



Academic Technology Committee

MINUTES OF MEETING: 10/07/2022

Submitted Exec. Committee: _____

Submitted Academic Senate: _____

APPROVED BY COMMITTEE: 11/04/2022

Approved by Exec. Committee: _____

Approved by Academic Senate: _____

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

1. Announcements

- a. **Fourth National Research Platform Conference** – Wayne Smith shared that the Fourth National Research Platform conference will be held February 8 – 10, 2023, at the University of California, San Diego.
- b. **CSUN’s Conversation on Enrollment** – Chris Sales shared that a conversation on CSUN enrollment took place on September 30, 2022, at the USU Northridge Center. The enrollment conversation was led by Dr. William Watkins, Vice President for Student Affairs & Dean of Students, and David Dufault-Hunter, Associate Vice President for Enrollment Services. Shared during the conversation was information on CSUN’s enrollment trends, changes, and future enrollment strategies.

2. Approval of Minutes – The minutes from the September 9, 2022, meeting were approved.

3. Chair’s Report

- a. **Faculty Senate Update** – Chris Sales shared that at the September 22, 2022, Faculty Senate meeting President Erika Beck, Associated Students President Shayan Moshtael, and Statewide Academic Senator Adam Swenson provided a report. Provost Mary-Beth Walker provided an update on the Road Map to the Future, on student retention, and the faculty hiring initiative that focuses on hiring faculty that represents CSUN’s student body.
- b. **ACAT Update** – Chris Sales shared that at the September 30, 2022, Advisory Committee on Academic Technology (ACAT) meeting there was a conversation on the Student Device Loaner Program, the Fall Academic Technology prep packet, and an ATI Instructional Materials report. There was also a conversation on the HyFlex classrooms and the CSU CSUCCESS Survey Report.

4. VP/CIO’s Report

- a. **Information Security Awareness** – Ron Philip shared that held every October, Cybersecurity Awareness Month raises awareness about digital security and empowers both organizations and individuals to protect their institutional and personal data from online crime. This year's theme — See Yourself in Cyber — highlights how individuals from everyday technology users to cybersecurity professionals, are the first line of defense to thwarting cybercrime. This

semester, CSUN reached over 31,000 concurrently connected devices connected to the campus' Wi-Fi network, even greater numbers than we had pre-pandemic. The footprint of devices used today across our enterprise added to the mix of on-premises and an increasing portfolio of cloud services adds to the complexity and criticality of holistic information security. Information security is a collective responsibility in which we all play a part in ensuring that we are as secure as possible.

Kevin Krzewinski presented on cybersecurity and shared that in 2004 the US Congress and the President of the United States declared October to be a national Cybersecurity Awareness month. Each year there is a theme, and this year the theme is #SeeYourselfinCyber. The thought behind Cybersecurity Awareness month is to have a broad reach out across federal, state, and local agencies about the importance of cybersecurity. One of the main components of information security at CSUN is security awareness, giving users training and knowledge of trends, issues, and threats. Cybersecurity is one of the most important factors in securing an organization, its technology infrastructure, and its data. The Information Security team at CSUN is composed of three staff and one student employee. In service of an institution with more than 40,000 students, faculty, and staff, it becomes clearly apparent why information security is a collective responsibility and this year's National Cybersecurity Awareness Month theme of #SeeYourselfinCyber cannot be clearer on the importance of this collective accountability.

Kevin Krzewinski shared on information security terms and threats, including:

- *Cybercrime* - a crime that is committed electronically.
- *Malware* - software intended to damage, disable, or give someone unauthorized access to a computer or other internet-connected device.
- *Ransomware* - designed to make data or hardware inaccessible to the victim until a ransom is paid.
- *Physical cyber-attacks* – the use of hardware, external storage devices, or other physical attack vectors to infect, damage, or otherwise compromise digital systems.
- *Social engineering* - cybercriminals can take advantage of individuals by using information commonly available through social media platforms, location sharing, and in-person conversations.
- *Phishing* - a fake message from a seemingly trusted or reputable source designed to convince one to reveal information, give unauthorized access to a system, click on a link, and commit to a financial transaction.

Kevin Krzewinski shared that there are many ways to protect ourselves online, both at home and at CSUN, including securing home networks, updating to the latest version of virus protection software, staying up-to-date on all software, and enabling multi-factor authentication. Ron Philip shared that individual department presentations on the topic of information security can be arranged upon request. Kevin Krzewinski added that questions related to information security can be sent to iso@csun.edu. To report incidents of abuse an email can be sent to abuse@csun.edu.

- b. Chancellor's Office Common Management System (CMS) Upgrade** – Kyle Shaver shared that the primary driver of transitioning to the new portal is due to the Chancellor's Office Common Management System (CMS) upgrade that was going to render CSUN's now-old myNorthridge portal environment incompatible. The CMS upgrade occurred on September 16, 2022. Kyle Shaver added that when the CSUN community evaluated new portal options, the portal offered by the Chancellor's Office did not provide the flexibility and user-friendly experience

that the new CSUN portal offers. Ron Philip added that the new CSUN Portal platform gives CSUN more flexibility to provide students, faculty, and staff the modern-day functionality needed for years to come. The new CSUN Portal will continue to link to the Chancellor's Office Common Management System for SOLAR Student, SOLAR HR, and the Common Financial System (CFS).

- c. **CSUCCESS Survey Report** – Helen Heinrich shared on the CSU administered CSUCCESS survey run at the end of the Spring 2022 semester. The survey was developed by a CSU system-wide committee. Representatives from CSUN, a CSUCCESS participating campus, were part of the committee and this allowed the university to supply questions to probe the impact of access to technology. Eight of the CSU campuses participated in the survey and a total of 29,000 students had the opportunity to participate in the CSUCCESS program. 863 students responded. Eighty nine percent of respondents participated in CSUCCESS program.

Helen Heinrich provided a highlight of the survey results, noting that:

- 11% of the respondents said they did not participate because they had a reliable device or an internet connection.
- 35% indicated that they were not aware of the program.
- 15% students reported that they were worried that there would be some cost involved with the program.
- 57% already had access to a reliable device and a reliable internet connection before the CSUCCESS program.
- 25% reported not having access to a reliable device.
- 11% reported not having access to a reliable internet connection.
- 7% reported not having access to a reliable device or internet connection.

Overwhelmingly, the survey results note that students felt that the program made them more successful at CSUN. Helen Heinrich added that California State University, Fresno conducted further research on reasons given by students when they select other as their response option. Several respondents who selected the other option noted that they did not participate due to a stigma.

Helen Heinrich noted that five research questions frame the study. These included:

- Does the CSUCCESS program improve device and internet access among students?
- Do the students in the CSUCCESS program feel the device is reliable and powerful enough to meet their needs?
- Are students able to complete what they need for their coursework using their devices?
- Does having access to the device shape their perception of themselves as learners?
- Do the students know where to go for support and training for their devices?

Sam Seifzadeh shared that as the Associated Students representative for the College of Engineering and Computer Science, he has many courses that have to do with Computer Science and Math. Many students who are part of the CSUCCESS program speak very highly of their iPads and the many benefits that they have had from their devices. For example, students can take layered notes and organize them. Sam Seifzadeh noted that it is important to continue with this or similar programs, as there is a definite correlation between their device and their success in classes. Sam Seifzadeh shared that carrying an iPad device is much more convenient and scalable in comparison to heavy binders with his notes. A device is much easier to carry from class to class. Ron Philip shared that the University has transitioned 1,000

iPad kits, that remained into the Device Loaner Program. These can be accessed by any enrolled student on a first come first served basis. Ron Philip added that the CSUN monitors demand data to consider further investments. Paige Hajiloo shared that she shares the sentiment on the positive feedback from her peers on the CSUCCESS devices.

Paige Hajiloo inquired about the plan in place, and further consideration, for the return of the CSUCCESS devices. Ron Philip shared that the current policy notes that once students graduate, they will need to return their devices.

- d. **Spook-TECH-ular Open House** - Helen Heinrich shared that Academic Technology will be hosting a Spook-TECH-ular open house on October 31, 2022, from 1:00 p.m. to 5:00 p.m. Helen Heinrich encouraged all to visit the Academic Technology office space, located in the garden level of the University Library, room 34. Visitors will be able to meet the team, learn about resources, and the latest trends in accessibility, work with experts, ask questions and have fun!
- e. **Website Relaunch** – Joe Bautista shared an update on the web transition plan for the Division of Academic Affairs. Joe Bautista stated that Kevin Lizarraga’s team at University Marketing along with Kyle Shaver’s team at Information Technology were instrumental in the first phase of the CSUN website relaunch and in the preparation of the feature suite for university content managers.

Joe Bautista shared that in the current phase two, an inventory identified over 8,000 webpages from the combined eight Colleges, 65 departments, 40 centers and institutes, and 30 offices and committees. The next steps include site mapping, content review, templating, content curation with images and copy, migration to the web design and structure, quality assurance, and launch. Joe Bautista added that Academic Affairs needs to identify coordinators for each department and office. The coordinator’s role will be important for the identification of content hierarchy, strategy, visuals, content management, writing, quality assurance, and approval to make sure that the IntersectLA team is producing what departments envision, along with meeting deadlines. Joe Bautista shared a proposed plan of action for fall 2022, spring 2023, and summer 2023.

5. Discussion Topics

- a. **Affordable Learning Solutions (AL\$) Update** – Yi Ding shared that she is the director of CSUN’s Affordable Learning Solutions (AL\$) initiative, which promotes the use of low or no-cost course materials to reduce the financial burden on students.

In 2020, the University Library in collaboration with the College of Health and Human Development conducted the Equitable Student Success Via Library Support for Textbooks study. They focused on over 400 sections of courses, the cost of course material, and the passing rate. The results found that there was a statistical connection between students who passed their course and the cost of the materials. Additional studies are being targeted and studied across the university.

Yi Ding shared that out of the 70 departments on campus, 33 departments have already adopted no-cost or low costs materials through AL\$. There is a need to increase awareness and adoption across the university. An example of a campus adoption could be the adoption of WeBWork by the Department of Mathematics. WeBWork is a free open-source online

homework-delivering system that allows students to submit their work and faculty to provide feedback and it would be great if the Department of Mathematics and IT could partner to integrate it into Canvas for instructors to replace the current inaccessible, poor quality, and pricey XYZ platform. Yi Ding added that thanks to the CSUN Campus Store and the Division of Information Technology, textbook cost designations are now displayed on the Class Search. Affordable Resources are found by discipline on the AL\$ webpage.

Ron Philip inquired about data focusing on adoption trends and student outcomes. Yi Ding shared that specific studies have not been performed, nonetheless, student outcome and enrollment are important areas to consider. Tomo Hattori inquired about a student webpage where they can see the open education resources. Yi Ding shared that the AL\$ webpage has a section for students to view cost savings tips, submit a course reservation request, and engage in advocacy. Wayne Smith inquired about the grants that are available for faculty. Yi Ding shared that \$5,000 grants have been awarded in the past to departments and multiple instructors. Chris Sales encouraged the committee members to be leaders within their colleges and think creatively about ways to adopt no-cost or low-cost materials.

- b. AY 2021-2022 Discussion Topics Roundtable** – Chris Sales encouraged the committee to bring forth their diverse ideas that support software tools, procedures, and technology initiatives that benefit CSUN, student enrollment, retention, and research.

6. Policy – None.

7. New Business – None.

Meeting adjourned at 3:00 p.m.