

Faculty IT Advisory Committee

Monday April 7, 2014

12:00pm — 1:30pm

Committee Members Present: Kevin Brown, Bridget Ford, Grant Kien, Aline Soules, Mitch Watnik, Jessica Weiss, Nancy White, Jiming Wu

Committee Members Not Present: Andrew Carlos

IT: Borre Ulrichsen, Matt Collins, Ron Santiago, Thomas Dixon, Rich Avila

1) Approval of Agenda

Motion to approve agenda: Jiming

Second the motion: Kevin

Move Thomas earlier in agenda.

All approved.

2) Approval of the 3/3/14 minutes

All approved.

3) Report of the Chair

Mitch: LMS Subcommittee faced challenges in ExCom. Will discuss these challenges during the LMS Subcommittee update.

4) Report of the CIO

Borre: We have been live on the new Service Desk Ticketing system (ServiceNow) for about 1.5 months. We are in the process of evaluating data about the Service Desk and User Support Services (USS) performance so far. We will start measuring customer satisfaction in the near future.

Borre: ITS will soon begin working on automating asset tracking (effort will start this Summer 2014).

Matt: LASS Project (Blackboard Outcomes) – Pilot occurred during Fall 2013 quarter (involved GE, CEAS, and CBE), and pilot was successful. The project team is currently transitioning to a new Blackboard consulting team (due to resource changes at the vendor), and trying to wrap up the pilot project with Blackboard. Some challenges around reporting were discovered, and are being discussed with the Blackboard team.

Matt: Director of Online Campus search committee – Very strong candidates, down to 4 candidates who are coming onsite for evaluation.

Borre: Scheduling and Calendaring – Involves upgrading the scheduling tool, which should be much easier to use. Should be rolled out around Summer or Fall of 2014.

Mitch: Question about new Service Desk system. The confirmation email wasn't received by a faculty member who recently submitted a request for VCL. What happened to the confirmation email? Also, suggested having the customer survey go out when the ticket gets closed.

Borre: ITS will look into any problems that might be occurring with confirmation emails.

Kevin: Is there a place to provide feedback on the Service Desk in general? With the new system, it can be difficult to figure out what service to request (and I can't always find the service I'm looking for), so I often end up creating incidents instead.

Borre: It's good to open an incident in ServiceNow for general questions or issues like this.

5) Chronicle Article Re: Google (Thomas Dixon)

Thomas: Another university (University of Illinois at Chicago) was unable to send messages to students because Google was blocking these emails. Here is a link to the article:

<http://chronicle.com/blogs/wiredcampus/google-blocks-u-of-illinois-at-chicago-from-emailing-its-own-students/51521>

Thomas: What are we doing to avoid this situation at CSUEB? The other university was using several different services for sending email, and one service was blocked by Google. We only use one service (Google) for sending email. And our support from Google is very good (part of the issue with the other university had to do with getting support from Google to resolve the issue). We speculate that our environment is very different from the other university, and our relationship with Google is stronger. Therefore, we think the possibility of this happening at CSUEB is very slim.

6) LMS Subcommittee Update

Mitch: When the proposal for the LMS Subcommittee was discussed with ExCom, one complaint from ExCom was that we didn't list anyone from the Media and Academic Technology Services (MATS) team on the subcommittee. Also, the Committee on Instruction & Curriculum (CIC) has a subcommittee called "Technology and Instruction", and some people in ExCom felt that this LMS evaluation might be more appropriate for the CIC, or that there should be representatives from CIC on the LMS Subcommittee.

Nancy: Motion to alter the LMS Subcommittee to have 2 seats for CIC and 2 seats for MATS.

Jiming: Second the motion.

Jessica: Should new LMS Subcommittee members be heavy users of Blackboard? Online instructors use Blackboard heavily for their courses.

Mitch: On-ground instructors can still be heavy users of Blackboard.

Bridget: Is ITAC a standing committee?

Mitch: No, it's ad-hoc. The faculty would need to vote to make it a standing committee. Not sure if it needs to be a standing committee.

Motion Approved by all.

Mitch will bring this change back to ExCom.

7) Utelogy Project (Rich Avila)

Rich: Been rolling out Utelogy since Fall 2013. Will give a status update, including results of some surveys.

Here is a link to the document that Rich presented, which includes survey results:

<https://drive.google.com/a/csueastbay.edu/file/d/0B23cOgaXCd5cY1g4OUNXYjIySEU/edit?usp=sharing>

Rich also gave a quick demo using the Utelogy dashboard available in our meeting room (in LI-2250).

8) Review of ITAC charge

Mitch: In the next 2 weeks, Mitch will update an older version of the ITAC charge. Mitch will propose that ITAC be a permanent ad-hoc committee. Will bring a new version of the charge for the group to review and discuss at the next ITAC meeting.

9) Lists of software available to students

Mitch: Will invite Lori Erdman to discuss this at the next meeting.

Aline: Do we need to bring any of the Bookstore people back?

Mitch: Yes, we can invite Cory McLaren and Michelle Duarte back.

10) Future Other Topics to Discuss

Bridget: Blackboard Mobile App. Is anyone else using this?

Matt: It's available to everyone right now. Faculty were informed already. But will publicize this to campus community (including students) soon.

Mitch: We can have a discussion about Blackboard Mobile App on the agenda next time.

Jessica: What if we open an internal blog for faculty and ITS staff about this, including new features. Therefore, users can ask questions or leave comments.

Matt / Borre: Great idea.

Aline: Not all faculty and students may be able to use the Mobile App for various reason.

Matt: We are trying to frame the Mobile App as an option to using Blackboard, but we should be careful about expecting all students to use the Mobile App.

11) Adjournment

Adjourned at 1:26pm.