Faculty Committee on Educational Technology
Meeting Minutes: March 22, 2013

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 1:00 PM in Robert Scott Small Room 353

Attendance: Members: Emily Beck, Anthony Bishara, Deanna Caveny, Margaret Cormack, Renard Harris, Elizabeth Jurisich, Monica Lavin (via video conference), Vijay Vulava

Guests: Andrew Bergstrom, Philip Paradise

Agenda:
1. Vote on Minutes of last meeting.
2. Further discussion of the strategic plan for fiscal year beginning July 1. Brief report from committee member.
3. Continue discussion about priorities, e.g. should classroom computers be prioritized, and as more resources are made available shorten other replacement times?
4. Discussion of Listservs and Forums. Evaluate the efficacy of the current system. Anthony B. has some data to share. Previous FETC documents will be available (sent via email to the committee).
5. Should the FETC send out a survey? Meg has some ideas to share.
6. Other discussion/reports.

Discussion of Agenda Items:

2. Strategic Plan/Replacement Cycle and 3. Continued discussion of priorities (e.g., classroom computers)
   - Liz: Unusual loophole in IT’s publicized replacement plan on website – broken computers are not in the replacement plan
   - Phil: IT will fix (regardless of that loophole)
   - Vijay/Phil: Dell will not go longer than 5 years on warranty, so reducing cycle to 5 years could be helpful
   - Virtual Desktop Infrastructure (VDI) might eventually solve problem - possibly as early as 2 years, but hard to tell
     - Sandra Childs is testing VDI environment in Bell 500.
   - Windows 7 upgrade over summer may improve speed

4. Listservs/Forums
   - Events are largely posted on FacultyAndStaff listserv, so reviving events listserv may help
   - Andrew: problems with listservs
     - People sometimes post same message on multiple listservs
     - Security concerns – cannot screen listserv users
     - No revoking posts
   - Vijay: RSS feed as possible easy-to-use solution
   - Emily: We should research how other universities handle this problem
   - Andrew: IT is working on alternatives (e.g., Google groups, listservs, forums, Yammer)
     - Wants choice to be informed by users’ wants
     - Liz: emphasize ease-of-use, both for posting and access
     - Anthony: if seeking feedback, let users try/experiment with systems rather than surveying hypothetical wants
   - Events problem is compounded by multiple calendars problem

5. FETC Survey
   - Meg suggested an FETC survey to assess computer software/hardware needs, and corresponding IT expertise. Discussion ensued:
     - Possible to add as supplemental questions on Techqual survey in November, but length might deter survey completion
- Techqual already allows comments, but questions are not that specific
- Meg: Possibly have 5-7 open-ended questions
- Survey might help both chairs and IT, particularly with centralized purchasing
- Many of these issues are currently being voted on by IT plan committee (e.g., GIS)

**Decisions Made:**
- Minutes approved for 2/15/13

**Post-meeting Action Items:**
- Send listserv/forums/communication ideas to Andrew Bergstrom (BergstromA@cofc.edu)
- Send PC replacement ideas to Philip Paradise (ParadiseP@cofc.edu)

**Meeting adjourned:** 2:00 PM

**Next Meeting:** TBD
Faculty Committee on Educational Technology
Meeting Minutes:  February 15, 2013

Officers:  Elizabeth Jurisich, Chair; Anthony Bishara, Secretary
Call to Order:  The meeting was called to order at 1:00 PM in Robert Scott Small Room 353
Attendance:  Members: Emily Beck, Anthony Bishara, Bob Cape, Margaret Cormack, Elizabeth Jurisich, Monica Lavin (via phone), David Parisi, Emily Rosko, Vijay Vulava

Agenda:
1. Vote on Minutes of last meeting.
2. Further discussion of the strategic plan for fiscal year beginning July 1. Further information about the committee being formed. Discuss what issues the FETC would like to prioritize in the strategic plan.
3. Does the FETC want to make specific recommendations to the senate/or above committee? Is there support for a resolution to move classroom computers to a four year replacement cycle? Q for CIO: Is this feasible?
4. Discussion of Listservs and Forums. Evaluate the efficacy of the current system. Anthony B. has some data to share. Previous FETC documents will be available (sent via email to the committee).
5. Other discussion/reports.

Discussion of Agenda Items:

2. IT Plan Committee.  Bob:
   - Includes numerous IT constituents
   - Has no specific relationship to FETC (or other standing committees), but does include some FETC committee members
   - Goal is to define/prioritize IT work for 2014
   - Goal is to finish by April 12
   - IT plan open forum will occur on March 13

3. FETC Recommendations
   - Liz: should we prioritize classroom pc replacement?
   - Bob:
     - 754 classroom computers
     - 181 over 4 years old
     - Since Jan. 1, 2011, 273 have been replaced
     - ~6 OptiPlex 620’s will be replaced by beginning of fall semester, and 30 next year
     - 4-year replacement on classroom computers would require $282k and 1 staff position
     - See IT website for replacement policy: http://it.cofc.edu/computing/replacement/index.php
   - Discussion ensued about the related issue of accelerating existing classroom computers (particularly startup)
     - Web-based interface option on Chromebooks?
     - Cloud computing & Virtual Desktop Infrastructure (VDI) pilot projects are already occurring
     - Chromebooks/Cloud/VDI seem like long-term solutions – what about short-term?
     - FETC could focus on objectives, timeline, justification, not necessarily how to achieve
     - Alejandro Torres is experimenting with making start up times quicker on classroom computers

4. Listservs and Forums
   - Anthony presented data (attached at the end of these minutes).
     - FacultyAndStaff listserv volume has remained unchanged since the introduction of the Forums
     - Forum usage is much lower than corresponding listserv usage used to be
     - The data suggest that the problem is not simply due to the login/password for the forums
   - Andrew Bergstrom leads the forums project and will try to attend a later meeting.
   - We could consider methods of having cross-campus discussions and announcements.
Decisions Made:
- Minutes approved for 1/10/13 (by email)

Meeting adjourned: 2:00 PM
Next Meeting: 3/22/13 at 1pm in RSS 353
Forum and Listserv Usage

There were several reasons to adopt the forums, but the primary reason was that there was a high volume of FacultyAndStaff listserv use, with the inappropriate messages diluting the impact of the appropriate ones. It was hoped that the forums would 1) reduce the high volume on the FacultyAndStaff listserv, and 2) do so by shifting messages to their appropriate channels on the forums.

1) Unfortunately, FacultyAndStaff listserv volume has remained at about the same levels since the introduction of the Forums:

*May is excluded given that it is the month during which the forums were introduced of the Forums:

2) Unfortunately, current forum usage is much lower than was corresponding listserv usage:

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<tr>
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<td>Events</td>
<td>41</td>
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Note that the problem is unlikely to be with the login/password for the forums, as no login/password is required for Events.
Faculty Committee on Educational Technology
Meeting Minutes: January 10, 2013

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary
Call to Order: The meeting was called to order at 4:00 PM in Robert Scott Small Room 301A
Attendance: Members: Emily Beck, Anthony Bishara, Bob Cape, Deanna Caveny-Noecker, Margaret Cormack, Elizabeth Jurisich, Monica Lavin, David Parisi, Emily Rosko, Vijay Vulava

Agenda:
1. Report from IT – Bob Cape
2. Discussion and editing of FETC’s informational presentation to the Faculty Senate
3. Other Discussion

Discussion of Agenda Items:
1. Report from IT – Bob Cape
   o The login problems at the beginning of each semester (e.g., MyCharleston usage maxed, more users unable to log in) have been eliminated during the past two semesters due to system tuning by IT.
   o IT has been working over the holidays on several projects (e.g., Dixie plantation, wireless, classroom upgrades, Banner upgrades)
   o Switchbox changes in classrooms have been shared with faculty
   o IT strategic plan for fiscal year beginning on July 1, 2013
      ▪ Have not had strategic plan in the past due to inadequate discretionary funding
      ▪ This year, IT wants systematic input on a strategic plan
      ▪ Plan will be basis for budget request that will be made on April 12, 2013
      ▪ IT Strategic Plan Committee is being formed
      • Temporary
      • Led by Jennifer Higgins Albrecht
      • There will be an open forum
      ▪ Work of the FETC will feed into this plan
2. Discussion and editing of FETC’s informational presentation to the Faculty Senate
   o Preparing PowerPoint for 10-minute Faculty Senate presentation on 1/15/2013
   o Discussed several issues that might be prioritized, as well as technological challenges at the college, and how those fit in with priorities. Examples:
      ▪ Current 7-year computer replacement schedule
      • IT has informal replacement priorities (e.g., faster replacement in library due to heavy use)
      • More research needed about our informal priorities, what are other institutions doing, and how deviant our replacement schedule and priorities are compared to other institutions in the Huron report
      ▪ Software and hardware choices could be more informed by end-user needs, which is a “customer advocacy” issue
      • Software version upgrade process is unclear (e.g., Windows 8)
      • Dell default configurations are sometimes inadequate for teaching purposes
      ▪ Student Technology Advisory Committee
      • Student “IT” fee goes into the general IT fund
      • Student committee could provide a meaningful voice to funding, but not firm priorities
3. Other Discussion
   o Lynne Ford and Godfrey Gibbison will present the report of the Distance Education Task Force at
the Board Academic Affairs Committee meeting on Thursday, Jan. 17, 9-10:45am, Alumni Center.

Decisions Made:
- Minutes approved for 11/28/12 (by email)

Post-Meeting Action Items:
- Liz will edit the PowerPoint and share it with committee members for further revisions via email.
- Emily B. and Vijay will add the Huron Report Executive Summary to the FETC web page so that it can be linked to the PowerPoint presentation.

Meeting adjourned: 5:00 PM
Next Meeting: 2/15/13 at 1pm in RSS 353
Faculty Committee on Educational Technology
Meeting Minutes: November 28, 2012

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary
Call to Order: The meeting was called to order at 8:45 AM in Robert Scott Small Room 353
Attendance: Members: Emily Beck, Anthony Bishara, Bob Cape, Deanna Caveny-Noecker, Margaret Cormack, Renard Harris, Elizabeth Jurisich, Monica Lavin, David Parisi, Emily Rosko
Guests: Beverly Diamond, Lynne Ford, Godfrey Gibbison, Amy Thompson McCandless

Agenda:
1. Vote on Minutes of the last meeting
2. Lynne Ford will inform us about the current work of the Learning Spaces Task Force and the Distance and Online Education Task Force. Specifically, the FETC would like to take into account their work in our recommendations about classroom technology.
3. As time allows, create a preliminary version of our senate report. Create a list of priorities.
4. Other discussion.

Discussion of Agenda Items:
2a. Overview of Learning Spaces Task Force
   - Advisory and exploratory
   - Addresses current and future space
   - Emphasis on flexible space (flexible furniture, technology, etc.)
2b. Overview of Distance and Online Education Task Force
   - Smaller working groups: Viability; Structure; Financing; Student Experience
   - Will result in recommendations (e.g., best practices) and timelines, which will be delivered to the provost in December.
   - Primarily serving CofC students, but will also have significant service to graduate students elsewhere, summer students elsewhere, and in the future, returning adult students
3. Possible priorities for FETC’s report/recommendations to Senate
   - Accelerate wireless deployment
   - Accelerate classroom technology upgrades (e.g., A/V, laptop carts, etc.)
   - Establish a customer advocacy program with clear channels of communication
   - Reducing number of years in the computer replacement schedule
4. Other discussion.
   - Classroom technology upgrades
     o Might be possible to have partial outsourcing
     o Specific recommendations with a 4-year timeline would be useful
     o Possible prioritization on mid- to upper-sized classroom, serving many students
   - Possibility of having graduate or undergraduate assistants on-call for classroom support
   - Techqual survey results will be available on the IT website this week

Decisions Made:
- Minutes approved for 11/7/12

Meeting adjourned: 9:50 AM
Next Meeting: TBD
Faculty Committee on Educational Technology

Meeting Minutes:  November 7, 2012

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 8:45 AM in Robert Scott Small Room 353

Attendance: Members: Emily Beck, Anthony Bishara, Deanna Caveny-Noecker, Margaret Cormack, Renard Harris, Zach Hartje, Elizabeth Jurisich, Monica Lavin (via phone), Emily Rosko, Vijay Vulava

Agenda:
1. Advising Follow up from last meeting:
   a. Advisor access to Directory Information: Cathy Boyd has answered our questions about photos in Banner: vote.
   b. Is it feasible to make Email addresses downloadable from the list of advisees in Banner?
2. Huron Report, Survey results:
   • Goal: Formulate a report to the Faculty senate, given in early to mid-January.
   • Begin to formulate FECT recommendations based on the data that we have, to be updated when other survey data is available. Discussion of which areas most need improvement to positively impact pedagogy, productivity and working conditions of faculty.
3. Volunteer Webmaster for the FETC website?  (Currently only minutes are being updated)
4. Reports from Ex-officio members.
5. Discuss inviting members of the task forces considering the Master plan (space) and Distance learning to speak to us.
6. Other topics of interest or concern

Discussion of Agenda Items:
1a. Advisee photos in banner
   • Students can opt-out of directory information
   • Photos could foster more/better interaction between faculty and advisees.
1b. Mass emailing of advisees
   • It might already be possible to do through SSB.
2. Huron Report, Survey Results, and formulating recommendations
   Discussion topics and possible recommendations/priorities included:
   • Classroom upgrade priorities and scheduling
   • More immediate helpdesk support in the classrooms
   • Strive to have all faculty trained on classroom technology by offering consistent classroom training sessions
   • More uniform classroom technology
   • Importance of quick cart accessibility to reduce use of limited class time
   • Classroom layout
   • Channel of communication for unresolved Helpdesk issues (e.g., 64-bit printing)
   • Shorter replacement cycle for classroom computers
   • Replacement cycle for operating systems and software (e.g., MS Office versions)
     o Should support be prioritized for newer rather than older versions?
     o Could be partly addressed by recent IT inquiries into institutional enterprise licenses
   • Additional Helpdesk support request options (e.g., web page form)
   • Student Technology Fee: Amount, usage, and a student committee
   • Wireless upgrade timeline

Decisions Made:
• Minutes approved for 10/24/12 (by email prior to this meeting)
• There was a motion to recommend that advisee photos be made available in Banner to faculty advisors.
• The motion passed unanimously
• Emily Beck and Vijay Vulava volunteered to help update the web page with minutes and other materials
• A representative from the Learning Spaces Task Force will be invited to the next meeting.

**Meeting adjourned:**  9:50 AM  
**Next Meeting:** Wednesday, November 28, 8:45 AM, in RSS 353
Faculty Committee on Educational Technology
Meeting Minutes: October 24, 2012

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary
Call to Order: The meeting was called to order at 8:45 AM in Robert Scott Small Room 353
Attendance: Members: Emily Beck, Anthony Bishara, Bob Cape, Deanna Caveny-Noecker, Margaret Cormack, Renard Harris, Zach Hartje, Elizabeth Jurisich, David Parisi, Emily Rosko, Vijay Vulava

Agenda:
1. Approval vote on Minutes of the last meeting.
2. Anthony Bishara has compiled and analyzed some results of the survey conducted by Dr. Dustan.
3. Departmental inquiries about Banner: Computer Science would like to make use of the functionality possible in Banner for advisors to access pictures of advisees. Inquired about improved accessibility of advisees’ email addresses.
5. Reports from the ExOfficio members: TLT: Would the college benefit from access to turnitin.com?
6. Other topics of interest or concern.

Discussion of Agenda Items:
2. Compiled and analyzed results from Dustan survey
   - Mac users (30% of respondents) were significantly less satisfied with IT support.
     - Helpdesk does support Macs. The supported email clients for Macs are Office 2008 for Mac (Entourage 2008, Web Services Edition), and Outlook 2011. Helpdesk will provide guidance upon request for installation of MacMail.
     - Helpdesk might better accommodate Mac users by more quickly funneling their requests to the Mac specialists at Helpdesk.
   - There was discussion about whether FETC should work to integrate results from the various surveys/focus groups (TechQual, Huron Group, Dustan’s, etc.)
     - Integration would be useful if recommendations/prioritizations were produced from it
     - Recommendations/prioritizations would be most useful if made before February 1
3. Departmental Inquiries about Banner
   - In order for advisee faces to be made available, a request would have to go through legal affairs and IT. The process should start with Academic Advising.
4. Huron Group Report
   - Discussed inconsistent/decentralized computer replacement and 7-year replacement cycle
   - Discussed possibility of changes to student technology fee and a student committee to prioritize fund use.
5. Turnitin.com
   - Requires site license, and not enough departments have expressed interest
6. Other topics of interest or concern.
   - More print driver support is needed for 64-bit Windows 7 and 8.

Decisions Made:
- Minutes approved for 10/10/12

Post-Meeting Action Items:
- Liz will consult Diane Bowers at Academic Advising about the advisee photo issue in Banner
- Everyone will read the Huron group report prior to next meeting

Meeting adjourned: 9:55 AM
Next Meeting: Tentatively scheduled for Wednesday, November 7, 8:45 a.m. in RSS 353
Faculty Committee on Educational Technology
Meeting Minutes:  October 10, 2012

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary

Call to Order: The meeting was called to order at 8:45 AM in Robert Scott Small Room 353

Attendance: Members: Emily Beck, Anthony Bishara, Bob Cape, Deanna Caveny-Noecker, Margaret Cormack, Renard Harris, Zach Hartje, Elizabeth Jurisich, David Parisi  Guests: Phil Dustan

Agenda:
2. Discussion of additional faculty surveys and discussion of an FETC survey to be administered to faculty regarding technology and education.
3. Reports from the ExOfficio members:
   • Bob Cape re: Wireless project, Internet upgrade, Exchange 2010.
   • Zach Hartje re: Any information TLT would like to share.
   • Other
4. Other topics of interest or concern.

Discussion of Agenda Items:
1. Report on the Huron Group recommendations
   a. Not currently available but the group will present preliminary findings on October 18.
   b. Huron met with IT, president, faculty, staff, and students, and compared findings to those in comparable institutions
   c. A synopsis will be sent to the college community
   d. Recommendations will be in 7 categories but are not prioritized
   e. Relative to comparable institutions, we are underfunded, understaffed, and have low Wi-Fi and internet capacities.

2. FETC survey
   a. The interest is in surveying faculty directly about particular needs/wants especially for the purpose of ranking faculty priorities. The FETC survey would be sent in the spring.
   b. In August, IT asked chairs about needs/priorities regarding levels of classroom technology, but there are concerns that not all faculty needs/priorities are communicated to chairs
   c. There is a learning spaces task force co-chaired by Lynn Ford and Alyson Goff. That task force is partly addressing this issue.
   d. IT is sending a standardized, uniform TechQual survey next week. Results can be compared across years and institutions. It is anonymous and can only be completed once per person. Results will be shared/published.
   e. As a preliminary step, the FETC will brainstorm questions/items for a brief survey. The survey will be developed and revised in light of findings from the Huron report, TechQual survey, and other data.

3. Reports from Ex-Officio members
   a. IT – Bob Cape
      i. Currently 1/4 of campus has no wireless service, 1/2 has inadequate wireless service that needs to be replaced, and 1/4 has wireless service that needs a relatively simple upgrade. Complete campus coverage is targeted by December, 2014. Priority is given to academic buildings.
      ii. Internet bandwidth has been increased by a factor of 5 to more than 2Gbps.
      iii. Our vendor for Banner has supplied a purported fix that will, if it tests out correctly, enable grades entered into OAKS to be automatically received by Banner.
iv. IT is close to purchasing a Microsoft campus-wide software license that would make available more software.

v. IT will be upgrading technology in upwards of 20 classrooms in School of Fine Arts, Silcox, RHSC, JC Long, ECTR, Maybank, Lightsey, and Beatty. This work is projected to be completed by June 30, 2013. The classrooms selected for upgrade were based primarily on recommendations solicited by TLT from Academic Chairs.

b. TLT – Zach Hartje
   i. OAKS is being upgraded to Version 10 on December 18. Training for the OAKS 10 will be available from TLT starting around October 24. For more information, see http://blogs.cofc.edu/tlt/

4. Other topics of interest/concern
   a. Phil Dustan’s summary of his survey results
      i. ~30% of responders were Mac users, and Mac users reported inadequate Mac support from IT
      ii. Respondents were often happy with the attitude/friendliness of IT
      iii. Respondents had mediocre ratings of Wi-Fi, campus email, MyCharleston, IT service for teaching
      iv. There were many complaints about email migration
      v. Phil requested that more people on campus analyze and explore these data
   b. Discussion of departments and schools having local technology support in strong relationship with IT.
      i. Possible solutions discussed included having graduate assistants, ~1 IT person per department, 1 per college, or ~1 per building.
      ii. While CofC is understaffed relative to peers, the difference is not large enough to justify a large enough number of new IT staff to satisfy some of these possible scenarios

Decisions Made:
   - Minutes approved for 9/12/12 (approved by e-mail prior to meeting)

Post-Meeting Action Items:
   - Committee members will brainstorm questions/items to be used in a brief FETC survey about particular needs/wants especially for classrooms and especially for the purpose of ranking faculty priorities.
   - Bob will get information on which faculty participated in Huron focus groups, the Huron group’s cost, and help desk response times to classroom problems.
   - The FETC will send representatives to the Huron preliminary report meeting.

Meeting adjourned: 9:50 AM

Next Meeting: Wednesday, October 24, 8:45 a.m. in RSS 353
Faculty Committee on Educational Technology
Meeting Minutes: September 12, 2012

Officers: Elizabeth Jurisich, Chair; Anthony Bishara, Secretary

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

Attendance: Members: Emily Beck, Anthony Bishara, Bob Cape, Deanna Caveny, Margaret Cormack, Elizabeth Jurisich, Monica Lavin, David Parisi, Emily Rosko, Vijay Vulava

Agenda:
1. Introductory remarks by the Chair.
2. Report on the budget and possible priorities (Bob Cape will discuss IT’s possible initiatives and funding in detail.)
3. Discuss establishing faculty IT priorities and the role of the FETC.
4. E-mail: Some faculty have inquired about various aspects of e-mail.

Discussion of Agenda Items:
2. Bob Cape reported on the IT budget and priorities.
   - IT has historically been underfunded.
   - As of July, IT was approved for a $2,997,020 increase in recurring funds and a one-time $2 million in supplemental funds.
   - The largest amounts of recurring funding are being directed to several areas (in order of highest to lowest cost): equipment replacement, maintenance contracts, wireless service, new IT staff for critical positions, and new and upgraded technology for non-smart classrooms (this is a partial list consisting of only the $100,000+ parts of the budget).
   - Funding requests have been formed by addressing the most impactful and obvious infrastructure and service deficiencies. Necessity rather than option has been the driving factor. IT would like the FETC to play a strong role to influence IT priorities and funding requests as the representatives of the faculty.

Decisions Made:
- Minutes approved for 5/14/12 (approved by e-mail prior to meeting)

Post-Meeting Action Items:
- Committee members will familiarize themselves with recent meeting minutes that are archived on the FETC website: http://fetc.cofc.edu/
- The current chair and the former chair (Bob Podolsky) will add older minutes to the website, minutes that pertain to online course evaluations.

Meeting adjourned: 9:55 AM

Next Meeting: Wednesday, October 10, 8:45 a.m. in RSS 353