Faculty Committee on Educational Technology
Meeting Minutes: May 14, 2012

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 2 PM in Robert Scott Small Room 353

Attendance: Members: Emily Beck, Anthony Bishara, Elizabeth Jurisich, Brenton LeMesurier, David Parisi, Emily Rosko

Agenda:
1. New Business:
   a. Election of new officers
   b. Discussion of topics and ideas for the coming year
2. Approval of minutes from the previous meeting

Discussion of Agenda Items:
1b. Discussion of topics and ideas for the coming year
   • The outgoing chair discussed the list of topics (see 4/27/12 minutes)
   • In addition, the issue of electronic tenure and promotion packets may arise

Decisions Made:
• Elizabeth Jurisich was elected chair
• Anthony Bishara was elected secretary
• Minutes approved for 4/27/12

Post-Meeting Action Items:
• Brenton will request an update to the FETC forum access
• Brenton will produce an annual report for the committee
• Elizabeth will poll the committee membership regarding a regular meeting time for next semester

Meeting adjourned: 2:30 PM

Next Meeting: TBD
Faculty Committee on Educational Technology
Meeting Minutes:  April 27, 2012

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 3:15 PM in Robert Scott Small Room 353

Attendance: Members: Anthony Bishara, Bob Cape, Deanna Caveny, Morgan Koerner, Brenton LeMesurier, Tyler Mobley, Christine Moore, Tim Scheett, Y. Henry Xie
Guests: Andrew Bergstrom, John Schroeder, Garrett Mitchener

Agenda:
1. Approval of minutes from the previous meeting, February 21
2. Reports:
   a. Report from the CIO, Bob Cape.
   b. Report from the Provost's delegate, Deanna Caveny.
   c. Report from the committee chair, Brenton LeMesurier.
3. Old Business:
   a. Discussion of the year's activities and the annual report from the committee to the faculty
4. New Business:
   a. Discussion of topics and ideas to pass along to next year’s committee

Discussion of Agenda Items:
2a. IT report –Bob Cape
   • Phishing
     o IT is considering 2-factor authentication
     o No one has completed the phishing quiz and then fallen for a phishing attack
   • Equipment replacement
     o More equipment replacement is needed
     o IT proposed a budget of 5 million dollars
     o IT wants more FETC input on the IT budget in the future

2b. Provost’s Office report – Deanna Caveny
   • Online course evaluation completion dropped after its initial introduction in fall of 2010, but has risen again this past semester to 36%.
   • Completion rates appear to be helped by: 1) getting faculty to encourage students, and 2) in-class participation (e.g., through laptops).

2c. Chair’s report – Brenton LeMesurier
   • Results from surveying chairs and deans about computer testing center
     o not a broad interest, but a few departments with a large need
     o much interest in more training on the testing capabilities of OAKS

3a. Old Business
   • Upgrade to email (Exchange 2010) is coming soon. This upgrade may provide additional solutions/remedies for phishing and listserv abuse problems.
   • IT will be addressing bulk purchasing for software, starting with software that has
significant cost-savings potentials (MS, Adobe, etc.)

4a. New Business: Discussion of topics and ideas to suggest to next year’s committee
   • The college has at least 3 calendar systems and they do not consistently communicate with one another
   • Phishing and password security/changing/memorization
   • Advising IT on budget
   • Abuse of the faculty/staff listserv
   • Ad hoc or subcommittee on software support
   • More generally, FETC advising IT on unmet needs of faculty
   • Technological issues associated with online course evaluation (e.g., laptops in classrooms)

Decisions Made:
   • Minutes approved (for 2/21/12)

Post-Meeting Action Items:
   • Brenton will assemble an annual report

Meeting adjourned: 4:15 PM

Next Meeting:
TBD by the 2012-2013 committee members
Faculty Committee on Educational Technology
Meeting Minutes: February 21, 2012

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 1:40 PM in Robert Scott Small Room 353

Attendance: Members: Anthony Bishara, Bob Cape, Deanna Caveny, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tyler Mobley, Christine Moore, Tim Scheett
Guests: Deborah Mihal (Center for Disability Services), Amy Ostrom (TLT)

Agenda:
1. Approval of minutes from the previous meeting, January 24
2. Reports:
   a. Report from the committee chair, Brenton LeMesurier.
   b. Report from the CIO, Bob Cape.
   c. Report from the director of TLT, Monica Lavin.
3. Old Business:
   a. Discussion of Ed. Tech. issues related to proposals for greater involvement of the College with online courses, and on the related topic of creating a computer-based testing center on campus, of potential use in relation to online courses, added support for disabled students, and placement testing. It is proposed to survey deans and department chairs on their needs and wish-lists in this respect.
4. New Business:
   a. Briefing from Deborah Mihal, Director, Center for Disability Services, on accessibility issues.

Discussion of Agenda Items:
2a. Chair's Report - Brenton LeMesurier
   - Minor by-laws revisions have been sent to the speaker of the senate and the by-laws committee.
   - SGA has not approved a student representative
2b. IT report --Bob Cape’s
   - An email about phishing is about to be circulated to all college employees. The email communicates an Executive Vice Presidents’ (EVP) requirement, with the concurrence of the FETC, that all College employees complete a 10-minute online phishing quiz. Feedback about the memo and quiz is welcomed by Bob to make the quiz as effective as possible.
   - Our Exchange 2003 email system and its 9-year old server equipment will be replaced during summer 2012 with Exchange 2010, which has several benefits (e.g., much improved support for Macs)
   - Google docs is recommended for simple electronic forms that do not involve credit cards or payments. IT is writing its own e-forms framework to support user authentication or population of fields from institutional data bases; this development work is expected to be completed Fall, 2012.
2c. TLT report - Monica Lavin
- OAKS will be upgraded to 9.4.1 on March 7
- TLT and Academic Affairs will be hosting a round-table discussion about social networking on March 14, 10-11am, in the Alumni Center of the Ed. School
- Proposed the idea of another scantron machine near the south end of campus with extended hours of support.
  - Discussed advantages and disadvantages
  - Asked for feedback from FETC members
  - No decision was made at this time

3a. Proposal on survey related to a computer testing center
- The survey will be shared with deans and chairs.
- Tim and Brenton will consider comments and finalize the survey so that it can be shared before our next meeting.

4a. Briefing from Deborah Mihal on accessibility issues
- The campus needs more discussion of how to provide accessible course content (e.g., tags on images for course material for visually impaired students)
- Links to accessibility information should be added to the FETC website
- Cascade can help with assessing website accessibility; it has compliance testing built-in
- D2L has gold-level status from the NFB; however, posted content (e.g., PDFs) may or may not be compliant

Decisions Made:
- Minutes approved (for 1/24/12)

Post-Meeting Action Items:
- Tim and Brenton will finalize the computer testing center survey
- Tyler and Amy will decide on and add specific accessibility links to the FETC website
- Monica will post a link to an accessibility webinar on the community forum

Meeting adjourned: 2:40 PM

Next Meeting:
April 27 at 3:15pm in Robert Scott Small Room 353
Faculty Committee on Educational Technology
Meeting Minutes: January 24, 2012

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 1:40 PM in Robert Scott Small Room 353

Attendance: Members: Andrew Bergstrom (representing Bob Cape), Anthony Bishara, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tyler Mobley, Christine Moore, Tim Scheett
Guests: Craig Sharp

Agenda:
1. Approval of minutes from the previous meeting, November 30 [attached]
2. Reports:
   a. Report from the committee chair, Brenton LeMesurier.
   b. Report from the CIO, Bob Cape.
   c. Report from the director of TLT, Monica Lavin.
3. Old Business:
   a. Proposal on survey related to a computer testing center.
   b. Follow-up discussion on the MyCharleston/Banner/OAKS issues discussed in November and changes made since.
   c. Follow-up discussion on the IT budget report at the special December meeting.
4. New Business:
   a. Proposed revision of by-laws.
5. Other business
6. Schedule next meeting and adjourn

Discussion of Agenda Items:
2a. Chair's Report - Brenton LeMesurier
   o Lynn Cherry has requested input on online courses
   o Deborah Mihal, Director of the Center for Disability Services, will likely be presenting at next meeting
2b. IT report – Andrew Bergstrom (reporting on Bob Cape’s behalf)
   • Hewlett Packard will be having a high performance computing meeting on campus on Feb. 14, 10:30-11:30am, Science Center 100
   • IT and the Learning Spaces Task Force are investigating technology changes to existing and new classrooms
   • Rogue netbook and OS installs on desktops have been discovered in the main library and Maybank
     o Pose security concern
     o If you discover a netbook, do not remove it; contact Ken Beasley and Helpdesk
     o IT is locking down BIOS’s in public computers to address this problem
   • Phishing: To help educate the campus, more posters and online quizzes are coming
   • Kaltura is being examined for video hosting for instructors and students
   • Apple has added iBook authoring for creation of electronic textbooks
• Apple has added a course management system for iTunes U

2c. **TLT report - Monica Lavin**
• OAKS will be upgraded to 9.4.1 over Spring break
  o Includes changes to Calendar tool and integration with Google
• Partnering with summer sessions offer mandatory training for first-time online courses
  o The training itself will eventually be online
• TLT is launching a new blog: blogs.cofc.edu/tlt

3a. **Proposal on survey related to a computer testing center**
• Still searching for help with survey design and implementation

3b. **Follow-up discussion on MyCharleston/Banner/OAKS**
• Andrew Bergstrom: self-serve banner part of the interface cannot be changed
• In the future, “search” may be a feature available in MyCharleston

4a. **Proposed revision of by-laws.**
• "3. To receive from the faculty, or from any school or department, recommendations or suggestions that may aid in the appropriate use of educational technology, promote efficient services, and encourage increased more beneficial and efficient use of educational technology;”

**Decisions Made:**
• Minutes approved (for 11/30/11)
• Revision of By-Laws approved

**Post-Meeting Action Items:**
• Online Testing: Tim will continue working on and seeking help with survey questions/survey software
• Student Representative: Christine will contact interested SGA members with the next meeting date/time.
• Brenton will send the revision to By-Laws #3 to the faculty senate (By-Laws Committee).

**Meeting adjourned:** 2:40 PM

**Next Meeting:**
**Time/Date** Tuesday, Feb. 21, 1:40PM, in Robert Scott Small Room 353
Faculty Committee on Educational Technology  
Meeting Minutes:  November 30, 2011

**Officers:** Brenton LeMesurier, Chair; Anthony Bishara, Secretary

**Call to Order:** The meeting was called to order at 12 PM in Robert Scott Small Room 353

**Attendance:** Members: Anthony Bishara, Bob Cape, Deanna Caveny, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tyler Mobley, Christine Moore, Tim Scheett, Guests: Zach Hartje

**Agenda:**
1) Approval of minutes from the previous meeting, November 9
2) Brief Reports:
   a) Report from the committee chair, Brenton LeMesurier
   b) Report from the CIO, Bob Cape
3) New Business:
   a) Report on the Information Technology budget from the CIO, Bob Cape

**Discussion of Agenda Items:**

2a. **Chair's Report - Brenton LeMesurier**
   - SGA has not responded to inquiries for a representative, but Brenton will continue to try.
   - Suggested bylaws re-wording to "encourage more beneficial and efficient use of educational technology" in place of "encourage increased use of educational technology", but Brenton is waiting for input on that.

2b. **IT Report – Bob Cape**
   - Surveying chairs and deans to assess potential value of pooling software purchases and desktop virtualization. Pooling purchases and desktop virtualization would require a full-time staff member to have sole responsibility for the matter.
   - Still working on administrative arrangements for GIS
   - Experimenting with longer timeouts. Little feedback or complaints so far.
   - FS1 and FS2 replacement equipment has been purchased, and we are in the process of transitioning the equipment.

3a. **Report on the Information Technology Budget - Bob Cape**
   - An overview of the budget was given for the IT Operational Budget, as well as IT Capital and other accounts.

**Decisions Made:**
- Minutes approved (for 11/09/11)

**Meeting adjourned:**  12:50 PM

**Next Meeting:**
**Time/Date:** In Spring semester, TBD
Faculty Committee on Educational Technology
Meeting Minutes: November 9, 2011

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 9 AM in Robert Scott Small Room 353

Attendance: Members: Anthony Bishara, Bob Cape, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tyler Mobley, Christine Moore, Tim Scheett, Y. Henry Xie   Guests: Amy Ostrom

Agenda:
1) Approval of minutes from the previous meeting, October 12
2) Brief Reports:
   a) Report from the committee chair, Brenton LeMesurier
   b) Report from the CIO, Bob Cape
   c) Report from the director of TLT, Monica Lavin
   d) Report from the Provost's delegate, Deanna Caveny
3) Old Business:
   a) Resource needs for on-line courses
   b) Proposal on survey related to a computer testing center
4) New Business:
   a) Request from Faculty Senate Speaker Lynn Cherry to "review the Faculty By-Laws regarding the committee and compare it to the work that is (or is not) being done by the committee today."
5) Other business
6) Schedule next meeting and adjourn

Discussion of Agenda Items:
2a. Chair's Report - Brenton LeMesurier
   • Brenton received feedback from presenting MyCharleston/Banner/OAKS concerns to Senate:
     o Timeouts are inconsistent across OAKS and Banner
     o Should there be a distinct staff committee for technology, or should it be combined with the FETC?
2b. IT report – Bob Cape
   • The 10 minute timeout on Battery is there because of concern over using public computers and leaving them without logging off.
   • IT is currently testing the possibility of having different timeouts for different user groups (e.g., students=10 minutes, employees=20 minutes, etc.).
   • IT repairs email as soon as they are informed of the problem.
   • IT has been trying to improve configuration, performance, and security of GIS, but IT is not solely responsible for it. IT has been trying to have the management and account administration of GIS kept up-to-date and more secure.
2c. TLT report - Monica Lavin
   • LOR (Learning Object Repositories) are currently being tested, and testing will continue
until at least the beginning of the Spring semester.

- A mobile web version of OAKS will soon be tested on a variety of mobile devices.

3a & b. On-line courses, computer testing center survey – Tim Scheett

- Two surveys will be combined
- Help is needed with both survey software and question design

4a. Reviewing By-Laws of FETC

- The FETC By-laws were updated recently (2010-2011).
- The committee's focus has been broad, perhaps because it is the only college committee with the word "Technology" in the title.
- Our By-laws include a mandate for promoting efficiency and for technology fund allocation, and there are several ways that the committee could do more of this (e.g., by pooling department needs for software licenses).
- We still lack a student representative; SGA has not provided one this year.
- Regarding the need for either more staff members on the FETC or for a separate staff technology committee:
  - There already exists a staff committee for technology, that is, the Battery team.
  - The FETC already includes staff members (albeit, non-voting members).
  - The FETC might consider removing the "E" (Education) from its name.
- In #3 of By-Laws: "encourage increased use of educational technology" could be modified, in particular, the word "increased."

Decisions Made:

- Minutes approved (for 10/12/11)

Post-Meeting Action Items:

- Tim will continue working on and seeking help with survey questions/survey software
- Student Representative
  - Brenton will send another request to the SGA for a student representative.
  - Christine will try to identify a qualified student representative.
- Brenton will consider appropriate rewording of #3 in the By-Laws. "Increased" could be changed to "effective and efficient."

Meeting adjourned: 9:55 AM

Next Meeting:

Time/Date: TBD

Tentative Topic: Bob Cape will present an overview of the allocation of funds for technology
Faculty Committee on Educational Technology
Meeting Minutes: October 12, 2011

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 9 AM in Robert Scott Small Room 353

Attendance: Members: Anthony Bishara, Bob Cape, Deanna Caveny, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tim Scheett Guests: Deborah Johnson, Deborah Mihal, Phil Paradise, Jeff Wragg

Agenda:
1. Approval of minutes from the previous meeting, September 7.
2. Reports:
   a. Report from the committee chair, Brenton LeMesurier.
   b. Report from the CIO, Bob Cape.
   c. Report from the director of TLT, Monica Lavin.
   d. Report from the Provost's delegate, Deanna Caveny.
3. Old Business:
   a. Banner/MyCofC requests and complaints.
   b. Proposal on computer testing center. (Tim Scheett/Deborah Mihal.)
4. New Business:
   a. Resource needs for on-line courses: request from Faculty Speaker Lynn Cherry.
   b. Report from Phil Paradise (Director of Support Services) on IT support.
5. Other business.
6. Schedule next meeting and adjourn.

Discussion of Agenda Items:
2b. IT report – Bob Cape
   • CofC continues to experience phishing. IT will have a poster campaign to increase awareness.
   • IT screens incoming and outgoing mail, and is experimenting with additional screening techniques. There is a trade-off between misses and false positives; screening errors on the side of producing more misses than false positives (to avoid misclassifying valid email as spam).
2c. TLT report - Monica Lavin
   • D2L grade integration with banner will hopefully be ready for final grades this semester
   • OAKS forums are available for help. TLT is working on a dedicated OAKS blog. TLT has a FAQ for OAKS, and the FAQ address roles among other issues
2d. Provost's office report – Deanna Caveny
   • The Provost's office has formed a committee to address online administration of teaching evaluations
   • The pilot project for online tenure and promotion packets is proceeding.
3a. Banner/MyCofC requests and complaints.
   • The global timeout is to address the issue of students accidentally leaving public computers
without logging off. IT is currently investigating whether to allow different timeout periods for different roles (e.g., faculty, staff)

- Network drive back-ups involve 2-building redundancy and once-a-week transfer offsite. College-related work material should be stored on the network drive. Email is not secure.
- Future faculty complaints or concerns should be directed to the helpdesk or Bob Cape.

3b/4a. Proposal on computer testing center (Tim Scheett/Deborah Mihal.)/Resource needs for on-line courses

- If we were to do OAKS testing, CofC's volume needs would be large compared to Trident's. The proposal is shifting toward a more general testing center. The facility could be revenue generating.
- Tim's survey needs to go through the Office for Institutional Effectiveness and Planning.
- A technology needs analysis needs to be done for the space (contact Monica Lavin).
- The testing facility could possibly find a natural home in the new technology building (possibly part of the new master plan).
- Virtual security (e.g., via webcam) is one possible alternative.

4b. Report from Phil Paradise (Director of Support Services) on IT support

- IT support manages helpdesk, student support, telephone services, field support, and special projects.
- Help desk issues are tracked and directed to appropriate offices/individuals. Tracking continues even if the issue leaves the help desk office. Tracking statistics are used to monitor and improve performance.

Decisions Made:

- Minutes approved (for 9/7/11)

Meeting adjourned: 10:00 AM
Next Meeting: November 9, 2011 at 9AM, RSS 353

Approved Minutes Addendum: IT Response to Concerns about Banner and MyCharleston

1. Time-out on MyCharleston too quick? Allow slower time-out on a trusted/private client, as with WebOutlook?
   - We are investigating ways to allow longer timeouts per roles (i.e. faculty, employee, student, etc)

2. Enforced password changing protocol: inconvenient and with some evidence cited that it does not help security. If not eliminated, giving sufficient advanced notice?
   - Security best practices warrant frequent password changes. With the recent increase in phishing attacks and the number of College of Charleston faculty, staff and students that have responded to the attacks gives even more credence to frequently changing
passwords. Many times these hackers sell identity credentials to others and it may be several months before the credentials are used to compromise our systems. Changing passwords frequently helps thwart this. Unfortunately, the time that a password expires is controlled by the application and we cannot modify that. We are investigating publishing in MyCharleston when you first log in, a date and time when your current password will expire. We are also investigating other advanced notification solutions that alert you to upcoming password changes.

3. Related to the above: Difficult to remember strong password. If we have to change our strong passwords every 90 days we will either make our password into an easily-guessable variation on the last password, or we will write it down everywhere, because otherwise how can we remember it? One remembers one's first password, and maybe one's first fifteen, but it really degrades after that, at least for me.

- There are techniques to remembering passwords—think of a phrase, substitute a $ sign for the letter $, instead of an “I” use a 1, etc. When required to change the password, think of a similar phrase or slightly change the original phrase substituting other special characters. More and more of our systems are using the same credentials. It is very dangerous and a risk to the college not requiring frequent password changes. If one would guess your password, one could log into MyCharleston and obtain your bank account number and possibly steal your identity.

4. Related to the above: enforced Active Directory domain COUGARS password changes do not change passwords for Mac OS X Keychain (or for listserv.cofc.edu, spinner.cofc.edu) potentially requiring a number of additional password updates, or an annoying succession of prompts from KeyChain for Mac OS users. The problem is greatest for faculty who use multiple Mac OS computers in various classrooms, and are thus unlikely to update all the relevant KeyChain passwords immediately after each COUGARS password change.

- As stated before, the time that a password expires is controlled by the application and we cannot modify that. We are investigating publishing in MyCharleston when you first log in, a date and time when your current password will expire. You can then be pro-active and change the password ahead of the date and time to prevent embarrassing changing during a classroom presentation. We will make sure information is published on the IT HelpDesk web page regarding changing of keychains for MAC users.

5. Commas vs semi-colons when emailing a class from MyCharleston

- In Banner you have to pick 1 delimiter, either comma or semi colon. Most email clients use commas as email delimiters. Outlook defaults to a semi colon, however allows an option to change to commas. The other email clients to not allow the option to change to semi colon. So the faculty that is using the email distribution lists delivered via SSB need to make a modification to their outlook to allow comma’s as separators.
Instructions:
In Outlook 2010, follow the clicks below and “check” the box for ‘Commas can be used…’:
‘File’ tab / ‘Options’ / ‘Mail’ …

Pre-2010 Outlook:
‘Tools’ / ‘Options’ / ‘Email Options’ / ‘Advanced E-Mail Options’
Check ‘Allow comma as address separator check box’

6. Add a "Major" page to MyCharleston
   - Web Services is set to create the tab as requested and it will be implemented by Friday Oct 7

7. Option to display more than 20 students per page in MyCharleston
   - The SunGard configuration settings allow an institution to specify a global “number of students to display” value, for each of ‘Class List’ and ‘Grading’ pages. Currently, those are both set to ‘20’, as established by the Registrar’s Office. By setting the length to 20 per grading page, instructors are protected from timeouts while grading that might cost them their entered and unsubmitted work. A max of 20 per page means they will have to submit every 20 and can lose no more than 20. However, it is a possibility that the number could be set differently for the separate pages (for example, it could be set to 35 for ‘Class List’ and 20 for ‘Grading’).

   Two options that would require local enhancements would be:
   - Allow each faculty member to set their own display number, and save that number for future use
   - Allow each faculty member to adjust the display number, each time they use the page(s)

   Either of these options would mean a time-consuming modification and could result in unintended consequences. This type of change would be more than a minor project and there are currently much higher priority enhancements to make. However, the Registrar’s Office is open to the discussion of maximums with the FETC.

8. Notification and website download help for replacing software that has security issues, as is allegedly the case with Adobe Reader X, so that reverting to version 9 has been recommended
   - Information Technology does not manage or coordinate Adobe security updates. Adobe security patches are managed by Adobe and automatically made available to users. Typically when the user opens an Adobe product they are prompted to update. Adobe Reader X is the most recent and secure version. Reverting to previous versions is not recommended. For example, Adobe issued a security alert on February 2011 that stated:
“Critical vulnerabilities have been identified in Adobe Reader X (10.0) for Windows and Macintosh; Adobe Reader 9.4.1 and earlier versions for Windows, Macintosh and UNIX; and Adobe Acrobat X (10.0) and earlier versions for Windows and Macintosh. These vulnerabilities could cause the application to crash and potentially allow an attacker to take control of the affected system. Risk for Adobe Reader X users is significantly lower, as none of these issues bypass Protected Mode mitigations.”
https://www.adobe.com/support/security/bulletins/apsb11-03.html

The alert then provided an update that resolves the issue.

9. **When will we move to Windows 7**

   - Currently Windows 7 is deployed at the College of Charleston in very limited numbers and is supported by the Helpdesk on a limited basis. In recent weeks Information Technology has made significant progress in resolving several critical compatibility and support issues with Windows 7. The current deployment plan is to begin installing Windows 7 on all newly purchased computers starting in the spring semester of 2012. Planning for deployment to existing computers is ongoing, but should begin within the first quarter of 2012.

10. **Logging into the IMAP email interface requires password sent in clear text: can an encryption option be added? (An issue in particular for non-Windows (Mac OS and Linux) users?)**

   - Encryption for IMAP is an on-or-off setting. Once it is turned on, every client that uses IMAP must modify their configuration. While this should be possible for the clients we know about, it will cause a support burden. We plan to include secure IMAP in the Exchange 2010 rollout, so that we can identify all of the affected users, test representative configurations, document change procedures, and migrate the user base to the new settings.

11. **File backups/copying to fs2 from non-Windows computers, where the UNIX-style file permissions used on those computers are sometimes garbled.**

   - This problem might be an issue with that specific PC. We have not heard of this issue from any other Mac users so it might be a good first step to have Helpdesk check that particular computer for issues.

12. **The limitations of the server-based backup options and the recommendation of instead using portable back-up drives create a data security problem (backup drives stored in offices have been stolen.)**

   - IT does not have the personnel or financial resources to conduct backups of each campus PC or laptop. With over 3,500 laptops and PC’s and over 430 TB of data to
back up, this would be cost prohibitive to have an enterprise backup system to support this large amount of data backups. Users are encouraged to save their work related documents to their shared drive which is backed up by IT. Users should not save work related data to local drives. Mac users can use TimeMachine and Linux users could use a cron job to back up their data automatically but it is imperative that they only use it for work-related files and documents and not their system configuration files. Personal photos, personal music, personal videos should not be saved to enterprise storage. We have not promoted the general use of external hard drives for work related information as it is not a secure method of backing up data. External drives are permitted only in cases where College related files cannot be saved on network drives.

- Data Center servers are routinely backed up and copies of the backups are maintained in remote locations.

13. Can grading assistants be authorized to post grades in OAKS?

- Students with formal grading assignments are first required to sign a confidentiality agreement and then can be put in the grading role in OAKS. They can then grade assignments (associated with certain tools) that feed into the grade book. Students cannot enter grades directly into the gradebook in OAKS. Our understanding is that they could not be given access to do that without also receiving access to enter new assignments, make adjustments in how grades are calculated, etc. In addition to the grading assistant role, TAs who are formally instructors of record or non-instructors of record (and listed as such on the course in Banner) have full gradebook and grading rights in OAKS and Banner.
Faculty Committee on Educational Technology
Meeting Minutes: September 7, 2011

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 9 AM in Robert Scott Small Room 353

Attendance: Members: Anthony Bishara, Bob Cape, Deanna Caveny, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tyler Mobley, Christine Moore, Y. Henry Xie Guests: Amy Ostrom

Agenda:
1. Approval of minutes and IT/TLT notes from previous meeting (8/18/11)
2. Report from the committee chair, Brenton LeMesurier
3. Report from the CIO, Bob Cape
4. Report from the director of TLT, Monica Lavin
5. Report from the Provost's delegate, Deanna Caveny
6. Assorted feature and change requests and complaints, concerning Banner and MyCharleston in particular
7. Security: Phishing and data breaches
8. Security/Privacy issues relating to faculty use of social media sites like Facebook and Twitter: Are guidelines needed?
9. Survey to assess need for campus computer testing center, Tim Scheett
10. New business

Discussion of Agenda Items:
3. IT report – Bob Cape
   - Invited questions for him, in advance of meeting if possible
   - Will invite Philip Paradise to next FETC meeting
4. TLT report - Monica Lavin
   - OAKS grade integration initial test worked
   - Goal is to have ready for Fall 2011 final grading
5. Provost's office report – Deanna Caveny
   - New roles in OAKS: grader, content assistant, guest, librarian
   - "Grader" role is now allowed for unpaid students/interns
   - Role denied for auditors who do not pay tuition
   - OAKS will be primary software tool for distance learning
6. Assorted feature and change requests and complaints, concerning Banner and MyCharleston in particular
   - Brenton will gather together existing Banner and MyCharleston comments/complaints and direct to Bob Cape
   - Monica will check OAKS email options
   - Most FETC issues (e.g., Windows 7 transition) would be best addressed by sending to Bob Cape in advance of meeting
7. Security: Phishing and data breaches
   - 32 successful phishing attacks on college in past approximately 1.5 years
Victims: 6 faculty, 11 staff, 15 students
Result is that emails from all CofC members get blocked by Internet Service Providers and mail gateways (Hotmail, Comcast, Yahoo, etc.) for days after each attack

- SS# data breaches have been costly for CofC
- Legislatively required independent audit of e-signature security here found that too many people were sharing credentials with others (e.g., with administrative assistants).
- Possible solutions discussed:
  - Developing OAKS learning repository that teaches, through examples and quizzes, the differences between phishing emails and legitimate helpdesk emails
  - Changing MyCharleston such that less student information gets downloaded by default (e.g., home address, phone number)

Other Business: Discussion of continued FacultyStaff Listserv abuse

Decisions Made:
- Minutes approved with notes from IT and TLT (for 8/18/11)

Post-Meeting Action Items:
- Regarding item 6, Brenton will organize the existing Banner and MyCharleston comments/complaints and direct to Bob Cape
- Regarding item 6, Monica will check OAKS email options

Meeting adjourned: 10:05 AM
Next Meeting: TBD (Later decided as 10/12/11 at 9AM, RSS 353)
Faculty Committee on Educational Technology

Meeting Minutes: August 18, 2011

Officers: Brenton LeMesurier, Chair; Anthony Bishara, Secretary

Call to Order:
The meeting was called to order at 11 AM in Robert Scott Small Room 353

Attendance: Members: Anthony Bishara, Bob Cape, Deanna Caveny, Morgan Koerner, Monica Lavin, Brenton LeMesurier, Tyler Mobley, Christine Moore, Timothy Scheett, Y. Henry Xie
Guests: Andrew Bergstrom, Steve Jaume, Amy Ostrom, John Turner

Agenda:
• Approval of minutes from previous meetings (3/24/11 and 4/26/11)
• Report from the committee chair, Brenton LeMesurier
• Report from the CIO, Bob Cape
• Report from the director of TLT, Monica Lavin
• Report from the Provost's delegate, Deanna Caveny
• Deciding on meeting location (currently RSS 353)
• Choosing one or several time slots for meetings during the Fall semester
• Follow-up on the new community forums, facultyandstaff listserv misuse, etc.
• Other business

Discussion of Agenda Items:
• Chair's report
  o GIS interest, on-going talks
  o Registrar's office – should they have a rep. on this committee? Suggested that we should instead only report relevant matters to their office.
  o Disability services will present at next meeting
• IT report – Bob Cape
  o Campus master plan update
  o Battery has largely concluded, except for facilities management
  o Mobile apps initiative coming up
  o Expanding MyCharleston (e.g., new tab for dept. content)
  o Currently developing policies and measures for email storage and management
  o In collaboration with deans, proposed position specifically for GIS support, but on hold due to budget
  o IT wants to provide stronger support for research
  o Planning to move to video over IP
• TLT report - Monica Lavin
  o Learning Object Repository (LOR) – TLT will start testing with a small group this
fall, with goal to launch campus-wide in spring
  o Currently testing the pushing of grades from OAKS into Banner
  o TLT will continue OAKS training, now with mobile technologies
  o TLT staying on top of instruction and design trends; blended learning
• Provost's office report – Deanna Caveny
  o Online course evals – will form an ad hoc committee specifically for this issue
  o Online tenure & promotion packets – pilot testing ongoing with sharepoint server
• Update from Andrew Bergstrom
  o Streaming server content will be disabled this semester; use Lemon server instead
  o Faculty might consider sharing content globally via I-tunes U
  o For web content issues, contact him or his office, but go through helpdesk to do so
  o Forums: had 7300 page views in about 1 month. Classifieds was most viewed, followed by Open Discussion, and Events. Looking into RSS feed for more rapid feedback to forum users.
• Discussion of Forums
  o Continued issue of FacultyStaff listserv misuse
  o Possible solutions: creating/clarifying proper channels of communication, banning abusers, creating culture where peers email abusers, renewing announcement of forums when RSS starts

Other Business: Tim Scheett discussed the online test administration
  • Can be done through OAKS
  • Major hurdle is getting it supervised

Decisions Made:
  • Minutes approved with minor revisions (for 3/24/11 and 4/26/11)
  • Decided regular meeting location: RSS 353
  • Decided regular meeting time: 9am on Wednesdays

Post-Meeting Action Items:
  • Tim Scheett will assess level of interest in online test administration

Meeting adjourned:
12:20 PM
Next Meeting:
9/7/11 9:00 AM
IT Workplans Summary

1. Respond to Campus Master Plan Update discussions
   a. Advance to much more use of video; build contemporary, flexible classrooms and learning spaces
   b. “IT is woefully underfunded,” consultants suggested $50M capital campaign for IT (“and that may not be enough”).

2. Mobile Apps rollout targeted for Spring semester
   a. news, events, OAKS, grades, schedules, “where is the bus”, …

3. Expanding MyCharleston to include more academic content
   a. For example, adding a department tab

4. Email archiving and policies to manage unbounded growth of storage

5. Proposed to the Provost with Dean Auerbach a new position in TLT for GIS support; request doomed by 0% tuition increase. Continue the request.

6. Increased support of research, esp high speed computation

7. IP Video

8. BATTERY
   a. Essentially concluded as a project and is in production mode
   b. Production always involves fixes, enhancements, new versions, stronger integrations
   c. FAMIS (Space Mgt, Capital Projects, Maintenance Mgt) is last piece to complete
   d. BATTERY Success Stories features benefits to students

Bob Cape
Sr. VP / CIO
8/18/2011
**TLT Notes/Updates from Monica Lavin**

LOR update

The LOR is a shared space attached to OAKS that allows professors to share course materials, quizzes, etc. with other users.

Small Group Testing – Fall

Campus availability – Spring (tentatively)

Grades Integration update (Banner to OAKS)

Custom solution offered by D2L, now installed on test. The registrar’s Office and IT will continue to test the grades integration piece. No timeline.

TLT Fall Training Opportunities (continuing mobile theme and OAKS)

Training sessions offered in the Fall on OAKS and mobile technologies.

TLT’s emphasis on Instructional Design

One of our goals for the fall is to research and stay on top of Instructional Design and Technology trends. More and more faculty are adopting technology uses in their teaching and TLT wants to stay on the forefront of that topic, especially since some trends are to pertaining to classroom design.