

Cal State East Bay

Minutes of the Faculty ITAC Committee meeting on Monday November 20, 2017

Attendees: Andrew Carlos, Eric Neumann, Jake Hornsby, James Mitchell, Jiansheng Guo, Liliana Chiou, Rita Liberti, Roger Wen

- Committee approved agenda and no changes were added
- Chair Update
 - Andrew reported that there is a new faculty development committee that will offer workshops that faculty can attend.
- CIO Update
 - Jake talked about the partner's model that was rolled out to CBE, CEAS, and CSCI and an upcoming meeting is scheduled with CLASS to explain this solutions partner model. The solution partners have been working with the colleges to collect the opportunities and about 50 opportunities were entered so far. From these opportunities IT has identified four major efforts. One is around support which includes tickets, end user support, IT procurement, Service Level Agreements. Also Classroom/Labs support and how to manage and localize the technology resources was another effort. He stated that they currently have an IT resource hired that is dedicated to the department of Computer Science. The other efforts are after hours support and software license management for labs. Jake stated that the solutions partners will be driving the efforts to identify the gaps in the IT processes.

Another initiative Jake is working with the Provost is the Campus CRM wide project that can do a good will with the faculty. Dr. Mitchell stated that Jake is already gaining some good will from faculty from what he is hearing.

Jake mentioned he did a IT reorganization change that basically created an agile solution side and operational side in order to get IT more engaged in supporting the academic side.

Andrew asked who is the partner for the Library and Eric stated that Andy Mayeda is the partner and is actually meeting with Dr. Wenzler today. Dr. Mitchell asked who is the partners of CBE and it was stated that Thuthu Tonnu and Andy Mayeda are the identified partners.

Dr. Liberti asked about Glen Brewster and it was mentioned that Glen is the partner for CLASS.

Jake said that IT will be sharing with the committee the assigned partners for the colleges and library.

Jake has giving examples on how the partners will support the faculty. These examples include helping with the VPAT process and general support for faculty to have a point in contact for any technology needs.

Dashboards will be available soon to show all the opportunities gathered by all the colleges and Jake will work with this committee also to look at the opportunities and gather new opportunities.

Andrew and Dr. Liberti brought up the question about the IT reorganization if it included the move of personnel to optimal locations for easier faculty access as this was a topic that was discussed previously by the committee with the prior CIOs. Jake said that the physical move of personnel is not part of this as he hasn't heard from faculty regarding this topic, but IT will reassess this topic after they go through the first phase of the IT reorganization.

No more questions to the CIO

- iClickers

Dr. Wen brought up that CO has an MEA and that the CO suggested that the campus consider to choose one vendor so students don't have to pay fees, and CSUEB as a campus is choosing iclickers, but some faculty might be using other types of clickers and this might be fine as long as the students don't pay for it.

iClickers is integrated with Blackboard and other company offering clickers is Top Hat, which some faculty are using, but unsure if students are paying for it.

Not many classes might be using clickers and the scale is unknown.

Dr. Wen has a conference with the vendor to talk about cloud based pricing.

Dr. Wen will send the resolution from other campus on this topic. This topic will be picked up by the next meeting which is in Winter quarter and Andrew will follow up with GE to see if there are still using iclickers for their programs.

- Discussion of future projects

Dr. Guo has brought up some issues that were sent in an e-mail before the meeting. One of Dr. Guo's topic is about Student Management. He explained that when students change majors, or withdraw this is done via paper/hardcopy. However, for online class you can use e-mail to get an online approval from the professor. Students need to walk around and make appointments to get approval for regular classes. The student record management should be modernized and it will good to see something happen about this.

Dr. Guo also talked about major checks via the DAR tool is not very easy to use especially if the major is complex. The reporting systems is not very user friendly, it seems that a simply thing can be more complicated. He mentioned that currently some faculty are downloading the course data and using macros in excel. Jake mentioned that through the semester implementation project PeopleSoft has a journey planning concept

that might be more useful. Andrew will follow up with PeopleSoft contact on the journey planning that Jake mentioned.

IT will record the opportunities identified by Dr. Guo in the e-mail and will work with Dr. Guo on these opportunities.

Website issues update were given by Liliana. She stated that the migration of the CSCI was completed, CEAS is almost done and next should be CLASS and CBE. Dr. Guo pointed out that it was said that the migration to the new template will be done by Summer/Fall and the colleges were expected to start working on the content on Fall and faculty is not updating the content on the old site due this. Jake mentioned that content should still be updatable in the old site as the content is being copied manually to the new template. Liliana will confirm this with website team and get back to the group. Also Jake stated that the web team will be getting additional help to migrate the content and IT will provide the timelines for the website project.

Dr. Guo stated there was a broken link in the website in his e-mail. Jake and Liliana stated that IT identified the issue regarding this broken link and it is due to catalog site menu that needs to be updated. IT web team is fixing it and an update will be send once this is fixed.

The committee felt unclear how the communications is being done for the project and Dr. Liberti suggested that website communication can be put in the Academic Affairs newsletter as faculty read it.

The group questioned if everything needs to be captioning regardless if there are students with accommodations. Dr Guo stated that there isn't a establish workflow of who to contact and there is no clarity if everything is captioned. For the group it was decided to focus on captioning when there is accommodation and it will be table to the next meeting.

Date of next meeting is February 5th.

- Meeting was call to adjourn and the motion was second.