

Faculty IT Advisory Committee

Monday December 9, 2013

12:00pm — 1:30pm

Committee Members Present: Andrew Carlos, Nancy White, Jessica Weiss, Mitch Watnik

Committee Members Not Present: Gwyan Rhabyt, Grant Kien, Aline Soules, Kevin Brown, Jiming Wu

IT: Borre Ulrichsen, Matt Collins, Ron Santiago, Rich Avila, Terry Smith, Bernie Salvador

1) Approval of Agenda

Mitch: No quorum, so can't formally approve the agenda or minutes.

2) Approval of the 11/18/13 minutes

3) Report of the Chair

Mitch: Discussed some things with the Academic Senate last week:

- Discussed the continuation of Faculty ITAC as an ad hoc committee for AY 2013-14. ITAC will be charged with defining what its status as a committee and mission should be.
- The Data Integrity report also was given a first reading last week. Got a pretty favorable first reading.

4) Report of the CIO

Borre: Shared that ITS is in the testing phase of new Service Desk (SD) ticketing system. Will be rolled out in Winter quarter. Will probably show this to the FITAC in January. New user interface, but everything else is the same (same support web page URL, email address, etc). Goal for ITS is to be more responsive.

Borre: Shared that ITS is interviewing for a new Director of USS (User Support Services). This position used to be held by Setareh; Mercedes is serving as the interim currently. Will bring this person to FITAC as soon as they are hired. Will ask the new director to address agenda item #11 (Department IT representatives). Want to be more proactive in how ITS interacts with user communities.

Mitch: Thought there was "clunkiness" to current ticketing system; he used to prefer to just write Bernie an email, for example. But he's come around, and he likes being able to submit tickets now. Response of the SD has been quite good over the last couple of years. But thinks that the user interface of the ticketing system can definitely be improved.

Nancy: Some faculty still prefer to have someone come help them right away, rather than submitting a ticket.

Jessica: Has had good experiences with getting help as needed; can make an appointment for someone to come help if needed.

Matt: People can still call and get help, or email the SD.

Borre: One of the first things that the new USS Director will work on is seeing what is working well and not well for the faculty members, in terms of SD support.

5) LMS Evaluation Committee – Borre

Borre: Stated that he thinks the wrong name is next to this agenda item. This committee is being formed, and Borre shouldn't be leading the forming of this committee.

Nancy: Committee isn't full yet. Some volunteers from CEAS. Some lecturers would like to be invited. CBE may need a representative.

Matt: Jiming said he was putting out a request to his area (CBE).

Mitch: Lecturers could be put on this committee.

Nancy: Committee participation could be very time-consuming.

Jessica: Maybe hold panels or town halls where others can participate.

Matt: Should there be a representative from DCIE?

Mitch: Asked Matt to send him an email to reach out to Brian (DCIE). Will also work with Matt try to get in touch with Jiming.

Action Items:

- Mitch to reach out to Brian (DCIE) about participation in the LMS Evaluation Committee.
- Mitch and Matt to follow up with Jiming about getting participation from CBE.

6) Lab Capacity Concerns – Mitch

Action Items:

- Mitch will write up a resolution asking for a large lab classroom to be set up.

7) Feasibility Review on FLC for Teaching with Technology Memo – Ron Santiago

Ron: Shared some slides (slides are available for review), and gave an overview of ITS' feedback on the FLC memo. Basic message is that ITS needs to perform a more detailed analysis of each recommended tool before ITS can commit to implementing and supporting a new tool.

Jessica: Proposed the idea of a showcase meeting in February, where faculty members can volunteer to present tools that they like to an audience consisting of any interested faculty members. This showcase idea was well received by the group present.

Action Items:

- Ron will share the Feedback document after the meeting.
- FITAC members to read the Feedback document and tell Borre/Matt/Ron if they agree with the recommended approach described in the document.
- Jessica and Ron to plan a “showcase” meeting in February to have people present what tools they are using.

8) Utelogy Project Update – Rich Avila

Rich: Shared some slides (slides are available for review), and gave an overview of project objectives, scope, impact to the faculty, project schedule, survey. Project is going well so far. Initial survey responses from faculty members have been very positive overall.

Action Items:

- Per Borre’s request, Rich will provide on-going updates to FITAC on the number of rooms that have been upgraded with Utelogy.

9) Blackboard Mobile Learn – Terry and Bernie

Terry: Gave an overview/demo of BB Mobile Learn app on an iPad.

Bernie: Handed out a document about BB Mobile, which is available online.

- Here are links to FAQs about BB Mobile
 - <http://www.blackboard.com/Platforms/Mobile/Support/FAQ.aspx>
- This is a link to the best practices for BB Mobile. This link is to a zip file that contains the document that Terry and Bernie handed out during the meeting.
 - <http://www.blackboard.com/resources/elqNow/ElqReDir.htm?ref=http://www.blackboard.com/Collateral/Mobile/Mobile-Learn/Adoption-Kit/Recommended-Practices-for-Building-Mobile-Friendly.aspx>

Terry: C39YTT is the code you need to look for or enter after you download the app.

- The tool is in our Production BB system, but in “staging mode”, which is why you need to enter this code.

Terry: The app is more of a consumption tool, as opposed to a content creation tool.

Nancy: What can you NOT do on the app?

Terry: Strongly recommend that you NOT take tests using the app.

Bernie: BB has a tool for creating tests for mobile devices.

Andrew: How much has anyone used this app here at CSUEB?

Terry: We’ve had some pilot groups that have tested this, but we haven’t gotten much feedback.

Andrew: Is it ok to let students start using this Winter?

Terry: Yes, this should be made widely available very soon.

Terry: Should be turned on by start of Winter quarter, but may not have a formal announcement by start of Winter.

Matt: Concerns about support and communication. But instructors can plan to use this by Winter. Service Desk and Learning Commons have been made aware of this app.

Borre: Is everyone comfortable with a “stealth rollout”, with a more formal rollout coming later? (Everyone in the meeting seems fine with this.)

Matt: Wants to have a formal message to faculty that this is available before this app is announced to the entire campus community.

Action Items

- FITAC members who want to use the Blackboard Mobile app prior to the faculty/campus announcements can talk with MATS/OHSC to get assistance.

10) Cell Tower plan? Lack of coverage on campus

Nancy and Andrew: Cell coverage is getting really bad on campus.

Borre: Temporary towers right now. Towers are going to be on top of VBT. Jim can come and talk to the group if needed.

Andrew: Safety issues. No coverage from inside the library.

Action Items

- Borre will invite Jim to come to a future meeting to discuss this topic.

11) Departmental IT representatives

Borre mentioned this in his update at the beginning.

12) Future Other Topics to Discuss

None.

Next meeting will be the 2nd Monday of January (January 13, 2014).

13) Adjournment

Meeting adjourned at 1:37pm.