

Academic Technology Committee

MINUTES OF MEETING: 12/02/2022

Submitted Exec. Committee: _____

Submitted Academic Senate: _____

APPROVED BY COMMITTEE: _____

Approved by Exec. Committee: _____

Approved by Academic Senate: _____

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

1. Announcements

- a. **Remote Classroom Support** – Wayne Smith shared that he had a pleasant first-hand experience with Classroom Support after encountering a problem with audio-visual equipment in his classroom. The Classroom Support technician was able to reboot the equipment remotely rather than coming to the classroom, eliminating waiting time.
- b. **Faculty Retreat** – Cecile Bendavid shared that the Faculty Retreat will be held on Tuesday, January 17, 2023, at the Petersen Automotive Museum. The Faculty Retreat will start with a welcome breakfast at 11:30 a.m. and it will end at 6:30 p.m. after a social hour.

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

3. Chair’s Report

- a. **Faculty Senate Update** – Chris Sales shared that at the November 17, 2022, Faculty Senate meeting President Erika Beck and Provost Mary Beth Walker provided a report. There were additional conversations on the naming options for the new building being built next to Sierra Hall, an invitation to join the campus community as we bid farewell to Provost Mary Beth Walker and celebrate her service to the University over the past three and a half years, enrollment and retention, and student food insecurity. Rick Evans, the Executive Director of The University Corporation (TUC), shared about Chartwells and the efforts to improve food quality and options across the campus eateries. Student body President Shayan Moshtael’s report focused on programs to support athletics, Iranian protests, and an additional conversation on the CSUN dining survey. Paige Hajiloo thanked faculty and shared that there have been over 2,000 faculty and staff survey responses thus far, noting the importance of CSUN dining for the campus community.
- b. **ACAT Update** – Chris Sales shared that at the December 1, 2022, Advisory Committee on Academic Technology (ACAT) meeting, there was a conversation on CSUN account provisioning/de-provisioning and the 2021-22 IT Survey Report. Diane Stephens, Chair of the Classroom Technology Committee, brought forth a committee recommendation to extend the broadcast standard to Johnson Auditorium (JA) and University Library (UL) 25. Both projects are high cost and will require funding sources be identified. Additionally, UL 25 needs

significant improvements, making it a more difficult project to consider from a financial perspective. Work is underway on getting quotes for the work in both spaces and it will be advanced for leadership consideration once ready and evaluated.

4. VP/CIO's Report

- a. **IT Survey Report** – Ron Philip shared that the Division of Information Technology surveyed all faculty, staff, and 10,000 randomly selected students in Spring 2022. Helen Heinrich shared that the 2022 IT Survey questions aimed to obtain feedback on technology changes that CSUN has already implemented, thoughts on technology changes that CSUN is considering in the future, and user awareness of the diverse portfolio of CSUN IT services that are currently available. Survey respondents comprised 272 faculty, 542 staff, and 2,029 students. Helen Heinrich invited the committee to [view the complete IT Survey report and infographics online.](#)

Helen Heinrich highlighted several faculty, staff, and student survey questions and responses including the use of devices for CSUN-related work. Survey results reflected a yearly decline of desktop usage across the board with the highest device used for CSUN-related work being laptops; 35% for faculty, 32% for staff, and 40% for students. Ron inquired about the faculty's use of desktops and the importance of desktops for their work. Soheil Boroushaki shared that the main reason for his use of a desktop is his area of teaching. Jenn Wolfe shared that the main reason for her use of a desktop is a larger dual monitor screen space, in comparison to a laptop. Cecile Bendavid shared that she uses various devices, depending on convenience.

Paige Hajiloo shared that the majority of students enjoy HyFlex and remote learning. It would be important to continue with similar online and HyFlex courses post-pandemic, especially for students who work full-time and parent scholars.

Helen Heinrich shared that when faculty were asked about current and future use of technology in classroom spaces and lecture rooms. Of the faculty respondents, results reflect that 31% use computers and 28% use a projector. When faculty were asked if they received training before re-entering upgraded classrooms, 43% received in-person training, 25% received online training, 12% received Canvas course training, and 16% utilized online resources. When faculty were asked about their impediment to innovate in learning spaces using technology, 23% responded that it is due to a shortage of time, 17% for lack of technology available, 13% not enough support staff, and 12% the lack of infrastructure. When faculty were asked about classroom-related services or training they need to be successful, 25% answered more access to technology, 23% answered more options for professional development, 22% more technical support, 18% more training in technology, and 13% more opportunities for collaboration.

Helen Heinrich shared that when faculty were asked about the Faculty Technology Center (FTC) and services, 28% of faculty responded that they find out about new technologies through their colleagues, 21% through the Academic Technology newsletter, and 16% through FTC workshops. Of the faculty respondents 81% prefer email communication and 13% prefer communication through a newsletter. Interests in topics include 29% on new technology on campus, 27% on updates to existing technology, 24% on workshops, and 19% on summer training programs. Regarding the awareness of training on topics (for example, Canvas, Zoom, Panopto, and H5P), 92% of faculty were aware, and 9% were not. Of the faculty respondents 61% shared that they were aware of FTC one-on-one consultation, and 40% were not. Related to the question of interest in specific training that does not currently exist faculty

responses primarily reflected training interest in student response system (10%), recording lectures (10%), and presentation software (9%).

Helen Heinrich shared that when faculty were asked about accessibility, 24% responded that publishers who develop content for use in academic courses are responsible for ensuring the accessibility of technology, and 19% responded that instructors are responsible. The top content that can help with accessibility included 38% IT Help Center, 28% the FTC, 16% the Universal Design Center (UDC), and 10% College ATI coordinators. Multiple committee members inquired whether there is a California State University mandatory accessibility training for faculty, similar to other mandatory Human Resources training. Mandatory training would help faculty understand the importance and the reasons for coursework accessibility. Paige Hajiloo shared that accessibility is important to ensure equity within the student body. Helen Heinrich shared that when students were asked about accessibility, 35% encountered a barrier while using technology.

Helen Heinrich shared that when students were asked about the Canvas features that increase course engagement, 97% agree that assignments increase course engagement, 96% agree that announcements/notifications and quizzes increase course engagement, 95% agree that grades/feedback/gradebook messaging increase course engagement, and 94% agree that recorded lectures increase course engagement. The majority of students, 79%, answered that learning would improve if all courses were structured similarly. When students were asked about student service awareness, 71% answered they were aware of self-service password reset, 68% were aware of the Device Loaner Program, 54% were aware of myCSUNsoftware, 50% were aware of myCSUNbox, and 32% were aware of LinkedIn Learning. Helen Heinrich added that the top software packages requested by students to be added included 43% Adobe product line, 22% Microsoft product line, and 10% video and animation products. When students were asked about communication, 42% answered that they learn about new and existing technology through email, 23% through other students, and 22% through the CSUN website. The majority of students, 57%, would prefer to learn about new and existing technology through email, 20% through the CSUN website, and 13% through social media.

Helen Heinrich shared that when staff were asked about awareness and satisfaction, 92% of staff are aware and satisfied with Adobe Sign, 89% with myCSUNbox, 70% with LinkedIn Learning, and 78% with self-service to install available software. Of the staff respondents, 98% agree or strongly agree, that the IT Help Center services was helpful, and 92% agree or strongly agree, that the IT Help Center was able to address problems. When staff were asked about who is responsible for the accessibility of technology, 23% believe that the Academic Technology Initiative (ATI) team is responsible, 23% that the Division of Information Technology is responsible, and 20% believe any person who creates content is responsible.

- b.** Podcast Training Series – Helen Heinrich shared on the upcoming Podcasting with Tammy Trujillo series. This is a four-week course with four two hours per week sessions. The goal is to take an idea for a podcast and create it along with the infrastructure that goes along with it. It is expected that those completing the course could continue the podcast following the conclusion of the class or start another one on their own. All faculty and staff are encouraged to attend. Helen Heinrich shared that undoubtedly students are listening to podcasts, and that there are many benefits of utilizing this vehicle for content dissemination, including the

ability to download and listen at any time. Instructors can use podcasts to provide lectures, supplemental material, or bring in subject matter experts and interview guests. [To register, visit the FTC workshop calendar.](#)

5. Discussion Topics

- a. **Research Needs – Continued Discussion** – Chris Sales shared that as more research is conducted at CSUN, there are many elements to consider including the possibility of attracting qualified research faculty from other institutions. Chris Sales asked the committee to share their perspectives going forward on research needs, for example the possibility of having a research day event where faculty can highlight their work and various grant aspects. Ron Philip shared that of the increased grant funded activity across the campus. There will need to be a good understanding of infrastructure and research technology support needs to buttress this activity and work as well as future grant proposals.
- b. **Creating and Maintaining Accessible Content** – Chris Sales shared that the subject of creating and maintaining accessible content is very important. This topic will be brought for discussion again in the months to come.

6. **Policy** – None.

7. **New Business** – None.

Meeting adjourned at 3:00 p.m.