

CALIFORNIA STATE UNIVERSITY, EAST BAY
INFORMATION TECHNOLOGY ADVISORY COMMITTEE

Minutes of the meeting of November 16, 2015

Present: Joshua Kerr (Chair, CSCI),
Jiansheng Guo (Secretary, CLASS, COBRA),

Andrew Carlos (LIB),
David Fencsik (CSCI, At-large),
Pei-Hui Hsu (CBE)
Eric Neumann (ITS),
Borre Ulrichsen (CIO),
Jessica Weiss (CLASS, FDC),
Roger Wen (Presidential Appointee),

Apologies: Joana Chavez (Student Rep.),
Pablo Garnica (Student Rep.),
James Mitchell (CEAS),
Ian Pollock (CLASS, At-large),

Visitors: James Hershey (Director, Institutional Research and Effectiveness)
Jim Zavagno (AVP, Facilities Management and Operations)

Meeting convened at 12:05 pm

1. Approval of Agenda

unanimous

2. Approval of 11/2/2015 minutes

unanimous

3. Reports

a) CIO Announcements/Reports

i. Google Apps went live

1. no issues reported yet, but little responses at early stage
2. thanks to ITAC and Senate for quick actions for approval

ii. Q2S Conversion

1. Try to estimate volume of work for PeopleSoft, get final estimate in Feb. 2016
2. PeopleSoft needs to be ready by Fall 2017.

4. Business Items

a. Classroom of the Future Committee updates, Jim Zavagno, AVP, Facilities Development and Operations (12.05 time certain)

- i. Project to upgrade classrooms initiated in Spring 2014

- ii. Worked with COBRA to form an Advisory Committee under COBRA
- iii. Steps of project:
 1. Purpose is to come up with classroom design
 - a. Committee discussions
 - b. Faculty and student surveys, and focus groups
 - c. Categorized into 4 room types: small, medium, large, special kind
 - d. Involving 21st century pedagogical needs, room climate, set-ups, furniture, equipment/power, etc. (see subcommittee reports)
(showed slides of some design graphs for room types and basic set-ups)
 2. Start to upgrade classrooms in the next several years
 3. Challenges: need to take classrooms off service, while rooms are tight now.
 4. Selected 4 rooms for 2015-2016: AE247(23), MI3060(42), MU2091(29), and MI2002 (large lecture)

Questions:

- *Any thoughts about alternative ways of using classrooms, like virtual class settings, etc.?*
Yes, it was discussed by the committee, and ideas about lecture capture and other issues were discussed.
- *After the 4 rooms, remodeling will be more and faster?*
Yes, once it works out for year 1, things will be faster, and prioritize, and work out the most cost-effective ones
- *How long the whole project will last?*
We have 80 rooms, even if we do 10/year, it still takes 8 years. Also funding is a factor. Also it depends on the different conditions of the rooms. Some might be costly or time consuming, some might be just cosmetics and less costly.

b. Discussion of Qualtrics, a Survey Tool, James Hershey, Director, Institutional Research and Effectiveness

- i. Originally there was a system request for this tool since it is industry standard, but rejected by CO
- ii. Psychology Dept. is using it for 3 users for \$2,500, but the campus subscription is only \$10,000 to be used for all campus, offer expires end of Dec. 2015
- iii. Negotiating a 3 year contract starting Jan. 2016, for the above price
- iv. Planning on a Survey Committee

Questions:

Action:

- Fencsik to draft a ITAC memo in support of university purchase
- Ask Hershey to attach specs to the memo
- Complete the memo and send to Provost and President before Thanksgiving.

c. Discussion of After-hour BB support, Roger Wen, Director, Online Campus

- i. On 11/2/2015, 24/7 BB support services started. Chat button on left corner to get support when campus support is in after hours.
- ii. So far, about 40 calls were made, most from students, 15% faculty. 75% chats, others phones.
- iii. BB reports issues to CSUEB after resolving the issue.

- iv. BB could expand services (like questions beyond BB, e.g., set up wifi). CSUEB projects 4000 calls/year.

d. Discussion of the Problems with Faculty Searches Referral to ITAC and FAC from Academic Senate Chair Michael Hedrick

- i. Many problems are due to PeopleSoft structure for CSU. Although it can be tweaked, the major issues cannot be worked out regarding much of the faculty complaints.
- ii. CO promised to solve the problem, but it is a long shot
- iii. Given the situation, it is better to seek solutions to third party, and Interfolio could be a possible good solution, which is being investigated by Linda Dobb, Associate Provost
- iv. Interfolio can also be used for RTP processes, as being done by Humboldt State.

Action:

- 1. Kerr will get back to Linda Dobb, Associate Provost, and Michael Hedrick, Chair of the Academic Senate, about this issue.

5. Future Agenda Items

- a. Information Security Awareness with Thomas Dixon
- b. Discussion of Degree Audit and PeopleSoft Advising with Angela Schneider
- c. Discussion of University Scheduling and 25Live Course Scheduling System with Audrey Katzman (1/4/2016)

6. Adjournment

Meeting adjourned at 1:30 pm

Respectfully submitted
Jiansheng Guo
ITAC Secretary