when presenting a class.

Committee Members are: Bill Barnes, Julie Cascio, Eric Collins, Joanne Healy, Falk Huettmann, Rorik Peterson, Ruth Prato, Siri Tuttle, Chris Lott ex officio, Martha Mason ex officio, Fred Schlutt ex officio

### **Electronic course evaluations**

- Concern was expressed about the low return rate in summer 2015. There has historically been a 62% rate of return on paper evaluations. The results did not show that disgruntled students were the ones to fill the surveys out. It is suggested to devote time in class to promote filling out course evaluations. Students want to believe that the info given will actually make a difference and are currently uncertain that this is the case. The electronic evaluation is accessible by mobile devices. The downside of using a mobile device is that there is limited feedback. Filling it out online more feedback is provided. How evaluation summaries will be provided in the promotion and tenure process is being discussed with faculty and deans.
- Preliminary aggregate of Fall 2015 semester evaluation rough draft showed the response to Explorance Blue was about 42%, compared to 60% from previous written evaluations. This is better than anticipated. However, the instructor is not able to have the evaluation open at different times. Students have a 10-day window to respond.
- Inspire us! Is the theme to inform about this and is designed to help students understand how important this is. One instructor did not see her student responses right away. There may have not been enough responses or it may have gotten caught in SPAM. Another shared that she allowed in class time for responses but students responses were minimal and incomplete. Another comment was that some are voluminous responses!

### **OIT Information.**

- Smart classrooms bridge geographic gaps. 75 classrooms, auditoriums and lab spaces are equipped with instructional technology at four varying levels. Maintaining Smart Classrooms is a challenge and the rooms with the most recent upgrades are in high demand. There is no dedicated Smart Classroom fund for refresh. OIT manages those Smart Classrooms scheduled by the Registrar. For classrooms with technology that are scheduled and funded by specific schools or departments, OIT consults. Issues in smart classroom use were brought up to the OIT to look into.
- On the Fairbanks campus there are now 5 venues equipped with lecture capture.
- Phone lines across the state are important. In addition to internet connections, the phone line is needed as well. Analog phone lines in Reichart, Gruening and

- Brooks classrooms were previously paid for by the Office of Admissions and Registrar at ~\$260/ year. Due to cost, these were disconnected. Departments may pay for the costs of these analog lines where needed. A service request should be initiated with the OIT Service Desk. CRCD reconnected four rooms in Brooks.
- OIT has been experiencing problems with the Video Conferencing Infrastructure including phone lines being connected into the conferences. Over the past month technicians have been troubleshooting with vendors to improve the service. Several changes have been made which seemed to reduce the number of dropped calls. OIT continues to monitor the infrastructure and the initial reports indicate a marked improvement with video conference calls. Do call the Service Desk at x8300 to report any problems so that OIT can check tracking data and see what was going on with the network at that time.
  - Video conferencing has experienced experiencing some issues. OIT has begun the process of evaluating current video conferencing platform and use.
  - Faculty in Alaska Native languages have shared that when using Elluminate Live, there has been quite a bit of noise online. For these evening classes there has been no immediate live help. Elluminate Live does not have support in evening; it is a different provider.
  - OIT Training. Awareness of trainings already being offered would be helpful. Attendance of third Thursday OIT trainings varies from 4 to 15 faculty. There is a noon-time barrier for attending this, though holding these over the open hour from 1-2 has not had any better attendance. Other trainings are offered at other times.

### **Faculty 180 -**

A faculty senate committee headed by Eric Madsen led the research into choosing a database system for faculty reporting. This committee reviewed several products, with opportunities for faculty input along the way. Faculty 180 was chosen.

#### *Benefits of Faculty 180 system –*

Archives the information.

Reports can be run for specified periods of time. This will be beneficial eventually for doing comprehensive reports...

At the administrative level, deans may be able to access the information without having to go back to the faculty again and again to find it.

#### *Limitations –*

Entering information into the Faculty 180 database takes time.

The software itself, as it has some quirks. Several screens must be navigated to add data, to review, and to edit it.

Teaching/Class information entered into the system was not accurate. This info is extracted from Banner and uploaded manually. If the class is not correct in Faculty 180, then it is because the instructor listed in Banner is not correct. Accurate information in Banner will be more and more important including correct start and end dates, as this is also used for electronic evaluation. Correcting banner records are done through the Dean and Registrar. For Faculty 180 questions or corrections, contact Michelle Strickland or Alex Fitts. Other options are use the link at the Provosts website to submit a google form,

use the link in Faculty 180 to contact the company, or submit a support ticket.

Faculty evaluations do not currently go into the Faculty 180 system but when they do, privacy will be an issue.

Deans may pull up the information for evaluation after the faculty member has submitted it.

The contract for Faculty 180 is for five years, currently it is in the third year.

**Page Up** is software purchased by statewide for recruitment, evaluation and other factors related to employees of UA. It was chosen to replace AKjobs and staff performance evaluations.

[Kansas State University](#) and University of Alabama who use Page Up were called. Neither used it for faculty evaluation.

#### **Security concerns with internet use –**

CITO, Karl Kowalski and CISO, Nathan Zierfuss-Hubbard shared information on security concerns. Nathan looks at privacy concerns, data concerns and the ability to retrieve lost information. Some UAF personnel purchase other internet services. It is important to work with procurement department so OIT knows if some other service is being used, and can look at the security for it. Cloud-computing guidelines for security, outsource vendors and intellectual properties for also worked with for security.

Statistics on security can be shared with faculty at [security@alaska.edu](mailto:security@alaska.edu).

In the past indication of a potential scam through an email was indicated by poor grammar or spelling. However, targeted attacks have gotten more sophisticated and may be difficult to tell. Be vigilant on sharing information and any kind of requests or links in an email.

FERPA protections are followed in Google email. UA negotiated tighter restrictions when that format was chosen for email.

#### **Maintaining student records from online book sources –**

Rorik Peterson looked into assignments turned in via McGraw Hill or other book to keep for a long enough time period. One is an automatic score that gets aggregated into the Blackboard. Grades were not being populated. Maintaining student records was anticipated to be a Faculty Senate policy for keeping student information from online books. He mentioned that every vendor he has experienced is a little different in sharing that information. Discussion on keeping info on grading and testing has happened at faculty senate, but Chris shared that no policy was ever passed by Faculty Senate.

Whatever policy is created should include homework or exams with information given back to students. Work needs to be done on this as it is unclear at the moment.

Joanne shared that their faculty has gone into Live Text. This is an online credit system, a national system that helps students get information. Then they may run reports so the students can collect data. It will work with any system.

**eLearning's** efforts to bring Quality Matters to UAF– The design on the Quality Matters rubric used for faculty development to look at quality was given. Comments included interest in applying this rubric to courses, and several would like to take a copy of this

rubric to department meetings. Having an account with QM to get a look at the rubric is interested. Contact Chris Lott for more information.

Rorik Peterson will convene the Information Technology committee next fall and take charge of chair elections.