

**Faculty IT Advisory Committee**

Monday April 21, 2014

12:00pm — 1:30pm

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

Committee Members Not Present: Bridget Ford, Grant Kien, Jiming Wu

IT: Borre Ulrichsen, Ron Santiago, Terry Smith

Other Attendees: Lori Erdman (Student Affairs), Veronica Segovia (Student Affairs), Cory McLaren (Bookstore), Michelle Duarte (Bookstore)

**1) Approval of Agenda**

Motion to approve: Andrew

Second the motion: Nancy

Borre: Request to move Bb Mobile App, after Report from CIO.

All approved.

**2) Approval of the 4/7/14 minutes**

Motion to approve: Nancy

Second the motion: Aline

All approved.

**3) Report of the Chair**

Mitch: LMS Subcommittee was approved, with the note that the ITAC ad-hoc committee has not yet been approved for next year. CIC still needs to appoint 2 people to the LMS Subcommittee.

**4) Report of the CIO**

Borre: Heartbleed – None of our campus servers were exposed to this. But ITS will send a campus-wide communication saying that ITS recommends that everyone changes their passwords.

Planning for Distinction for Support Services – Report should be published soon.

## 5) Blackboard Mobile App – Terry Smith

Terry: Here to answer any questions.

No tickets yet related to the release of Bb Mobile App.

Usage is increasing and appears to be word-of-mouth driven.

Discussions boards, emails, text messages are intended uses for this App.

Aline: Many students don't have mobile devices or have access to a mobile app. Faculty need to be cautioned about requiring students to do things specifically with Bb Mobile.

Terry: Bb Mobile doesn't provide functionality that isn't available in the regular Bb client. The app doesn't support all of the features of the regular Bb client.

Jessica: Could Online and Hybrid Services offer a drop-in session about Bb Mobile App?

Terry: Nothing really unique to Bb Mobile App. But maybe a presentation at "Back to the Bay" would be helpful.

Andrew: Maybe a more general "mobile app" session at "Back to the Bay" would be good.

Aline: Maybe a communication needs to be sent out to faculty to remind them how some students may not have access to all of the technology tools that are expected to be used during a course.

Terry: ITS used to send out more frequent communications about Bb features/usage. But need to be mindful about sending out too many communications.

Borre: Should we go ahead and send out a communication to students about Bb Mobile App?

Aline: And make sure we say that if students are having any issues with using the app, they should talk to their instructors about it.

Nancy: What's the main difference between using the App vs using a browser?

Terry: App doesn't have all of the features of the regular Bb client. The App simplifies some features.

Aline: Easier to use/view in the App what the App was designed to do.

### **ACTION ITEMS:**

- Terry will work on a communication for the overall campus community about Bb Mobile App.
- Terry will look into faculty training on the Bb Mobile App and mobile apps in general.

## 6) CAH 5: ITAC Policies and Procedures

Group reviewed the current draft of ITAC charge.

Mitch: CIC will get a seat. CIC will likely dissolve their Technology Subcommittee.

Student Affairs was supposed to get a seat on this ITAC committee.

Presidential appointee was added.

Aline: Is there a student IT committee?

Borre: Yes, but no students have shown up.

Mitch/Andrew: Should we have students sit on this ITAC committee?

Group: There is nothing we talk about that can't be discussed with students.

Group: The separate Student IT Committee isn't really working, so why not try to get students to participate here.

Mitch: Will add 2 students to this ITAC committee.

Group: Discussed some edits to the wording to describe the charge (removed references to "academic computing").

**ACTION ITEM:**

- Mitch will send out a revised draft with edits discussed today, and discuss again next meeting.

**7) Lists of software available to students (1:00 time certain) – Lori Erdman (Student Affairs), Veronica Segovia (Student Affairs), Cory McLaren (Bookstore), Michelle Duarte (Bookstore)**

There is a page that belongs to Student Affairs (<http://www20.csueastbay.edu/students/student-services/computing-technology-services.html>), and FITAC would like this page to be updated to make it clearer what software is available, and how to get it.

Some software titles are available through the Bookstore.

ITS also has a PDF list of software titles, and how they are available (campus computers only, home use, etc).

<http://www20.csueastbay.edu/its/service-desk/files/pdf/software-titles.pdf>

Cory: What about software available for Faculty/Staff? Should this be shown on the same webpage that shows software available for Students?

Borre: This should eventually be something Faculty and Staff can request/order via the Service Desk (i.e., via ServiceNow).

Mitch: What should be put on the student's webpage?

- MS Office
- Adobe products
- SPSS
- Other software titles?

Aline: Would be best to have a way for all students to have Office.

Borre: We are looking at an "Office Online" product. Will have more info about this later.

Cory: There are a lot of titles available through the bookstore (and the bookstore partner).

Kevin: We don't necessarily need to tell people what is available for purchase only. But rather what software is available for students to use or purchase.

Mitch: It could be better to have a webpage that tells students where to find different software titles (for use in labs, for purchase, etc).

Aline: Important to make sure students know how to get software for use at home.

Borre: The licenses we have for the campus are mainly for campus computers (not for student home use).

Mitch: We do have some software that students can install (like SAS), but they need to ask their instructors for information on how to install. But students would only be asking for this software if they are taking a class that uses this software.

Cory: Would be nice to have this before orientation starts (first orientation is end of June). Not all titles need to be on the webpage right away. More titles could be added later.

Kevin: Do students use our Service Desk?

Borre: Not really marketed to students. But there are some services available to students. ITS needs to work with the Library Learning Commons, since both the Service Desk and Library Learning Commons can help students.

**ACTION ITEM:**

- Veronica Segovia (Student Affairs) will work on a webpage that describes software titles available for students.

**8) Future Other Topics to Discuss**

Jessica: There will be a workshop on 4/30 in Faculty Development on the new Chancellor's Office Initiatives.

These are for Proven Practices in large class pedagogy for both lead (expert) faculty and adopting (faculty who want to learn from experts in a professional learning community and receive support from peers while they redesign a course). Faculty may also be second-year participants in a proven practice professional learning community. Finally, there is Promising Course Redesign support (quite substantial) for classes that have promising uses of technology (or plan to implement). The applications for these programs are all coming due in mid and late may and early June. The workshop will be a chance to go over the requirements, float ideas, and hear from last year's promising course redesign team in the history department. Here is a link:

<http://courseredesign.csuprojects.org/wp/events/event/new-proven-course-redesign-rfp-out/>

This is also the time to apply to include your course in Course Match--we will also have information on that process at the 4/30 workshop. Lunch will be served. RSVP:

<http://depot.csuprojects.org/fdc/em-code/register/register.jsp?campusid=6>

(The workshop will go up on depot as soon as we have a room).

Faculty are encouraged to apply and may contact Jessica Weiss in Faculty Development or Linda Dobb in the Provost's Office.

Kevin: Interested in creating some sort of virtual community for faculty. This would be an alternative to massmail, and something that people can subscribe to.

Borre: Recommend using a Google Group or Site for this. Also, LEEP (Corey Gin) might be willing to take on the creation of this.

Kevin: Would like this to be something official, as opposed to something informal that he sets up on his own.

Nancy: Will ask Corey Gin about this to see if LEEP would want to offer something like this.

## **9) Adjournment**

Adjourned at 1:40pm.