



INFORMATION TECHNOLOGY ADVISORY COMMITTEE

16-17 ITAC 2
May 1, 2017

TO: The Executive Committee

FROM: Andrew Carlos, ITAC Chair

SUBJECT: 16-17 ITAC 2: Faculty Instructional Technology Support at CSUEB

ACTION REQUESTED: That the Executive Committee accept the attached memo on Faculty Instructional Technology Support at CSUEB.

BACKGROUND INFORMATION:

ITAC received a referral from the Executive Committee on October 17, 2016 to determine the current state of faculty support services in ITS and Online Campus, including the physical location of such services. Discussion took place at that meeting and at the meeting on November 21, 2017. ITAC received the attached memo dated March 30, 2017 from Phoebe Kwan, Interim Chief Information Officer, and Roger Wen, Sr. Director of the Online Campus, and at its meeting on April 3, 2017 agreed to forward it to the Executive Committee.



CAL STATE EAST BAY

March 30, 2017

TO: Faculty Instructional Technology Advisory Committee

FROM: Phoebe Kwan; Interim Chief Information Officer / ITS
Roger Wen; Sr. Director of the Online Campus / AA

SUBJECT: Faculty Instructional Technology Support at CSUEB

PURPOSE: Response to FITAC Inquiry

ACTION REQUESTED:

That the Faculty Instructional Technology Advisory Committee forward this summary, upon approval, to the Executive Committee in response to the referral from ExCom.

BACKGROUND INFORMATION:

Referred by ExCom to ITAC on October 17, 2016. At the November 21, 2016 FITAC meeting, it was requested that a list of instructional technology related services be provided to the committee members from both the Office of the Online Campus and Information Technology Services, along with the current state of faculty support services in ITS and Online Campus, including the physical location of such services.

A. Current Organizational Structure Related to the Faculty Instructional Services:

- Information Technology Services (ITS)
 - Employees providing the services listed in this document: Six team members in Audio Visual/Media & Classroom Technology (ST150/LI1099), five team members (with additional student assistants) at the Service Desk (ST150), twelve team members in Endpoint Management and Support (ST150).
 - Full ITS organization chart: <http://www.csueastbay.edu/its/it/files/docs/its-org-chart.pdf>.
 - The Chief Information Officer (CIO) reports to the VP, Administration & Finance.
 - Although ITS is currently distributed in five different locations, there is a planned move in Spring 2017 to locate all ITS staff in the Library Annex.
- Office of the Online Campus: Two Functional System Administrators [SF314] and Four Instructional Designers / eLearning Specialists [SF318/SF314] report to the Sr. Director. Sr. Director then reports to the Associate Provost.

B. Current Approach to Communicate Information to Faculty:

- Urgent info: Campus email, [Blackboard](#), [MyCSUEB](#)
- General info: Workshops, information sessions, campus email, various listservs, BB faculty landing page, division newsletter, Back to the Bay, New Employee Orientation, [Online Campus web site](#), [Service Catalog](#), Campus Community Contacts (CCC).

C. Current Faculty Instructional Support Related Services Available

Service	Current Team	Location
IT Service Desk	ITS - Service Desk	ST150
Accounts and Access	ITS - Service Desk	ST150
Event Technical Support	ITS - Classroom Technology Services	ST150
Equipment Orders	ITS - Service Desk	ST150
Equipment Reservation	ITS - Service Desk	ST150
Install/configure software	ITS - Service Desk	ST150
Zoom / Video Conferencing	ITS - EMS/Online Campus	ST150/SF314
Webinars	ITS - EMS/Online Campus	ST150/SF314
Video Streaming of large events	ITS - Audio Visual	LI1099
Studio Recording	ITS - Audio Visual	LI1099
Lecture Capture	ITS - Audio Visual	LI1099
Video Post Production	ITS - Audio Visual	LI1099
Content Streaming	ITS - Audio Visual	LI1099
Captioning	ITS - Audio Visual /Online Campus	LI1099/SF314
Media Duplication / Conversion	ITS - Audio Visual	LI1099
DVD/CD Production	ITS - Audio Visual	LI1099
Server Request	ITS - Systems & Infrastructure Engineering	ST140
Backup and Restore	ITS - Systems & Infrastructure Engineering	ST140
Create/Update Web Site	ITS - Web Services	SA2314
Service	Current Team	Location
IT Consulting Services*	ITS	BK202
Large Format Poster Printing	Online Campus	SF314
BB - Create and Manage Org	Online Campus	SF314
BB - Add Addtl Participants	Online Campus	SF314
BB - Course Copy	Online Campus	SF314
BB - Manage Course Content	Online Campus	SF314
BB - Merge Course Sections	Online Campus	SF314
BB - Restore Course Sections	Online Campus	SF314
BB - Consultation	Online Campus	SF318

Course Development	Online Campus	SF318
Online/Hybrid Development	Online Campus	SF318
Instructional Design Consultation	Online Campus	SF318

* ITS provides consulting services to assist faculty on a myriad of topics, including instructional-related support for:

- Setting up remote computer desktop services (BayCloud) for labs
- Developing high performance compute and infrastructure systems for instructional and lab use
- Assisting with network requirements, design, and implementation
- Deploying, configuring and/or supporting IT instructional environments
- Assisting with information security requirements, design, and implementation
- Providing project/service consultation

D. Current Discussions Related to this Referral:

- ITS is considering moving academic technology support staff that regularly collaborate with Online Campus staff to be located with the Office of Online Campus, similar to how it was before the SF building was constructed; however, this discussion will resume when the permanent CIO is in place.
- Update service locations on all webpages - to be completed after ITS moves to the new location in spring 2017.