CSUN | CALIFORNIA STATE UNIVERSITY NORTHRIDGE

Academic Technology Committee

MINUTES OF MEETING: 10/02/2020 | APPROVED BY COMMITTEE: 11/6/2020
Submitted Exec. Committee: _____ | Approved by Exec. Committee: _____
Submitted Academic Senate: _____ | Approved by Academic Senate: _____

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

1. **Announcements** – None

2. **Approval of Minutes** – The minutes from the September 11, 2020 meeting were approved.

3. **Previous Action Items**

   a. Annual Report AY 2019-2020 – The Annual Report for AY 2019-2020 was approved.

4. **Chair Report**

   a. **ACAT Update** – Chris Sales shared that at the ACAT meeting there was a discussion on the planning of the Spring 2021 semester remote learning and teaching. There was additional discussion on the Accessible Technology Initiative (ATI) instructional materials report and the University's plan to ensure the adoption of instructional materials, including textbooks. Chris Sales added that there was additional discussion on the need for investment in technology.

5. **VP/CIO's Report**

   a. **IT Survey** - Helen Heinrich presented a summary of the key findings from the Information Technology student, faculty, and staff surveys. The surveys were conducted in Spring 2020, from April through May 2020. The respective surveys were sent to all faculty and staff, and to 10,000 randomly selected students.

   There were multiple purposes for this year's surveys including: to understand the impact of the COVID-19 pandemic on teaching, learning, and work; to obtain feedback on technology changes that CSUN has already implemented; to obtain thoughts on technology changes that CSUN is considering in the future; and to learn of user-awareness of the diverse portfolio of CSUN IT services currently available.

   In total, there were 2,361 students, 776 faculty, and 810 staff that responded. Helen Heinrich shared that in comparison to the surveys conducted in 2018, there was a very high response rate this year, with an increase of 13% for students, 18% for faculty, and 30% for staff. The complete annual information technology survey report for faculty, staff, and students is available for review online at https://www.csun.edu/it/surveys.

b. IT Services – Ron Philip highlighted the Information Technology services available for students, faculty, and staff.

- Captioning – There are different options available for faculty to caption videos and make course content accessible including Panopto, Otter.ai, and Camtasia Studio. Faculty are encouraged to contact the Deaf and Hard of Hearing Services (NCOD) if a synchronous or asynchronous class session has a student with relevant approved accommodations. For live Zoom classes without an approved accommodation, faculty are encouraged to contact the Universal Design Center (UDC).

- Canvas Ally – The Canvas Ally tool provides feedback to faculty with regard to how accessible their course material is in Canvas. It also provides students with accessible alternative formats. The Universal Design Center (UDC) offers video tutorials, resources, support, and training.

- Student Technology Resources – There are many resources available for students, including the CSUN Device Loaner Program, Adobe Creative Cloud, CSUN Mobile App, Portfolium, MATLAB, myCSUNsoftware, Duo Multi-Factor Authentication, and a myriad other software resources.

- Technology Services for Research – There are many technology resources available to CSUN faculty to help with research including Qualtrics, an intuitive survey tool that tracks participation and exports to SPSS and a spreadsheet. The CSUN Amazon Web Services Cloud Platform offers research capabilities in a secure cloud service environment and CSUN's on-premises Data Center supports computationally intensive research computing in a managed campus data center with uninterrupted power supply and much more. myCSUNbox provides a collaboration tool that allows file sharing and research collaboration capabilities in an unlimited secure file storage platform and myCSUNsoftware provides access to software including SPSS, SAS, R and more.

- Technology Services for Faculty – CSUN provides technology tools, resources, and solutions to take courses to new heights and promote engagement, student success, accessibility, and more.

- New Technology Services for Faculty – There are many new technology tools, resources, and solutions available through Academic Year 2020-21 that promote engagement, student success, and accessibility. These new tools available for faculty include: Pronto a communication hub available on Canvas; GoReact an interactive cloud-based platform for feedback and grading of student video assignments; Canvas Studio which allows faculty to embed interactivity into videos; Panopto an online video platform for recording, hosting, and sharing video; Otter.ai which facilitates faculty with taking notes, transcribe research interviews, and process public audio data for a research purpose; Hypothes.is brings annotations to Canvas helping students with reading comprehension and developing critical thinking on course materials; Labster gives students access to over 140 simulation and realistic lab experiences associated with Biology, Chemistry, and Physics; and EquatIO a tool that helps make STEM content accessible.

6. Discussion Topics

a. Virtual Instruction and Learning – How is it going? – Cheryl Van Buskirk shared survey feedback compiled by ATC members Brad Jackson, Joel Krantz, and Cheryl Van Buskirk.

The most frequent responses were around:

- Student internet connectivity – according to the survey, students do not have equal access to internet connectivity.

- Technology help line and drop in-Zoom staffing – according to the survey, the FTC drop in Zoom and help line do not have adequate staff who can assist with intricate Canvas issues. Ron Philip suggested that it would be beneficial to aggregate a list of commonly asked questions, including complex ones. In turn, the FTC could create cheat-cheats with associated step-by-step guides and also reflect on how this material could be incorporated in upcoming training. Chris Sales requested Cheryl Van Buskirk and the committee members to help draft a list of commonly asked questions, for further consideration.

- Technology upgrades for virtual instruction – according to the survey, there are several faculty who have voiced their need for both bigger monitors and dual monitors, iPad Pros, pro microphones and headphones, document cameras, and better bandwidth at home. While many needs are covered by the Lecture Capture in a Bag loaner program, is there an opportunity for grants or reimbursement for those that are not?

- H5P integration with Canvas – according to the survey, there is a need for H5P and its integration with Canvas. Allan Chen stated that the integration of H5P is currently in process.

- Video proctoring that pairs with Respondus – according to the survey, there is a need for video proctoring that is compatible with Respondus.

Cheryl Van Buskirk added that survey single responses included: more convenient attendance taking capability in Zoom, the capacity to store Zoom cloud videos longer than 30 days, expanded film video library/archive to share with students, and software for sharing video/audio synchronously.

Brad Jackson stated that it would be helpful to have a tool in Canvas that could track attendance during the first and last fifteen minutes of online class lectures. Joel Krantz stated that when considering the topic of cheating while taking online quizzes, he has changed his practice and is now reducing the amount of time given for each of his online quizzes. Chris Sales stated that it is important to have the trust in students.

Isabella O'Brien shared that in her experience, asynchronous courses have a better Canvas structure. In addition, it is helpful when courses have a recurring Zoom link session.

Joel Krantz shared that in the CTVA department, there is a critical need to be able to live screen share and play high-quality (1080p or even 2K) video and audio without frame skipping, frame stutters, and audio/video sync problems, which Zoom cannot provide for. Students could possibly leave their Zoom class and return after viewing such video content outside of class (using YouTube.com or Vimeo.com), but there is a need for synchronous high-quality in-class viewing with screen share. Are there commercial solutions we can consider?

Cheryl Van Buskirk stated that there were many similarities in the ATC survey data results with those of the IT Survey. Chris Sales asked the committee to continue to communicate with the faculty at their Colleges on the topic of how can the ATC impact virtual instruction, and share that feedback with Cheryl Van Buskirk.

7. **Roundtable** – none.

8. **Policy** – none.

9. **New Business** – none.

Meeting adjourned at 3:09 p.m.