



**Academic Technology Committee**

MINUTES OF MEETING: 3/4/2022

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

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

APPROVED BY COMMITTEE: 4/8/2022

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

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

*ATC Members Present:* Tomo Hattori (Chair), Soheil Boroushaki, Mauro Carassai, Ovande Furtado, Paige Hajiloo, Joel Krantz; *Mariano Loza Coll, Chris Sales, Nicole Shibata, Wayne Smith, Jeff Wiegley, and Jenn Wolfe;* *Absent:* Shayan Moshtael; *Permanent Guest:* Helen Heinrich; *Executive Secretary:* Ron Philip; *Recording Secretary:* Celene Valenzuela; *Guests:* Elizabeth Adams, Cecile Bendavid, Ryan Conlogue, Kevin Lizarraga, Takiya Moore, Kimon Rethis, Paul Schantz, Kyle Shaver, Katherine Stevenson, Danielle Spratt

**1. Announcements**

- a. **DUO Multi-Factor Authentication** – Ron Philip shared that DUO Multi-factor authentication will be transitioning to a universal prompt during the weekend of March 26, 2022. There will be no functionality change for users but the login experience will be different. Please note that when you see the “Yes, trust browser” button, clicking on it would be equivalent to the ‘Remember me for 12 hours’ checkbox that we utilize today. This change will take effect for Confidential Box users during the weekend of March 5, 2022. For more information, please visit <https://www.csun.edu/it/duos-universal-prompt>.
- b. **IT Business Continuity Test Affecting CSUN Services** – Ron Philip shared that on March 19, 2022, from midnight to 6:00 a.m. the Information Technology division will be conducting an IT disaster recovery/business continuity test on the CSUN website ([www.csun.edu](http://www.csun.edu)) and CSUN’s login services. The services impacted by this test include the myNorthridge portal, myCSUNsoftware, myCSUNbox, Canvas, Gmail, Office 365, and OnBase.

**2. Approval of Minutes** – The minutes from the February 4, 2022 meeting were approved.

**3. Chair’s Report**

- a. **Faculty Senate Update** – Tomo Hattori shared that at the Faculty Senate meeting held on February 17, 2022, President Beck provided an update on retention and the impact of low enrollment at the community college level. In addition, President Beck shared about the Global HSI Equity Innovation Hub at CSUN. Associated Students President Jonathan Hay also shared his enthusiasm for being back on campus. There was discussion on policy items by the Graduate Studies Committee and the Educational Policies Committee. There was additional conversation focusing on the nominations for All Faculty as well as Senate elections, and the nomination for the Statewide Academic Senator.
- b. **ACAT Update** – Chris Sales shared that at the February 18, 2022 ACAT meeting Diane Stephens provided an update on classroom technology. Additional discussion focused on the HyFlex Pilot Survey, the Accessible Technology Initiative (ATI), and Technology Champions.

#### 4. VP/CIO's Report

- a. **Website Redesign & myNorthridge Portal Transition, Update and Presentation** – Kevin Lizarraga shared about the CSUN website and portal redesign project, one that began prior to 2021 and continues to move forward as a cross-campus collaborative effort with input from students, faculty, staff, alumni, prospective students, their families and more along with the involvement of three external firms Carnegie, BVK, and Modo Labs.

The outcome of the discovery phase for the website redesign led to a strong emphasis on prospective students while showcasing the university's academic programs and commitment to diversity, equity and inclusive excellence. The web design phase of the project was capped off by a series of recent focus groups to check-in with faculty and students before taking next steps to implement the new website and web content management system while conducting final usability tests. Throughout this process we will identify those web pages that need to be behind a username and password. The combined website redesign and portal transition project has helped us look at this posture holistically, with thematic design and architecture that blends and flows together. Additionally, working on both portal and web environments together with the same digital communications and design agencies has increased efficiencies for a more integrated approach to content strategy across the website and portal.

Kyle Shaver shared images highlighting the evolution of the CSUN website and portal from 2006 to now. The original website designs did not allow for shared collaboration and resources, and each webpage needed to be custom designed. The last evolution of the student portal took place in 2008.

Kyle Shaver discussed the website redesign and portal transition timeline:

- Phase 1: To be completed in Summer 2022
- Phase 2: To be completed by the end of Fall 2022
- Portal Focus Groups: To begin during the week of March 7, 2022
- Design Refinement: March 2022
- Development: March - May 2022
- Testing: May - June 2022
- Go Live: June - July 2022

Kevin Lizarraga added that Phase 1 will focus on all top-level academic pages, including the CSUN home page. Phase 2 will focus on the administrative pages. Kimon Rethis shared images highlighting the proposed website design page templates. Kimon Rethis stated that for the cross-divisional groups and campus representatives it was very important to be transparent throughout the discovery process, consider accessibility, architectural design, content development, the timeline, and frequently asked questions. Kimon Rethis noted that the new design offers more use of photography, video, profile information, and is more intuitive. There are different template levels with mosaic displays reflecting both text content and engaging imagery. In addition, there are different variations on how contact information is displayed.

Kimon Rethis showcased the new look of the faculty bio web pages, noting that there is standardized content information that highlights faculty contact information, department, course and lab information, publications, and presentations. Kimon Rethis discussed the next

steps in the content creation of the faculty webpages, noting that through the use of audit worksheets, page content and outcomes can be assessed and documented through completion, and the collated sheets will form a workbook that will be used to migrate the site. The worksheet will be used to migrate the existing page by college project teams. Stephanie Nguyen in Division of Academic Affairs is the contact for the colleges and related Academic Affairs web pages. Workshops and training will be offered for authoring and updating.

- b. Classroom Technology Upgrade Update** – Ryan Conlogue shared analytics of the utilization of technology in the upgraded classroom spaces during the first weeks of the semester. He noted that during the first week of in-person classes, week of February 14<sup>th</sup>, there was a high volume of requested support calls that came in to Classroom Support. By the end of the week, the volume diminished significantly. As anticipated, most of the support requests were due to unfamiliarity with the new and upgraded classroom technology. Training continues to be offered to faculty, for those who need the support on an as-need basis.

Ryan Conlogue added that for the most part, the technology that is being utilized in the updated 165 classrooms has been well received from the functionality perspective and has been working effectively. Ryan Conlogue noted that classroom spaces in the Sierra Hall building were not upgraded at this time due to its planned upcoming renovation. Additionally, we will now have analytics data that helps identify the various input sources that are actively utilized in these classroom spaces.

- c. HyFlex Pilot Surveys, Technology Feedback** - Helen Heinrich shared that one of the goals of the first HyFlex Pilot was to create a HyFlex assessment structure of both technology and learning outcomes. The faculty involved in the pilot went through varied preparatory training activities inclusive of attending online and in-person classroom technology training. Faculty were required to fully understand Zoom, participate in course redesign and understand how best to incorporate asynchronous instructional delivery via Canvas buttressed with the use of other tools in CSUN's academic technology portfolio.

Helen Heinrich shared that at the end of the fall 2021 semester eight focus groups and two HyFlex Pilots were conducted – one survey focused on the thirteen faculty and a second on the 450 students who participated in the Fall 2021 HyFlex Pilot classes. One important question that was asked to students in the survey focused on whether their instructor was able to juggle both in-person and online simultaneously. The results from the student survey note that the instructor was able to pay equal attention and instruct those attending in-person and online. The second question focused on how much time was taken from lectures due to issues with technology, including set-up. The results from the survey note that most students agreed or were neutral that significant time was used to troubleshoot technology. Helen Heinrich added that the biggest takeaway from the survey was that students generally had a very positive experience in HyFlex classes.

Ryan Conlogue added that student responses noted that they enjoyed the technology, they were more creative with the immersive experience, they were glad to be able to attend a course online or in-person due to their situation, and mostly strongly agreed or agreed on the importance of updating all classrooms with the HyFlex technology. In addition, based on the faculty survey results, faculty did have difficulty with the technology. Those systemic issues related to technology were addressed during the winter 2022 break. Survey results suggested

adding large monitors to the classroom configuration that would enable to see students attending online at the same time as facing the students in the room in-person. In addition, it would be great to add a student facing camera that has the ability to pan-tilt-zoom similar to the instructor space facing camera.

## 5. Discussion Topics

- a. **Student Technology Requirements for Computer Science (2:00 p.m. time certain)** – Tomo Hattori thanked guests and introduced the ongoing conversation of the proposed technical requirements for the Department of Computer Science and the equity implications of such proposal from a broader CSUN perspective.

Tomo Hattori shared that Martha Escobar, Chair of the Educational Equity Committee, provided a written statement in relation to this, noting that *“students of color, women, and other marginalized students are under-represented in STEM fields for a number of reasons, including systemic and institutionalized white supremacy. Given our student population at CSUN, any policy that places financial burdens on our students serve as gatekeeping mechanisms and reproduce existing relationships of power, even if unintentionally. I wholeheartedly support encouraging more of our students into these fields and, if we are to approach this from a place grounded in equity and social justice, we need to ensure that we reduce rather than increase barriers. If this proposal moves forward, there has to be a plan in place to ensure that all of our students are able to have the resources they need to succeed, regardless of social positionality. In this case, this should include providing free of charge devices that students have for the duration of their tenure at CSUN. Anything less than this will result in inequitable outcomes.”*

Elizabeth Adams, Associate Vice President of Undergraduate Studies and Educational Policies Committee (EPC) Executive Secretary, shared that in the past EPC has been approached by various departments about having particular technology requirements for their major. However, these requirements were not included in the catalog. Elizabeth Adams noted that it is very important for student requirements requests such as this to go through faculty governance as there are many implications that need to be considered, for example, student equity. While financial aid can cover the cost of a computer, the financial aid is not a grant award, these are loans that a student will need to pay back after the completion of their studies. Another item to consider is that not all students at CSUN qualify for student loans, for example, Dreamers. Elizabeth Adams shared that in a previous scenario, through the myCSUNtablet initiative, participating departments committed to having iPad courses, and the coursework was embedded in the tablet integrated with pedagogy across the participating departments and their iPad-designated courses. Ten tablets were purchased for students who were not able to pay for the tablets, and these were loaned to them a semester at a time, through the completion of the program. Elizabeth Adams noted that the Department of Computer Science, however, is significantly larger and the possibility of loaning a device at this scale is not a small financial obligation for the University.

Paul Schantz shared that at the Student Affairs Management Council there was a conversation about technology requirements and the possibility of funding through a financial aid loan, which usually includes approximately \$900 for technology. A financial aid adviser could be invited to a future meeting to provide additional information about the type of loan that could be used, either a subsidized or unsubsidized loan, which students will need to pay back.

Elizabeth Adams stated that the University does not monitor how funds are expended and students are not required to borrow all of the funds that are loaned to them.

Danielle Spratt, Graduate Studies Committee (GSC) Chair, shared that from a financial aid perspective additional funds that are awarded to students count against their overall funding and inquired about the possibility of using the philanthropic donation by MacKenzie Scott to fund these types of technology requirements at the University. Danielle Spratt added that as part of the GSC, she will bring back to her committee items that affect graduate curricula and equity. A concern from the GSC is the added barriers for students.

Katherine Stevenson, Educational Resources Committee (ERC) Chair, stated that she will be presenting the Student Technology Requirements topic to the ERC committee. A concern in terms of equity is that there is inequity by having a requirement that is not stated – a student who has a laptop has a clear advantage over a student that does not. It is not a written requirement it is an effective requirement, and the University needs to address concerns to make sure all students have access to a Computer Science degree.

Chris Sales stated that the University has been embracing the Affordable Learning Solutions initiative to promote the use of no-cost or low-cost material to reduce the financial burden on students, a concern is that departments are considering setting price points instead of focusing on easy and low-cost access. Joel Krantz shared that the Department of Cinema and Television Arts has a laptop requirement for a couple of their programs, and a computer lab is available for students who do not have a computer.

Tomo Hattori stated that technology will continue to change, and the topic of equity and access will need to be addressed frequently. Adding that the committee will develop language for reasonable access to technology while considering equity. Tomo Hattori referred members to the [ATC policy statement](#) draft that will be further discussed in the next meeting. Tomo Hattori stated that after further discussion, a policy statement will be presented to Faculty Senate.

- b. **Educational Resources Committee Proposed Change of Charge** – Katherine Stevenson shared the Educational Resources Committee proposed change of charge, with edits resulting from discussion with the Faculty Senate. Katherine Stevenson noted that Faculty Senate standing committees provide guidance on items before they occur, both input and buy-in, to help the University make decisions and determine priorities based on student and faculty feedback.

6. **Policy** – None.

7. **New Business** – None.

Meeting adjourned at 3:00 p.m.