

Minutes Faculty Senate Information Technology Committee Meeting

Nov. 27, 2018

10:00 -11:00am

Place: conference room in 145 Bunnell, and google hangouts

Committee members:

Josh Lupinek, absent

Richard McDonald, present online

Falk Huettmann, present f2f

Andres Lopez, absent

Casey Matney, present online

Sandra Wildfeuer, present online

Orion Lawlor, present f2f

Mingchu Zhang, Chair, present f2f

Ex-officios:

Owen Guthrie (e-Learning), present f2f

Joshua Watts (OIT) present f2f

1. Agenda adopted.
2. *Last meeting minutes approval is still pending.*
 - a. Chair opened by saying that in our last meeting we had a good discussion.
3. Discussion about who manages Blue and Faculty 180, and how to get best performance
 - a. Joshua Watts, update information on who manages the Blue and Faculty 180 by sharing what he learned from talking to the registrar and the Provost's office.
 - i. Blue
 1. There are odd items that have happened to many professors with Blue, so by centralizing information they are hoping to target the issues and manage the support.
 2. OIT is working to get more visibility for faculty that have concerns
 3. problem is that the applications are hosted somewhere else, so OIT does not have control over Blue but OIT can work with the vendor, communicate, and try to smooth out issues, too many faculty banging head about concerns, not sure if it is them or the software
 - ii. Faculty 180
 1. We need to talk to them directly, if concerns, and OIT is happy to attend, and participate
 2. In 2012 the Faculty Senate's ad hoc eFAR committee recommended Faculty 180
 3. The Provost may appreciate us helping to refine the program
 4. Problems with Faculty 180
 - a. Entering publication citations is extremely painful

- b. record keeping for tenure and promotion, pdfs a challenge in faculty 180
 - c. a non-normalized database for pulling information
 - 5. What does UAA use?
 - a. They have a different evaluation system
 - i. They have an Annual Activities Report in word that is 2 pages in length. See link.
https://www.uaa.alaska.edu/academics/faculty-services/forms/_documents/AnnualActivityReportFormPDFcorrect.pdf
 - b. OIT- we are paying for software that faculty are not satisfied with
 - i. Problem with software person, a skillset to promise to do things, but a different skill set to maintain, and figure out how to serve the client's needs
 - c. The UAF student online experience is complex.
 - i. students- uaonline, schedule planner, degree works
 - ii. UAF students told that they have an advising hold, but it does not explain or state the problem
 - iii. UAonline, is one stop shop for everything
 - 1. uaonline is the public facing Banner, essentially it is the "Banner in browser" however there is evidence that the two don't always match up
 - iv. Google docs, or google drive
 - d. How to increase Blue response rates that have been low last few years?
 - i. 30% may be a good response rate for survey data
 - 1. small class sizes?
 - ii. Problems with administrator evaluating faculty performance based on student evaluations
 - iii. it is another thing in student's inbox
 - 1. students think it is fishing, not sure why they have to login again
 - iv. OIT suggestion - other places students go frequently, is Orgsync
 - 1. perhaps include link to Blue on OrgSync
 - 2. OrgSync is for students
 - a. someone from the wood center is the contact person
 - b. trying to create a centralized portal to get students to go through, to find roommates, and announce student dances, other events
 - c. there are a ton of different modules in orgsync, and we are using very few right now
 - v. Ask UAF Marketing for support to communicate importance to students
 - 1. perhaps an ad campaign
 - 2. What is in it for the student? If there is no value in it for them, why would they take the time to complete?
 - 3. right now administrators, rely on faculty to offer it to students

4. talk to the Marketing team on campus, how do they get survey results?
what are their resources?
- vi. Ask Blue if they have any suggestions, let's get our worth out of the vendor
 1. see if they already have marketing material that we can customize for our campus
 2. Where does Blue succeed? Do all of their clients have low response rates, or do they do well in some institutions? Learn from our peers.
- vii. How does the format impact response rates?
 1. page by page, one question at a time? or all at once?
 - a. in javascript it is easy to do, go to the server and there is a solution
 2. how does the response rate change with the number of questions?
 - a. more questions, more screens to deal with
 3. right now we make the survey an unfriendly format
 - a. we can advertise, take a one page, one click survey
 4. OIT- maybe can see if they can modify format
- viii. surveys went out in the middle of Thanksgiving break
- e. a new referral gateway for prospective students
 - i. In computer science, they have their own page they want students to go through. They send announcements, link from department to targeted majors, prospective students, different people.
4. Discussion and prioritize the list (Smart classroom, E-learning, Computer labs, Blackboard, Digital library)
 - a. Smart classrooms, and video conferencing
 - i. vcs video conferencing, and learning spaces handle other smart classrooms
 - ii. It is hard for OIT to support 60 different smart rooms
 - iii. OIT has been trying to come up with what they call Tier 1, Tier 2, Tier 3 rooms, flagship, vs high end smart classroom, down to a conference room to teach some stuff in
 1. Who decides who goes into tier 1, 2, 3?
 - a. Is it based it on funding?
 - b. OIT put some tiers together and sat down with invited stakeholders (they talked to Fish and Nursing)
 - c. This IT committee's bylaws indicate that we may be able to play a role in this process *"The Information Technology Committee will address information technology issues and needs affecting aspects of work faculty engage in. They will also be the recognized committee to work with requests submitted for consideration by the Office of Information Technology (OIT)."*
 - iv. Departments have most influence if they can fund their own upgrades
 1. example - if CS department says they have x amount of dollars, OIT will build the best they can
 2. if the result of the tiers is that a department can't afford it.....

3. it is up to departments, OIT does not know what the solution is, where should the line in the sand be?
- v. what about standardizing smart rooms?
 1. the sound system
 2. user experience should be consistent across every smart classroom
 3. some rooms are on newer models of touch panels, some older
- vi. Scheduling Smart classrooms
 1. as far as who goes into the rooms to teach, up to the registrar, or whoever paid for the room
- vii. Support for Smart classrooms
 1. some departments have IT support, someone to work with faculty, set up room, share technology update information
 2. other departments do not have IT support
 3. Faculty need support in the smart classroom.
 - a. Faculty have experience of teaching in front of students, also with blended class and remote distance students, where technology not working and leave faculty floundering
 - b. We need someone with a cart to go and check at the beginning of class
 4. It comes to down to a math question at the end of the day, budget
 - a. it is expensive to ask to have someone check on the start of the class
 - i. that could be a student employee
 5. the student expects that the classroom works, and the student pay tuition, and the classroom is not ready
 6. it is uncomfortable for everyone that is involved, students frustrated, IT person frustrated, faculty frustrated
 7. Support needs to be done professionally, period. There needs to be a human touch.
 8. Casey- maybe a tutorial built into an online instructor, to understand the difficulty that OIT faces and how to handle the issues, as they arise. If faculty knew how to handle things, they could.
 - a. It could be a trouble shooting list with time estimates to know how long it takes to try to fix
 - b. It could explain an overview of the process of support for faculty
 - c. There is a spectrum, in terms of anybody using a piece of technology, in how much you are willing to troubleshoot the issue
 - i. Danger not to do something because it is someone else's job?
 9. if there are distance courses being delivered, vcs has a student employee working

- a. if you call, someone may not answer the phone after hours, but there is a student employee
- 10. somebody is cutting corners
 - a. the students pay tuition and expect quality, we can only deliver the package when we have the full product
 - b. there needs to be someone there in person, - like an emergency person to call available 24 hours a day
- 11. smart classrooms cost a lot of money
 - a. OIT needs to invest in maintenance, and human support
- viii. the way to sell this to state-wide, this is impeding our ability to be competitive
 - 1. We need more resources and staff
- 5. Action plan and timeline
 - a. OIT- could invite Kel (from OIT??), to talk about tiers, where it is at right now, and to set up a better feedback loop on the process.