FETC Regular Meeting

April 12, 2018
11:00-12:00 am
Beatty 212

Present: David Desplaces, Geoff Timms, Deanna Ca...Noecker (Ex-Officio, Assoc. Provost), Wendy Cory, Douglas Ferguson, Zach Hartje (Ex-Officio, TLT/Deputy CIO), Alem Teklu

1. Minutes of March 15 meeting

2. IT report – Zach (in Mark’s absence)

Updates on Classroom upgrades – created an RFP at the end of last academic year to get recommendations on classroom upgrades from a consultant, now we are not using a consultant so talks are ongoing to do this internally, potentially with some temporary employees from a temp agency. Going through seats, type of desks, etc. The analysis will hopefully begin early this summer. After this study, IT will work with departments and academic advisory groups to better understand faculty needs, put together a renovation and refresh schedule for classroom upgrades. This is essentially a new project. A number of classrooms are eligible for upgrades. We were doing 20 per fiscal year. With budget reductions this was dropped to 10 and 13 classrooms. A lot of this is shared work between IT and Physical Plant (whose budget was reduced significantly and slowed this process). Averaging 20 a year, this would take 12 years between a particular classroom’s renovations. IT would like to do the utilization study and look at classrooms as tiers, based on the available technology in the room. The needs of the institution will be used to categorize classrooms, as opposed to a one-size-fits-all.

Deanna – has there been any thought of renovating classrooms in a less costly way, with no or minimal tiers? The per-room price has traditionally been high.

Zach – Already looking at ways to reduce the costs, ex the document cameras that feed through a piece of hardware, maybe we can feed this through just software and reduce the cost of infrastructure.

David – don’t want to look at just utilization, inventory of classrooms. Zach says this is not all that will be considered. Working closely with registrar’s office, department chairs and room schedulers. David says this committee needs see that this discussion is opened up to faculty for feedback on needs for classrooms. Deanna thinks it is important to talk to department chairs and not just faculty. Zach says they are putting together a task force to determine what a high end classroom would be. Wendy pointed out that classrooms in RSS and Maybank have additional whiteboards on the sides of the room, but in order to categorize them as rooms that can hold 40 students, desks are pushed up against all the walls and these boards are not accessible by the
instructors.

Alem asked about wireless classrooms, in order to use Apple TV’s, Zach pointed out that this classroom in Beatty has that capability, and that the new Rita Hollings Science Center classrooms have this as well.

David brought up the fact that students cannot always access the wireless network in classrooms and that this needs to be looked into. Also it would be good to know how many/which classrooms have all of these updated capabilities so we can share this info with the Faculty Senate.

• Updates on Computer replacements – IT is working to create tiers for replacement. Acquiring new computers in departments needs to be centralized in IT and this is ongoing.

• Updates on Distance Education – a lot of demand for teaching online this spring. Working on ideas for proctoring in online courses, one that all online courses could be used. Still using OAKS virtual classrooms for online courses. Zoom can be used for free for classes under 40 minutes, IT is talking to Zoom about an institutional license (for instructors and students). Blackboard and D2O hold the largest market share.

3. TLT report – Zach

The TLT conference was a big success, ~100 faculty participated. Already starting to make plans for next year. Had participation from outside institutions, which was a real growth for this conference and hope to see more of this.

Have new IT liason for SSM and will soon search for a new one for LCWA.

4. Faculty survey – Zach

Zach shared a document, “IT’s Response to Survey” on question Q.2.8, “What are the needs currently not met and not captured above?” 80-90 responses are summarized in his document. Will be included as an appendix in final report. IT has hired a Director of IT Communications.

5. Final FETC report – Will be finalized around May 15 and sent to the Faculty Senate, along with FETC annual report.

6. Others
FETC Regular Meeting

March 15, 2018  9:00-10:00 am  Beatty 301

Present: David Desplaces, Geoff Timms, DeAnna Caveny-Noecker (Ex-Officio, Assoc. Provost), Wendy Cory, Douglas Ferguson, Zach Hartje (Ex-Officio, TLT/Deputy CIO), Mark Staples (Ex-Officio, CIO & Sr VP for IT), Alem Teklu

1. Minutes of February 1 meeting – approved

2. IT report – Mark
   - space utilization study will be done in house, at request of CFO.
   - two-factor authentication due to recent hacking attempts, we get one of these per week typically. Will start with Mark’s leadership team, then to IT, then to deans and chairs. Some issues related to Windows 7. Slow roll-out but required for those in financial and HR. Leading up to the elimination of VPN.
   - David – two-factor doesn’t work when someone is overseas. Mark – good point that we need to look at. There are ways to address the issue with mobile phones.
   - Project website in the beginning stages, 25 projects are posted now, projects in process and projects being planned.
   - Mark shared a document with deans and Executive VP’s on planned outages, including information on why they happened, in an effort to improve transparency. Working on a status page that will include history of outages.
   - moving towards changing Guest services, it now has less bandwidth. Moving toward a credentialed system so IT can identify who is using this network, then increasing the bandwidth to make it easier for guests to use.

3. TLT report – Zach
   Next week is the TLT conference, starting on Tuesday, Keynote speaker Randy Bass from Georgetown. ~90 people are registered. 25 faculty-led sessions

   TLT survey recently went out without FETC knowledge – this is a problem. IT and TLT understand and agree.

4. Faculty survey results – David
   The committee will create a report for the faculty. David will write the methodology portion. Will include a section summarizing results, where the problems are, what the recommendations are. Committee members will all contribute to a Google document. Should include design of classrooms, noise. We will need some input from IT. We have 2 parts – the report, and the “unmet needs.” IT will address the “unmet needs” to be an appendix to the report. There are already plans underway to address many of the comments. One idea is to resurrect the Learning Spaces Task Force/Committee.
   David will create a Google Doc to share with the committee. Committee should contribute to doc by addressing the questions: What do you see from the data? What is your analysis of the data? What are your suggestions?
5. IT Advisory committee duties – to increase collaboration and open up communications between all of IT and the departments/schools. There is a pointperson from each department. A forum to talk about needs.

There will be different tiers of computer needs, IT is working on this. Department buys computer and IT is responsible for replacements. A laptop has 1 or 2 years less lifetime than a desktop. IT wants everyone to have the computer that they need. Students can download MS Office 365.

6. Final FETC report to senate – Alem and Wendy will take care of this.
FETC Regular Meeting

February 1, 2018 11:00 am -12:00 pm Beatty room 212

Present: David Desplaces, Geoff Timms, Gabrielle Principe, Deanna Caveny-Noecker (Ex-Officio, Assoc. Provost), Wendy Cory, Douglas Ferguson, Zach Hartje (Ex-Officio, TLT/Deputy CIO), Mark Staples (Ex Officio, CIO & Sr VP for IT), Alem Teklu

1. **Minutes of December 7 meeting** – approved

2. **IT report** – Mark

Room utilization process is on pause, new VP of facilities starts today – John Morris. He will be included in the process. The RP has been awarded to a vendor. This fits with the survey, an outcome of the room survey will include doing an inventory of what’s in these rooms and how old it is. Working with Math and Sciences to get rid of big teaching stations in the labs, and IT is paying for that.

Zach – getting rid of teaching stations in labs by end of fiscal year. Organic lab will be done over spring break.

Mark – we have a website describing projects. 189 projects on the website as of now. Anyone can see what projects are active, which ones are planned, etc.

3. **TLT report** – Zach

Spring DE Readiness course is underway, 32 participants are enrolled, the most ever enrolled. Course has been undergoing overhaul with new staff. Reduced to 7 weeks with 5 modules (from 8/6). Brian McGee has mentioned that he wants more online offerings. 45% of summer courses are online courses, 3.8% enrollment in online courses during academic year. TLT is focusing on getting people trained in order to push this initiative forward.

Deanna – in addition to stipend for taking course, there is a second stipend for the first offering of the course (each course offered).

David – we might need a subgroup to study what we are observing – 4 weeks in summer vs. 14 weeks during the semester? 18-22 year olds vs. adult students interest? A gap analysis could be done with what we have learned since we’ve been doing DE learning. Are we making assumptions that students want this? Is it different for different disciplines? Do we need to offer additional support?
Mark – do we have training for the students to prepare them for online learning? Something to think about: competence, literacy.

Gabrielle – her department has a higher DWF rate for online courses than for face-to-face courses.

Mark – lessons from MOOCs was that students who succeeded were often students who could buy the book and learn it on their own – they were self-motivated. It would be good to consider synchronous components to the online course (hybrid course) vs. asynchronous course. There are a lot of factors for us to look at.

Douglas – to get a stipend, the course has to be at least 75% online, cannot be a true hybrid course to get the stipend.

David – OAKS and D2L are not sufficient for online courses. The fact that we keep getting OAKS updates without an app points to a failing within these systems. FERPA limits what we can do with OAKS.

Mark – the interactivity is not going to happen in these “depository” learning management systems. We need a system that we can integrate other features into, including an interactive feature.

Mark and David – it would be good to have a discussion about what the future of online interactive learning should be. Discussion boards, links to videos, really incorporate their smart devices into the course learning.

Zach – McGraw-Hill, Cengage, other publishers are integrated into our LMS. Other publishers can be integrated if faculty request it.

Mark – Integration of social media, eight years ago students didn’t want their social media life integrated with their education. Newer students seem to want this integration more.

Geoff – this would allow us to add in embedded librarians, academic support services

Deanna, Zach, Mark – FERPA compliance is necessary for any systems that we use for grading.

4. OAKS upgrade –

Alem – some students are listed on OAKS but not MyCharleston, TLT is aware of this.
1. **Minutes of November 9 meeting** - approved

2. **TLT report** – Zach
   OAKS upgrade on December 19 to version 10.7
   It was not explicitly stated that the system will be unavailable on this date. The Gen Ed Assessment groups will need to use OAKS on that day.
   TLT conference has 25 proposals for faculty-led sessions. Hopes to fit them all in. Keynote speaker will be VP of Education at Georgetown University, Randy Bass.

3. **Faculty survey** - Alem
   Room locations were not included in survey comments – we will use these as aggregate survey results. We should be able to pull this out of individual surveys in Qualtrics. Many of the comments are things that have been noted before, especially age of equipment. Software can be added upon request. There is a need for high-fidelity equipment for music equipment.
   Questions brought up by committee:
   - Do the survey results match up with the Strategic Plan?
   - Did the survey responses give any way to determine needs specific to particular groups – what kind of refinement can be done on the results?
     Perhaps defining classrooms according to “levels” so dept chairs can request a room that meets particular needs.

Receiving questions and communication about the decision-making process – sometimes people have felt that they were not informed about different advisory groups. Mark: We need multiple inputs in different ways. “non-standardized
standardization” will be driven by budget. IT wants to provide the right “spaces” for classes. We need to be able to answer the question “Why are we doing this?”

Wendy – Could we do a sub-survey for lab courses? The needs and concerns are very different than for regular classrooms. One important request is to reduce the footprint of teaching station. Zach stated that they are doing a pilot program to try removing teaching station from an organic chemistry lab, hoping to expand that to the other 10 or more labs.

Mark – We want to reduce the nagging problems that faculty are having, so that we can begin to address bigger problems. When problems happen, students are also frustrated – we need to consider the students’ experience with technology in classrooms and all kinds of labs as well. IT is willing to send people to observe labs to get an idea of what problems are occurring and what needs to be addressed. Contact Zach.

Zach – Beta testing of Apple TV in a lab is going on so faculty can project from their laptops, and so we don’t have to carry around dongles to adapt to teaching station.

The committee will do some more work with the data before presenting it to the faculty senate.

4. Other items
   Status of Kaspersky replacement: Decision has been made to make the replacement, IT is evaluating a different solution now. No timeline is available.
FETC Regular Meeting

November 9, 2017  2:00-3:00 pm  Tate room 202

Present: Deanna Caveny-Noecker (Ex-Officio, Assoc. Provost), David Desplaces, Douglas Ferguson, Zach Hartje (Ex-Officio, TLT/Deputy CIO), Paul Sanchez, Alem Teklu, Geoffrey Timms

1. **Approval of previous meeting minutes**
   Minutes from Sept. 14, 2017 and Oct. 12, 2017 meetings were approved.

2. **IT Report** – Zach Hartje
   Discussion of upcoming OAKS upgrade starting December 19, 2017
   - Future vendor upgrades will be possible on a monthly basis
   - End user perspective will not change
   - Authentication will not need to come through the college
   - Deanna mentioned the possibility of assembling a group to address some of the issues related to business continuity, closures, etc.
   - Zach mentioned the possibility of add-ons, both free and paid.

3. **TLT Report**
   Preparations ongoing for TLT conference, March 20-22
   - Accepting proposals for presentations
   - Hoping for more proposals to be submitted
   - David mentioned that scheduling is a deterrent to people submitting proposals
   - MUSC, Citadel, CSU, and others are invited

4. **Faculty Survey** – David Desplaces
   - Waiting on data, expecting it before November 15
   - Data will be formatted and a test survey will be sent to this committee before it is opened to all faculty and instructors

5. **Computer Replacement Process Update**
   - No updates on Astronomy lab yet – Zach
   - Request for more information at next meeting on how replacements are managed – David
   - Zach will send information to the group before the next meeting
   - All new machines now come with an inventory tag, but not all computers have these tags (yet) – Zach

6. **IT Advisory Committee Duties**
   This information was not available during this meeting; Zach to send the information to FETC
7. **Sharepoint Access to Members**
   - All members have access at this time. Alem to check to be sure Deanna has access.
   - David asked if off-site access is possible without VPN. Zach replied that cloud-based Office 365 will eventually allow for this to be possible. Deanna suggested limiting control so users do not accidentally grant access to people who should not have access.

8. **Other**
   - Zach says we will move away from Kaspersky to Dell, which will have an Apple component. Cost is still a question. The process is starting, but will take time.
   - David mentioned that VOIP migration will be completed by Monday November 15, and inconsistencies will be smoothed out by then.
   - Zach reported that the new ticketing system, Team Dynamics, goes live on December 18. It is a self-service knowledge base complete with articles.

Submitted by Paul Sanchez and Wendy Cory
FETC Regular Meeting

October 12, 2017  2:00-3:00 pm  Beatty Center Room 301

Present: David Desplaces, Douglas Ferguson, Paul Sanchez, and Alem Teklu

Not present: Wendy Cory, Gabrielle Principe, Geoffrey Timms, Deanna Caveny-Noecker (Ex-Officio, Assoc. Provost), Mark Staples (Ex Officio, CIO & Sr VP for IT), Zach Hartje (ex officio), Zach Hartje (Ex-Officio, TLT/Deputy CIO)

1. Minutes of September 14 Meeting

Postponed to next meeting for approval

2. Faculty Survey

The committee discussed in length the faculty survey proposed by David Desplaces. There were suggestions for minor changes to be made in the survey. The committee approved the faculty survey to be conducted this Fall.

3. Distance Education

Last Spring, questions were raised by committee members on how teaching effectiveness has been assessed for distance education (DE) particularly in regards to classroom visitation by a chair of a senior faculty member of a department or a program. Fortunately, this year, Douglas Ferguson, Faculty Coordinator for eLearning and Distance Education, is a member of FETC and he updated the committee on strategies/models being developed by TLT and the School of Education for assessing teaching effectiveness for DE.

The meeting adjourned at 3:00 pm

Sincerely,

Alem Teklu
FETC Regular Meeting

September 14, 2017        2:00-3:00 pm        Tate room 202

Present: Deanna Caveny-Noecker (Ex-Officio, Assoc. Provost), Wendy Cory, David Desplaces, Douglas Ferguson, Zach Hartje (Ex-Officio, TLT/Deputy CIO), Gabrielle Principe, Paul Sanchez, Mark Staples (Ex Officio, CIO & Sr VP for IT), Alem Teklu, Geoffrey Timms

1. Welcome

2. Introductions

3. Chair and Secretary Election
   Alem Teklu, chair of this committee for 2016-2017, was elected to serve as chair for a second term, 2017-2018.
   Wendy Cory was elected to serve as secretary for 2017-2018.

4. Review of Committee Duties
   Mark – How do committee activities go to the faculty senate?
   Deanna – The committee can act without senate endorsement.
   Mark – The faculty need to know the results from this committee.
   Deanna – We can email through the FacultyAdmin listserv to have that information sent out.
   Deanna also noted that the committee should “speak for the committee” and that it depends on the Faculty Senate speaker to announce if/when the committee wants to hold open meetings.
   Mark – The faculty must have a voice, the committee should decide how to structure our communication
   Deanna – the meeting minutes are posted on the Faculty Senate committees website and report out once a year. Meetings are announced in advance on Yammer.

5. Review of Annual Report
   David suggested that in order to share last year’s report with the new members of the committee, the Sharepoint should be updated and new members should be added.
6. **Agenda for the Year**

Mark – IT is moving toward digital literacy, where staff, faculty, and the university is using technology where appropriate. Because different people on campus have different technology needs, it is a journey. There are six strategies:

- How we communicate
- Decision Support – Learning Analytics
- Automation – systems that talk to each other
- Academic Ecosystem – OAKS
- Network Infrastructure
- Security – both information and physical

David asked for a report from Mark before our next meeting. Mark agreed to share this report with the committee.

Zach suggested that members of the committee join the Academic Advisory Committee, which will meet twice per semester and is intended to open lines of communication between IT and faculty.

Deanna – What topics have come up so far?

Zach – Access to good wireless networking, classroom infrastructure, computer replacement. Hopes to come up with discipline-specific plans.

Deanna – What about computers for new faculty?

Mark – the committee has worked on this and met with the deans. There are separate issues regarding faculty who want multiple computers, as well as those funded by grants, which are a different story. New faculty will get the computer that they want.

Deanna noted that communicating with administrators is important.

Mark added that lack of trust in IT is also an issue.

Deanna added that we want to avoid perennial potholes.

7. **Pending – Faculty Survey**

David brought up the reason for this committee, and that this group will work to advise. IT will provide info to the committee – what is working, what isn’t. The committee will seek our own data. Suggested the committee goes back to the charter – what do we want to accomplish?

Zach – the purpose of ITSAC and FETC are to give faculty a larger voice.

Mark – to identify commonalities across campus and then start focusing on things that are discipline-specific.
David suggested moving forward by setting an agenda, including discussing the faculty survey.

Alem – If there is an advisory committee, what is the role of FETC?

Zach – FETC can focus on the academic side and the advisory committee can work on it.

Deanna – FETC is about classroom technology and educational technology.

David – separate classroom IT from non-classroom IT

Mark – How faculty can use what we have. What do we need that we’re not thinking of? Three things are ongoing:

- High performance computing
- GIS
- Digital Humanities

Alem asked that the duties of the advisory committee be sent to the FETC members.

Action Items:

- Update Sharepoint drive and add new members, everyone will have access to last year’s faculty survey which will be discussed at the next meeting.
- Send duties of advisory committee to current FETC members (Mark)