



Academic Technology Committee

MINUTES OF MEETING: 09/11/2020

Submitted Exec. Committee: \_\_\_\_\_

Submitted Academic Senate: \_\_\_\_\_

APPROVED BY COMMITTEE: 10/2/2020

Approved by Exec. Committee: \_\_\_\_\_

Approved by Academic Senate: \_\_\_\_\_

*ATC Members Present:* Chris Sales (Chair), Kavya Dhyasani, Ovande Furtado, Tomo Hattori, Eric Hu, Brad Jackson, Joel Krantz, Isabella O'Brien, Nicole Shibata, Cheryl Van Buskirk, Jenn Wolfe; *Excused:* Mauro Carassai, Elise Fenn, *Permanent Guest:* Allan Chen; *Executive Secretary:* Ron Philip; *Recording Secretary:* Celene Valenzuela; *Guests:* Ryan Conlogue, Helen Heinrich, Takiya Moore

**1. Welcome and Introductions**

- a. **Introductions** – Chris Sales welcomed the Academic Technology Committee members and noted that seven members should be present at committee meetings to have a quorum. Members and guests introduced themselves.
- b. **Welcome from Executive Senate Liaison** – Jeff Wiegley, Executive Senate liaison, charged the committee and read its mission “This committee shall make recommendations regarding University resources and policy that pertain to instructional and research technology, including computing and instructional media development and services. There shall be consultation and liaison with other appropriate Standing Committees.”

Jeff Wiegley shared that, as announced by CSU Chancellor White, for the academic term beginning January 2021, all 23 California State University (CSU) campuses will continue with coursework primarily delivered virtually.

It was also shared that as per guidance provided by the CSU Office of General Counsel, turning on of webcams during Zoom class sessions cannot be required. Additionally, students should not be asked to identify themselves by showing an identification card via their webcam. Additionally, it should be noted that due to prevailing safety guidance and protocol, incoming students, freshman, and transfer, did not come to campus to get a physical student ID card during the summer and into the Fall 2020 semester.

It was also shared that if a class recording was needed, faculty should inform all students/participants in their classes that the class session is going to be recorded. Faculty must offer appropriate accommodations to participants who choose not to be recorded. If students do not want their likeness or image included in the recording (that will be made and available for classmates to view) they must let the instructor know and may elect not to participate via video recording. Jeff Wiegley shared that he will share the information from the Office of General Council, in this regard, with Chris Sales to share the details with the committee at a future meeting.

The topic of copyright infringement came up for discussion. Chris Sales stated that the topic of intellectual property has been a topic of discussion for the committee and that it is even more relevant in the current virtual instruction environment, further discussion on this major topic will take place this academic year.

## 2. Announcements

- a. [New Student Convocation](#) - Chris Sales shared that the new Student Convocation is an annual celebration of learning, collaboratively planned by Student Affairs and Academic Affairs for the new students entering CSUN each fall. This year the event will be held virtually on Thursday, September 17, 2020, at 6:00 p.m.
- b. Student Safety Video – Ron Philip shared that a CSUN Fall 2020 Student Safety Training Video that includes a broad range of information about the measures that will be taken by the university and students to support a safe and healthy campus environment is available to students. All students are strongly encouraged, and students coming to campus are required, to see this video as soon as possible, but not later than the second class session. To receive required confirmation of viewing this training, students should access the video by logging in with your CSUN User ID and password, and watching the video through its completion. All students received an email notification regarding the video. Additional information can be found in the CSUN ad One webpage [Health and Safety section](#).

3. **Approval of Minutes** – The minutes from the May 1, 2020 meeting were approved.

4. **Previous Action Items** – None.

## 5. Chair Report

- a. [Annual Report AY 2019-2020](#) – Chris Sales stated that the annual report for the 2019-2020 academic year will be shared via email with the committee and asked the committee to review the report. The report reflects discussion items and presentations that were made in the previous academic year at the ATC meeting.
- b. **AT 2020-2021 Discussion Topics – 36 min.**

## 6. VP/CIO's Report

- a. [CSUN as One](#) – Ron Philip stated that the CSUN as One website launched in June 2020 to serve as CSUN's Fall 2020 Planning Hub. It will be important for all to review this site frequently for up-to-date changes to our campus plan in response to updated state, county and CSU guidance. Whether learning and working on-campus or virtually, CSUN as One reflects a united university dedicated to transformative educational opportunity. Each part of the institution's plans noted therein is aimed at offering the safest experience possible to protect all members of the CSUN community, while maintaining momentum to student degree completion and maximizing the student learning experience. For Fall 2020 virtual offerings will be supplemented with a limited number of face-to-face undergraduate and graduate courses and labs with physical distancing and hygiene measures in place. To learn more about CSUN as One, our model and various plans please visit the CSUN as One website. Helen Heinrich added that the webpage continues to be updated, new access points will be added making the content more implicit for students, faculty, staff, and guest audiences.
- a. [Upcoming Technology Projects Impacting Faculty](#) – Ron Philip shared on several technology efforts and projects faculty should be aware of as we head into the Fall 2020 semester, including:

- [Multi-factor authentication](#) provides a second layer of security to one's online accounts. By September 25, 2020, all [Level 1 Confidential data users](#) will need to be enrolled in CSUN's Duo multi-factor authentication environment. [Click here](#) to learn more or self-enroll.
- [Canvas Ally](#), launched in Spring 2020 provides faculty with feedback on the accessibility of course materials in Canvas using a visual dial. The service supports faculty in improving accessibility through suggested step-by-step instructions. Canvas Ally also provides students with accessible alternative formats for course content such as formats that are optimized for e-readers. For additional assistance, the faculty are encouraged to contact the [Faculty Technology Center](#).
- [Canvas Insights](#), Canvas Insights, deployed in Spring 2020, is a CSUN custom-built early alert tool that allows faculty to easily communicate with individual students in their classes using selected parameters and editable email templates. Faculty can access Canvas Insights using the link in the Navigation menu. A new email template "I am here to help" is now available in Canvas Insights. This new email template acknowledges the challenges of remote learning and offers support from the instructor. In addition, "I am here to help" provides a list of resources available to students during these challenging times. The template was crafted in partnership with Academic Affairs and Student Affairs. Helen Heinrich added that the Here to Help template was developed by the Retention Workgroup, as part of the CSUN as One. The template can be found in the navigation section of the faculty Canvas courses. Separately, a new feature is coming to Canvas Insights in October. In addition to the overall student grade, faculty will be able to select students based on the score for each individual assignment. The new feature will enable faculty to more precisely capture student performance, especially later in the semester. For additional assistance and support, faculty are encouraged to contact the [Faculty Technology Center](#).
- [Video Captioning](#) is required for all instructional media used in classrooms, posted on websites, or shared in Canvas. Requests for captioning can be submitted to the [NCOD](#).
- [Lecture Capture](#) is a technology that allows instructors to record their lectures either in or out of the classroom. Panopto, CSUN's software-based lecture capture/recording and media repository tool allows for recording on personal and university-owned laptops. It is also integrated with Canvas and tutorials can be found on CSUN's [Panopto webpage](#).
- New software solutions have been added this academic year to enhance virtual teaching & learning, student engagement, and interactivity. These include - [GoReact](#), [Canvas Studio](#) for video; [Hypothes.is](#) for annotation; [Pronto](#); for chat and communication; [Equatio](#) for Mathematical equations and accessibility; [Otter](#) for transcription in Zoom, and [Labster](#) for lab simulations.
- Lecture Capture in a Bag, providing loaner lecture capture hardware kits to faculty that include webcams, microphones, document cameras, and light boxes. The Lecture Capture in a Bag loaner program will have 500 kits available for loan.
- The [device loaner program](#) provides technology to students who are without a device such as a computer or an internet hotspot so that they may continue their education uninterrupted. The device loaner program inventory includes 1,000 Windows laptops, 1,000 internet hotspots, approximately 200 webcams, and 100 headsets. Devices can be picked up at the CSUN Campus Store (Bookstore), Monday through Friday, between 10:00 a.m. to 2:00

p.m. Chris Sales stated that this topic of technology resources for students will be discussed further this academic year, given our current and future online learning environment.

- TOPdesk ticketing system, a new ticketing and service request system replacing EBSuite in Spring 2021. TOPdesk will provide powerful additional features such as self-service, and knowledge base, with automated workflow capability to streamline service delivery.

## 7. Discussion Topics

- a. **Virtual Instruction and Learning** – Cheryl Van Buskirk asked for feedback from the student representatives, as it pertains to the current virtual instruction environment.

Isabella O'Brien stated that it would be important to provide additional loaner devices, from experience, there are a high number of students who do not have webcams. It would be helpful if webcams could be mailed to students.

In addition, it was again reiterated that as per guidance provided by the CSU Office of General Counsel, turning on of webcams during Zoom class sessions cannot be required. Students are struggling to afford needed devices. Chris Sales stated that as faculty, the approach should be to trust and help the students instead of creating obstacles for them. Isabella O'Brien stated that faculty could focus more on the lecture and the students that want to participate, instead of the technologies that they are missing. We don't want to point out and highlight students who may very well not be able to afford the technology. Ron Philip shared that the [Keep Learning](#) and [Keep Teaching](#) webpages have useful information on the available resources to support remote learning and teaching.

Isabella O'Brien stated that she is taking on-campus courses and that she has not received a notification to take safety training. Ron Philip shared that an email was sent to all students by President Harrison on Tuesday, August 18 with a subject "Staying Safe On and Off Campus This Fall" with details of the training titled [CSUN Fall 2020 Student Safety Training Video](#). The video can also be accessed via the CSUN as One webpage, in the Health and Safety – Safe Student section.

Isabella O'Brien shared that, in her experience, faculty are struggling to use Canvas. Isabella O'Brien also added that she will reach out to her constituents to get additional feedback on any items that pertain to technology.

Kavya Dhyasani stated that her Zoom crashes every now and then. Ron Philip stated that varied factors could cause a sub-optimal Zoom experience. Factors could range from background applications running on the computer using up computer resources, or network bandwidth constraints related to the local home network or the internet service provider or between the internet provider and Zoom itself. In addition, when we are on campus, we are on a network infrastructure that is updated regularly unlike our network router at home. At home, many a times we may be working on outdated router software. Isabella O'Brien stated that it would be helpful to create a tips sheet that could help students improve their Zoom experience. Allan Chen stated that this information will be included on the [Zoom webpage](#).

Cheryl Van Buskirk requested committee members to pursue feedback from their respective Colleges. This feedback could be shared and discussed at the October committee meeting. Cheryl Van Buskirk asked that committee members send their feedback before the October

meeting and she will aggregate the information and share it with the committee chair for further discussion.

**8. Roundtable** – none.

**9. Policy** – none.

**10. New Business** – none.

Meeting adjourned at 3:04 p.m.