

**Faculty IT Advisory Committee**

Monday February 17, 2014

12:00pm — 1:30pm

Approved Minutes

Committee Members Present: Andrew Carlos, Kevin Brown, Mitch Watnik, Aline Soules, Nancy White

Committee Members Not Present: Jiming Wu, Gwyn Rhabyt, Grant Kien, Jessica Weiss

IT: Matt Collins, Ron Santiago, Mercedes Alvarez

Additional Attendees: Bridget Ford

**1) Approval of Agenda**

Motion to approve agenda: Aline

Second the motion: Andrew

No response yet from Cory to present today, so we will try to have Corey come to the next meeting.

All approved modified agenda.

**2) Approval of the 2/3/14 minutes**

Motion to approve: Aline

Second: Andrew

All approved.

**3) Report of the Chair**

Mitch: Gwyn hasn't attended ITAC meetings in quite some time (more than 3 meetings this quarter), and has been unresponsive to Mitch's inquiry about attendance. Mitch has proposed that Gwyn be removed from this committee and be replaced by Bridget Ford. No objections from the committee members present. Mitch will bring this to ExCom.

Mitch: Martha Wallace noted that the resolution (CAH 2) had the wrong capacity for VBT 211. The correct capacity is 58.

**4) Report of the CIO**

Matt: Borre is absent today. No report for today.

**5) LMS Evaluation Subcommittee Membership Update**

Mitch: Found the final member for the subcommittee (Christina Chin-Newman). The list of proposed LMS Evaluation Subcommittee members will go to ExCom next for approval.

## **6) Promising Course Redesign – Bridget Ford**

Bridget: History department has a grant from CO for “Promising Course Redesign”. Survey courses are very large (all students must take certain courses to graduate). Number of students who fail the “American Institutions” course is high (about 15%). This is a bit better than the failure rate for this course across the CSU system. But this can lead to issues with student retention, etc. There is also a very low CSUEB graduation rate for native (i.e., non-transfer) CSUEB students, who are all required to go through this “American Institutions” course.

The “American Institutions” course is a face-to-face course, and this could be a course that could be redesigned to help a large population of new CSUEB students achieve success and learn skills that will help them be successful in further coursework at CSUEB.

## **7) Classroom Technology concerns – Bridget Ford**

Bridget: Wants to make sure the classroom environments (in terms of both facilities and technology) are positive learning environments.

Need to put content in front of students, and this is hard in the large rooms in Meiklejohn.

Students prefer to sit in the last few rows of the classroom because there is no WiFi at the front of the rooms. Therefore, instructors have to provide hard copies of materials, instead of having students access the materials online.

Nancy: Suggested using a Mondopad. But the group pointed out that this still requires WiFi.

Bridget: Students are asked to print their own materials and bring to class. Or bring their textbooks to class. But the better solution is to allow students to access and manage materials online, instead of on paper.

Difficult to hear each other in the big classrooms. Instructors have a hard time hearing students. Students can talk in small groups. But hard to discuss / debate as a large group.

Aline: Renovation of Meiklejohn? Are there any plans for this yet?

Mitch: Meiklejohn is first on the list of buildings to be worked on. But depends on funding (being worked on at the CO and President’s level).

Nancy: Still thinks the Mondopad would work really well, if there is WiFi in the room.

Matt: Students can work collaboratively on the Mondopad, and share what they are doing with the entire class on projectors.

Matt: There are plans to improve WiFi in Meiklejohn, so this should help.

Mitch: Is there a way to project someone’s laptop via WiFi onto a projector? This could be less expensive than using a Mondopad.

Matt: We would need to investigate this.

Aline: Asks her students to email her documents, which she can then share with the class.

Matt: Could use a shared Google document that students can be editing while the master document is being presented on the screen.

Matt: Thinks the Mondopad could be a reasonable investment for large rooms that are serving lots of students.

Mitch: Could be security issues in the large rooms, which remained unlocked for long periods of time.

Kevin: But, the current room with the Mondopad hasn't been locked.

Kevin: The Mondopad itself could still be hard to see in a large room.

Group: Mondopad can be projected on other screens.

Aline: As tools are piloted (like the Mondopad), they are often released campus-wide, even if the tool isn't well designed or suited for other courses. Would be nice to deploy the tools in a more custom way, where the tool is designed to work specifically for a room or course.

Matt: The Mondopad is being evaluated as part of the pilot, and there are no plans yet to roll it out anywhere else. But getting feedback on it is important to decide if/how we might roll it out.

Bridget: The lower division courses need more attention, since these are large courses that affect lots of students. Feels that the lower division courses are sometimes not given as much attention as the upper division courses that are part of a program or major.

Aline: Agreed. Furthermore, solutions that work well in one room often don't work well in other rooms. ITS and Facilities people need to go out and look at the rooms in action to see what works well and doesn't work well.

Nancy: Maybe the university needs to schedule smaller sections for these large courses.

Group: But this has to do with funding.

Bridget: But we aren't opposed to the large class sizes. The issue is that the classroom conditions are not ideal to support teaching/learning in large class sizes.

Mitch: ITS can start looking into these issues. But COBRA (Committee on Budget and Resource Allocation) might be the group to look into the classroom/building conditions.

Aline: Will look into this with COBRA.

Mitch: Could be good to bring in other faculty members who use the same rooms in Meiklejohn to discuss this with COBRA.

Bridget: They have \$2000 that they could use to help address some of these classroom issues.

## **8) Windows 8 Student Pricing – Cory McLaren**

This agenda item is being deferred to the next meeting.

## **9) ServiceNow Implementation – Mercedes Alvarez (1:00pm)**

Mercedes showed the following presentation to the group (you will be asked to log into Google Drive using your CSUEB NetID/Password to view this presentation):

<https://drive.google.com/a/csueastbay.edu/file/d/0B23cOgaXCd5cb2ZaallGMzNfM3M/edit?usp=sharing>

Andrew: The training videos should have closed-captioning for accessibility.

Mercedes: Will look into this.

Andrew: Why is there a need for a Short Description and Long Description when opening a ticket? Why duplicate this info?

Aline / Mitch: Sees the Short Description as more of a Title.

Mercedes: The 2 descriptions shouldn't have the same info.

Aline / Andrew: Why not put all of the info in one field?

Mercedes: The Short Description isn't for helping to categorize the issue. But this is a standard way of documenting tickets.

### **10) Technology Showcase**

Jessica is not present, so this will be deferred to next meeting.

### **11) Future Other Topics to Discuss**

Nothing else.

### **12) Adjournment**

Adjourned at 1:32pm.