

Academic Technology Committee

MINUTES OF MEETING: 11/1/2019

Submitted Exec. Committee: _____

Submitted Academic Senate: _____

APPROVED BY COMMITTEE: 12/6/2019

Approved by Exec. Committee: _____

Approved by Academic Senate: _____

ATC Members Present: Chris Sales (Chair), Kaitlin Bahr, Eric Hu, Mauro Carassai, Elise Fenn, Norm Herr, Brad Jackson, Joel Krantz, Nicole Shibata, Cheryl Van Buskirk, Elijah Trujillo (attending for Jose Morales), Hrithik Das; *Absent:* Teresa Williams-Leon, Jose Morales, Hilary Baker (Executive Secretary); *Permanent Guest:* Allan Chen; *Guests:* Ryan Conlogue, Helen Heinrich, Ranjit Philip, Whitney Scott

Welcome and Introductions – Chris Sales welcomed the Academic Technology Committee (ATC) members and introduced Yolanda Avila who will be taking meeting minutes while Celene Valenzuela is on leave

1. Announcements - None

2. Approval of Minutes – The minutes from the October 4, 2019 meeting were approved with slight clerical correction.

3. Previous Action Items - None

4. Chair Report

a. Faculty Senate Update: Chris Sales provided update on the recent Faculty Senate meeting. He felt positive about the meeting which included discussion of political issues within academia such as whether to review curriculum outside of the senate. Hilary Baker was on the agenda to update faculty senate about the Accessible Technology Initiative including information about the new Canvas Ally tool.

5. VP/CIO’s Report

a. Network Switch Update - Ranjit Philip shared that as part of a CSU system-wide network switch upgrade, CSUN will be upgrading network switch equipment in all campus buildings over the next six months, from November 2019 through March 2020. On the day of a network switch upgrade in a building, **there will be two network interruptions**. These network interruptions will occur between 7am and 5pm for each building floor with each interruption lasting anywhere between 5 - 15 minutes during which the CSUN network, Wi-Fi, VoIP phones, and network printing/scanning will be unavailable. Other technology services such as Canvas and SOLAR applications accessed using the network will also be temporarily unavailable. Erik Hu asked how many switches will be upgraded per building. Ranjit explained that switch upgrades per building will differ from building to building based on size but in aggregate over 20,000 network ports will be upgraded across the campus by the end of the project.

b. Qualtrics Update – Ranjit Philip announced that CSUN is finishing the Single Sign-On (SSO) integration and testing of the new Qualtrics survey tool which will be available for students, faculty and staff. Nichole Shibata inquired if this is a systemwide purchase. Ranjit said that it is CSUN purchase though there are sister-campuses in the CSU who also use Qualtrics on their campuses.

c. CSUN AWS Research Platform – Ranjit Philip distributed the postcard for “Technology Services for Research” highlighting Amazon Web Services (AWS) Cloud Platform available to the faculty and researchers. CSUN AWS cloud was introduced in March 2018 to provide researchers, faculty, students and staff access to a secure, robust AWS cloud enterprise environment to use for computing resources and services and research with a myriad different technologies such as Artificial Intelligence (AI), Blockchain, machine learning, and Natural Language Processing. He encouraged the ATC committee members to share this information with other faculty.

6. Canvas Insights for ATC Faculty (Whitney Scott/Helen Heinrich) – Whitney Scott presented a review of the new Canvas Insights early alerts tool which helps faculty identify students that fall within certain criteria enabling faculty to quickly communicate with students with the help of sample or customized templates.

Faculty development offers workshops which cover: Early alerts research; Why this is important; Guiding principles and messages, as well as a practice activity, along with a demonstration of the Canvas Insights tool. The guiding principles cover how to compile a message to students; templates will be available although faculty can also compose their own. Guiding principles include: Avoid negative labels or judgements; Communicate “you’re not the only one” and/or “this can get better”; Recognize specific normal causes; Forecast improvement; and Highlight positive opportunities. Whitney Scott cautioned to avoid common communication pitfalls that can occur with message templates and the importance of being careful not to single out students from stigmatized groups.

Helen Heinrich discussed the earlier pilots and shared that a video is being developed jointly between Academic Technology and Faculty Development to show faculty how to utilize this early alert tool with their classes.

7. Discussion Topics - potential resolutions

a. Course Affordability Revisited (<http://www.csun.edu/sites/default/files/ALS-resolution.pdf>) – Chris Sales read over the resolution from 2016. He reminded the committee that both the library and IT are supportive of course affordability for students and want to make resources available to students at “low cost” or ‘no cost’ by providing cost effective course materials. This brought up much discussion as to the equity of creating standardized costs because it could be unfair for those students taking fewer units than others. Cheryl Van Buskirk offered to put together 1-2 paragraphs regarding high cost materials and how faculty can designate their courses as a “high cost class” hoping that this could be identified as such in the CSUN Schedule of Classes. Elise Fenn suggested that perhaps a discussion is needed to further understand what other technologies faculty can use in the classroom and/or perhaps different approaches to teach their courses – including the potential use of free alternative methods of teaching.

b. Accessible Technology Resolution – Chris Sales reminded the committee that information technology resources and services must be accessible to all CSU students, faculty, staff and the general public regardless of disability.

8. Roundtable - Nicole Shibata asked when Majordomo will be replaced. Ranjit Philip stated that alternative solutions are being tested with a transition being planned in the Spring semester.

9. Policy - None

10. New Business – None

Meeting adjourned at 3:00 PM.