



Academic Technology Committee

MINUTES OF MEETING: 9/9/2022

Submitted Exec. Committee: _____

Submitted Academic Senate: _____

APPROVED BY COMMITTEE: 10/7/2022

Approved by Exec. Committee: _____

Approved by Academic Senate: _____

ATC Members Present: Chris Sales (Chair), Soheil Boroushaki, Ovande Furtado, Tomo Hattori, Joel Krantz, Stephen Kutay, Sam Seifzadeh, Wayne Smith, Jenn Wolfe; *Absent:* Paige Hajiloo; *Permanent Guest:* Helen Heinrich; *Executive Secretary:* Ron Philip; *Recording Secretary:* Celene Valenzuela; *Guests:* Ryan Conlogue, Paul Schantz, Kyle Shaver, Levin Lizarraga

1. **Welcome and Introductions** – Members and guests introduced themselves. Chris Sales welcomed the Academic Technology Committee (ATC) members and noted that at least six members must be present at committee meetings for a quorum. He encouraged active participation.
2. **Welcome and Charge from Senate Executive Liaison, Dr. Jeff Wiegley** – Jeff Wiegley shared that as a standing committee, the Academic Technology Committee is responsible for making recommendations to the Senate Executive Committee as it relates to university resources and policy as it pertains to instructional and research technology, including computing and instructional media and services. There should be consultation with the Liaison and other University standing committees.
3. **Announcements**
 - a. **Creative Maker Studio** – Stephen Kutay shared that the new Creative Maker Studio (CMS) officially changed its name to highlight the shift from a primarily digital media service to a more physical, maker-focused crafting. The CMS offers new and more innovative services.
 - b. **Academic Technology’s SpookTECHular Open House** – Helen Heinrich invited faculty to Academic Technology’s SpookTECHular open house to be held on Monday, October 31, 2022, from 1:00 p.m. to 5:00 p.m. at the Academic Technology main office, located in the garden level of the University Library, Room 34.
4. **Approval of Minutes** – The minutes from the May 6, 2022, meeting was approved.
5. **Approval of Annual Report** – The annual report from the 2021-22 academic year was approved.
6. **Chair’s Report** – Chris Sales shared that he will be providing updates as it pertains to both the Faculty Senate and Advisory Committee on Academic Technology (ACAT) meetings. Chris Sales added that he looks forward to inviting the Affordable Learning Solutions (ALS) team to future meetings and encouraged the committee members to prepare topic items to discuss at the next meeting and throughout this academic year.
7. **VP/CIO’s Report**
 - a. **Technology Changes Impacting Faculty** – Ron Philip shared several upcoming technology projects impacting faculty during the Fall 2022 and Spring 2023 semesters, including:

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- **CSUN Portal Phase 2** - In this phase, the CSUN Portal will gain better organization and categorization of resources and information. While much of the organization and categorization has been reflected in the Phase 1 launch, added attention will be paid to user feedback, data analytics, and how the capabilities of the new platform will allow for better experiences to inform the fall semester work in the CSUN Portal. Ron Philip shared that it has been fifteen years since the last portal was implemented. The new portal positions CSUN very well for the future, allowing for enhanced functionality as we go forward.
- **Website Relaunch Phase 2** – At the beginning of August, CSUN's homepage and a few top-level webpages were upgraded with a new look and feel. Ron Philip shared that the CSUN webpage has an intentional focus on prospective students and their families. Higher-trafficked and more high-level pages will be transitioned to the new website design over the fall semester.
- **People Tools Upgrade** – The CSU Chancellor's Office will be upgrading SOLAR Student and SOLAR Human Resources systems, so resources in those systems (such as time reporting and Faculty Center) will also have an updated navigation interface, while the content and functionality remain mostly unchanged. There will be an extended planned service interruption of the SOLAR environments on the weekend of September 16-18, 2022, to allow for this upgrade. Ron Philip shared that the People Tools upgrade was a key driver for the CSUN Portal implementation and timeline.
- **Individual Reimbursed Time (IRT) Electronic Workflow** – An Individual Reimbursed Time (IRT) online process for employees to request reimbursement for time spent on a The University Corporation (TUC) project is coming soon. Ron Philip shared that the IRT online digital transformation process will automatically route requests electronically to the various approvers and then to State Side Accounts Receivable and TUC Accounts Payable departments for processing.
- **Amazon AppStream Pilot** – Ron Philip noted that a new myCSUNsoftware-type solution using Amazon Web Services (AWS) based Amazon AppStream will be piloted in Fall 2022. If the pilot proves successful this new platform would be chosen to run the myCSUNsoftware environment. Amazon AppStream is a fully managed software application streaming cloud service that provides users with a reliable internet connection instant access to software applications from anywhere and using any device. During this pilot, the Amazon AppStream environment will be available to any CSUN student.
- **Google Account Deprovisioning** – A change that restricts the storage allocation allotted to higher-education institutions, including CSUN, by Google necessitated that we discontinue offering email, Drive, and other Google applications to inactive members of our community. Ron Philip stated that without the account deprovisioning, CSUN would be limited in the ability to provide needed services to enrolled students. There has been active communication with students.

Beginning July 1, 2022, Google @my.csun.edu accounts belonging to approximately 560,000 former students were suspended. Exceptions included students who stopped attending recently, graduates working on a thesis or project, and some other groups.

About 6,000 students have opted to forward their CSUN account to a personal account. The ability to turn on forwarding will still be available to students even after the account has been suspended.

Ron Philip added that going forward Google account de-provisioning will occur pursuant to the end of a semester, depending on the student's graduation status, and will follow a communicate, suspend, and delete workflow. We are still 300TB over quota that is allotted to an intuition the size of CSUN, and in further evaluation will work with the top 100 active accounts to reduce an additional 200TB.

- **Student Device Loaner Program** – The 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. These devices will be checked out at no cost to current students. Enrolled students can check out Windows 10 laptops, internet hotspots, iPads, headsets, and webcams. As of the second week of the fall '22 semester all internet hotspots, iPads, and headsets in inventory have been loaned out.

Ron Philip shared that the inventory was increased significantly last academic year, with major investments provided by the Higher Education Emergency Relief Funding (HEERF) appropriated by the Federal Government. The current inventory includes 2,000 Windows laptops, 500 internet hot spots, headsets, and webcams.

- **Zoom Whiteboard** – Helen Heinrich shared of the now-available Zoom Whiteboard functionality. The tool allows users to share their whiteboard during a Zoom meeting using any device. An improvement from the earlier version of the whiteboard, Zoom Whiteboards allows users to collaborate, save, and start where they previously left off. The Zoom Whiteboard button is now conveniently available from the bottom-of-the-screen menu.

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- **One Card** – CSUN is implementing One Card, which integrates access to or payment for services on campus into a single card. Available to campus in digital and physical format, the solution is planned to be rolled out in the spring semester. The One Card will serve as an integrated platform for a campus card solution that could be used for entry into events, making purchases at Campus stores, and eateries, checking out books at the library, and more. Ron Philip shared that there are multiple departments across the University working on the implementation. The implementation will be done in multiple phases, with the first phase beginning in Spring 2023.
- **CSUN Portal Phase 3** – In this phase, functionality will be added to the CSUN Portal to improve the user experience beyond what the current myNorthridge Portal was capable of. Think of things like improved notifications and updates, targeted messaging, and intractable elements that highlight information about an individual's journey at CSUN.
- **Website Relaunch Phase 3** – More pages of the website will transition to the new design, especially at the departmental level. Since web content coordinators are the primary contact points for making these changes, we expect this to continue over the spring semester before a majority of web pages are transferred into the new design.

- **Canvas Discussion** – Helen Heinrich shared that the new Canvas Discussion functionality will be an opt-in choice, per course, for all faculty in the Spring 2023 term. The new functionality will include mentioning individuals with “@”, anonymous discussions, new replies displaying first, and individuals can now quote other responses. Helen Heinrich added that more information will be shared with faculty throughout the semester and highlighted in the Academic Technology newsletter.
- b. IT Services** – Ron Philip provided an overview of the information technology services that are available for students, faculty, and staff. A digital handout of the technology service to share with others can be accessed by [clicking here](#).

The technology services available for students include [Canvas](#), [CSUN Mobile App](#), [Multi-Factor Authentication](#), [myCSUNbox](#), [Qualtrics](#), varied [Software Resources](#), [Eduroam](#), [Zoom](#), the [Device Loaner Program](#), and [LinkedIn Learning](#). Joel Krantz inquired about the email account that is needed for students to access their LinkedIn trainings. Ryan Conlogue shared that when students first access LinkedIn Learning they are asked if they would like to link to their LinkedIn account or skip it. Students are not required to link or have an active LinkedIn account. It is recommended that students log in using the [CSUN LinkedIn Learn webpage](#).

The technology services available for faculty include the [Universal Design Center](#), [Canvas](#), [Qualtrics](#), [Box](#), [Canvas Ally](#), [Microsoft Office Suite](#), [Canvas Studio](#), [Panopto](#), [Pronto](#), [GoReact](#), [Hypothesis](#), [EquatIO](#), [Zoom](#), [H5P](#), and [Microsoft Teams](#).

Ron Philip added that there is a focus on tools and services that facilitate faculty and student research activities, including capacity within an on-premises data center, high-speed internet connectivity, [Amazon Web Services \(AWS\) cloud platform](#), and [myCSUNsoftware](#).

A subset number of technology services were previously funded by HEERF for three years. At this point, we have reached the halfway mark of this three-year funded period and need to determine the usage of these various tools by the University, individual Colleges, and departments. This will allow us to learn, look at the usage numbers, and effectively invest on the needed software in the longer term.

Ron Philip shared that there are legal ramifications to ensure that all course materials and content are available in an accessible format for students by the start of the semester. Ron Philip emphasized the Payan v. Los Angeles Community College District court case which specifically focuses on course accessibility. [Canvas Ally](#) is an important and useful tool for the campus community that provides overview reporting on the accessibility of a Canvas course, provide guidance on enhancing the accessibility posture, and alternative formats for course content. CSUN’s [NCOD: Deaf and Hard of Hearing Services](#) in concert with the [Universal Design Center](#) can also provide guidance and support for accessible course content and captioning.

- c. Fall Prep Packet for Faculty** – Helen Heinrich provided an overview of the faculty [Fall Prep Packet](#) which includes a checklist for readiness, information on adding interactive elements to recorded videos, best practices for using and incorporating technology, tips for evaluating new software, and information on professional development and fall workshops. Helen Heinrich invited faculty to join the Academic Technology email distribution list by [subscribing to the newsletter](#), where faculty will receive event announcements and other news from Academic Technology.

8. Department/College Roundtable

9. Discussion Topics

a. CSUN Web and Portal –

Kevin Lizarraga provided an update on the CSUN website relaunch, sharing that the top -level pages and navigations are now public. In the second phase of the CSUN website relaunch, feedback is being collected from across the University and being classified based on priority. All faculty are encouraged to share their thoughts and feedback by sending an email to website.relaunch@csun.edu.

Kyle Shaver shared that there are several drivers behind the implementation of the new CSUN Portal, one of the primary ones being the Chancellor’s Office upgrade of the Common Management System (CMS) environment which runs SOLAR Student and SOLAR Human Resources, and upgrade which would make the old myNorthridge portal incompatible and unsupported. Kyle Shaver added that the new CSUN Portal also seeks to align with the Roadmap to the Future and ensure that with work planned over the coming semesters all Matadors have a portal with modern features and functionality they deserve.

Kyle Shaver shared that the University has partnered with Carnegie for consultation, guidance, and data gathering through significant cross-campus focus groups, and Modo Labs for the implementation of a new CSUN Portal. The Modo Labs platform also runs the CSUN Mobile App. The CSUN Portal went live on Friday, August 5, 2022. Students, faculty, and staff each have a different categorization and resources based on their affiliation to CSUN with the same design, consistency, and functionality. Content is much more streamlined, with a user-centric design. Kyle Shaver added that virtual open forums during the months of August and September have allowed him and the cross-divisional Portal Implementation Team to work on prioritized enhancements post-launch and will be continuing their work based on this feedback loop. During the fall semester, the focus will be on improving functionality and integration.

Kyle Shaver emphasized the importance of feedback and encouraged faculty to provide feedback on content that is missing in the CSUN Portal, by filling out the CSUN Portal Feedback survey with as much specific information as possible so that the content can be reviewed. There is also a CSUN Portal frequently asked questions page available for faculty, students, and staff.

10. Policy – None.

11. New Business – None.

Meeting adjourned at 3:00 p.m.