CSUN | **CALIFORNIA STATE UNIVERSITY NORTHRIDGE**

Academic Technology Committee

MINUTES OF MEETING: 2/10/2023   APPROVED BY COMMITTEE: 3/3/2023
Submitted Exec. Committee: _____   Approved by Exec. Committee: _____
Submitted Academic Senate: _____   Approved by Academic Senate: _____

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

1. **Announcements**

   a. **Nautilus Program** – Wayne Smith shared on access to the Nautilus program - a HyperCluster for running containerized Big Data Applications using Kubernetes (K8S), for facilitating system access and project management. This access would allow any interested faculty, access to higher capacity computing capabilities and networking. Wayne shared that he has been in discussions with other groups and individuals on campus on this program. Faculty interested are encouraged to contact Wayne Smith.

   b. **AVP for AT** – Ron Philip and committee members congratulated Dr. Helen Heinrich on her new permanent role as Associate Vice President for Academic Technology.

   c. **Faculty Senate Ballot** – Cecile Bendavid shared of the upcoming All Faculty Elections nominations and Senate Elections nominations. Those interested in running for a position can contact Cecile Bendavid for more information.

   d. **Spring Celebration of Gratitude** – Chris Sales shared that he looks forward to seeing Committee members and colleagues at the Spring Celebration of Gratitude scheduled for Monday, February 13, 2023, from 3:00 p.m. to 5:00 p.m. at The Soraya.

2. **Approval of Minutes** – The minutes from the December 2, 2022, meeting was approved with two amendments.

3. **Chair's Report**

   a. **Faculty Senate Update** – Chris Sales shared that at the December 15, 2022, Faculty Senate meeting, there was a presentation by Greg Knotts, Chair of the Educational Resources Committee, on the Educational Resources Committee Bylaws. There was additional conversation on Assembly Bill (AB) 1460, as it relates to the California State University graduation requirements for ethnic studies.

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

   a. **Upcoming Technology Projects Impacting Faculty** – Ron Philip and Helen Heinrich shared the technology projects impacting faculty in spring and summer.

In Spring 2023:

- **AppStream in AWS** – Ron Philip shared that the MyCSUNSoftware landing page will be updated to encourage the use of a pilot iteration of a software application delivery environment powered by a cloud base capacity using AWS AppStream. Apps previously made available to faculty and staff will still be available, except for Microsoft Visio, which is still available through the legacy MyCSUNSoftware environment. The user experience in accessing apps in the pilot environment is slightly different, with no need for client-side software installations to access apps. The previous version of MyCSUNSoftware is still available through the MyCSUNSoftware landing page and directly through mycsunsoftware.csun.edu.

- **Canvas Template** – Helen Heinrich shared that a new CSUN Canvas Template is now available in Canvas Commons. This resource was developed in collaboration with Academic Technology and Faculty Development. The template is based on Quality Learning and Teaching (QLT) principles, universal design and accessibility, and equity-minded teaching. This semester the template is in Beta, and we welcome faculty feedback via ftc@csun.edu. Helen Heinrich added that the Canvas Template is a featured item in Canvas Commons. It can be downloaded and if needed the Faculty Technology Center can create a sandbox, separate from faculty courses to test the environment and view tutorial videos. Helen Heinrich added that two Canvas Template Clinics were held early in the spring semester and that a third will be held in March.

- **Classroom Enhancements** – Ron Philip shared that upgrading the technology posture and bringing a baseline broadcast capability to over 180 classroom spaces across campus has, among other benefits, improved the campus' resiliency and flexibility for curricular delivery, enabling the potential for varied teaching and learning modalities inclusive of enhancing student in-person experience and environments. Eighteen of these upgraded spaces have been upgraded to service a HyFlex technology posture, providing teaching and learning to happen synchronously between faculty and both students in the classroom or those attending the class online. The HyFlex format also allows for recording of the class to enable asynchronous access. In addition, changes have been made to the classroom technology to enhance the broad support for Apple MacBook devices with M chip processors as well as iPads. This will provide a more consistent experience of plugging in devices and having them display as expected. Tomo Hattori inquired about a list of HyFlex classrooms. Ron Philip invited faculty to visit the CSUN HyFlex webpage to view a complete list of rooms. The list is located in the frequently asked questions section towards the bottom of the webpage. Additionally, the list of broadcast-enabled rooms can be found at the bottom the Technology Equipment in Lecture Halls and Classrooms page.

- **Device Loaner Program** – Ron Philip shared that the deployment of the device loaner program continues into the Spring semester. The Device Loaner Program inventory consists of 2,000 laptops, 1,100 iPads, 600 Hotspots, 100 webcams, and 100 headsets. Currently, most of the inventory has been allocated, however, there are still approximately 300 laptops available for students. Ron Philip added that there continues to be consultation with Colleges as it relates to equitable use and needs of students. Additionally, there has been a Campus Quality Fee proposal submittal, in collaboration with University Library, to allow for possible future funding.

- **CSUN Network Layer 3 Refresh** – Ron Philip shared that as the level of connectivity required for the education experience is only increasing, the core of our network must remain as stable and secure as possible. This CSU system-wide project is funded by the Chancellor's Office. It will refresh the core routing network infrastructure, increasing network capacity and "future-proofing" our network. It will also ensure that core network routing infrastructure can continue running on fully supported hardware and software. It is critically important that we make certain that our networking equipment is kept up to date with all relevant patches and updates, especially those that are security related. The network refresh will require six planned maintenance windows beginning in March up through to the middle of April. These will be scheduled to occur every Saturday early morning, between 12:00 midnight and 6:00 a.m. Ron Philip shared that, at this moment, the wiring that goes directly to desktop computers is not included, as this form of a project is a massive capital expense. However, if there are spaces that require enhanced bandwidth capacity, we can collect a list of these and prioritize future investment and efforts.

- **MataCard** – Ron Philip shared of the rolling out CSUN's one card, MataCard, which provides a digital CSUN ID Card for students, faculty, and staff. All are encouraged to download the application. It replaces the need for a physical ID card and serves as a convenient form of campus identification accessible via your iPhone, Apple Watch, or Android phone. One can add money to their account and use MataCard like a debit card for select purchases on campus at the Campus Store, at eateries, at Mercado locations, or when using beverage vending machines. Some campus eateries even offer a 5% discount when payments are made using MataCard. Just like the physical ID card, the MataCard verifies one's student or employee status for discounts from nearby merchants and restaurants. CSUN is the first in the CSU to deploy a digital one card solution. Additional information can be found on the MataCard landing page. This page includes step-by-step instructions, in the frequently asked questions section, for downloading the application. Paige Hajiloo shared that students have found the MataCard convenient and user-friendly.

- **Shibboleth** – Ron Philip shared that to improve the availability of our central single sign-on authentication system, Shibboleth, we are extending our authentication architectural framework into Amazon Web Services (AWS). Single sign-on allows application integration to one authentication environment and experience using one CSUN username and password. The new Shibboleth implementation will enhance the campus' resiliency and ability to log in to many CSUN Software-as-a-Service technology services, such as Canvas, Microsoft 365 (including email), the new CSUN portal, Box, Zoom, etc. during planned IT maintenance activities or unplanned technology service interruptions.

- **Student Resources** – Helen Heinrich shared that the latest IT Student Survey results showed that students lack awareness regarding the technology resources available to them. To address this gap, the Instructional Technology team has put together a Canvas Module with links and information to those resources. Helen Heinrich encouraged faculty to use the new *CSUN Student Technology Resources* Canvas module. The module was designed as an easy way to access and share useful technology resources with students. Once the module is downloaded and added to a course, instructors can choose which pages they'd like to publish.

In Summer 2023:

- **Website Relaunch Phase 2** – Ron Philip shared the main top-level CSUN websites have transitioned onto the new platform as of last August. A second set of campus webpages including college homepages, and many pages belonging to administrative units and centers across the University will be migrated to the new CSUN site next. Extensive work and efforts are happening across CSUN in preparation for this. Users will discover a modern look with a strong, inviting visual design, improved ease of navigation that enables information to be found quickly and efficiently, and a seamless experience across mobile devices and desktop computers.

b. **Faculty Coffee Hour** – Helen Heinrich invited all to a faculty coffee hour scheduled for Wednesday, February 22nd, from 12:00 p.m. to 1:00 p.m., at the Garden Level of the University Library, Room UL37. Faculty will meet experts, including Hypothes.is representatives, who will conduct a demo and answer questions via Zoom. Coffee and donuts will be provided. As an additional incentive, instructors attending will receive a $5 Starbucks gift card from the vendor. Helen Heinrich encouraged faculty to register online and visit the workshop calendar to learn of additional events.

c. **Apple Professional Learning** – Helen Heinrich shared about virtual Apple professional learning opportunities this spring for faculty and staff presented by Apple Professional Learning Specialist Dr. Laura Good, a former CSU Monterey Bay faculty. In addition, faculty are invited to the CSU Apple "Crunch" online event, scheduled for Thursday, February 23, 2023, from 12:00 p.m. to 1:00 p.m.

5. **Discussion Topics**

   a. **Artificial Intelligence (AI) –** Helen Heinrich presented on Artificial Intelligence (AI), noting that some of the information in the presentation details were provided by colleagues from CSU Fresno. AI has been around for some time. Many who use Alexa and other smart devices have been using a form of AI. It is all around us, present in virtual assistance offerings, image and speech recognition, self-driving cars, industrial automation, and so much more. Work is now underway on Bing and ChatGPT integration. While AI has not been explicitly created for higher education, many tools are relevant. Some of these include:

   - MidJourney: An AI platform that can generate images in response to prompts or from text-based descriptions.
   - DALL-E: A generative model developed by OpenAI. Can generate images from text descriptions and perform a wide range of creative tasks.
   - ChatGPT: A conversational AI model developed by OpenAI often used for chatbots and content generation.
   - Chat BA: A conversational AI model developed by Facebook, can be used to create slide decks.
   - Elicit.org: Can be used for evaluating academic references such as authors, titles, abstracts, and citation data.
   - ExplainPaper: This is a platform that uses machine learning to summarize scientific papers. It uses natural language to process and extract the key findings and contributions.

   Helen Heinrich noted that there are many opportunities for educators, for example, drafting and brainstorming for lesson plans and other activities, designing quiz questions or other exercises, ideas for prompts, writing a syllabus, and providing grammatical or structural feedback on portions of writing. There are many limitations, for example, ChatGPT's

generated information could be incomplete, missing details, and may produce biased content. Joel Krantz shared that the Department of Cinema and Television Arts uploaded student film portfolio questions onto OpenAI's ChatGPT, which includes a portfolio, photo story, and essay questions. The result was astonishing, with a high percentage grade of over 80 percent to 90 percent. Joel Krantz noted that while a concern may be identifying when students use artificial intelligence for their work submissions, tools like ChatGPT could inform faculty if the submission was generated by an AI tool. Helen Heinrich shared examples on course syllabi statements on classroom policies for AI generative tools. Turnitin is currently developing a solution to detect AI writing. Helen Heinrich invited faculty to read a relevant OpenAI article titled New AI classifier for indicating AI-written text.

Tomo Hattori shared that he has added a certification and original statement to his syllabi. A concern with citing AI as a source of student coursework is that different language is generated each time the tools are asked the same question. Jenn Wolfe shared that she has encountered circumstances in which teachers are unaware of AI tools. Additionally, Jenn Wolfe shared an Inside Higher Ed article that notes that students should be invited to the conversation. Stephen Kutay shared that he has guarded optimism about AI, as he supports digital scholarship and all its facets. Looking at all the different technological eras and evolutions, especially social media and AI, misinformation and the ability to manipulate research or evidence is of major concern. Stephen Kutay added that, as it relates to deep fakes, it can take time to analyze and prove that something is fabricated, and by this time the damage is done. Guardrails are important going forward and tools like Elicit are beneficial. It will be interesting to learn in the future how these tools affect research and research writing. Tomo Hattori added that if we are going to problematize student use of artificial text generators as 'fake' work, we would also have to consider faculty use of this technology as possibly 'fake' instruction. Paige Hajiloo shared that a friend who attends the University of Georgia is encouraged to use ChatGPT for their coursework. It would be important to take a stand as an institution on what is and what is not appropriate when using AI tools and include the information on course syllabi. Cecile Bendavid shared that she teaches COMP 100 and that the concept of AI could be discussed in the first year of student education at CSUN. Paige Hajiloo shared that there is a fine line between when AI is beneficial for students and when not. Paige Hajiloo added that there may be more cons than pros. Students who choose to cheat using AI know that they will not be as successful in their careers as those who choose to learn and push their capability. For students seeking to obtain a degree without learning, AI may be their preferred choice. Ron Philip shared that even though the release of OpenAI's ChatGPT has generated viral buzz around artificial intelligence and its implications, AI has been here for quite a while and its use and impact will grow significantly as we look to the road ahead. Humanity, in general, is constantly in the pursuit of doing things better and faster, and so when we look at, think of, and discuss AI, it is in our best interests that we carefully consider how to best equip our students with the understanding and know-how, of how to build maturing models of artificial intelligence tools, employ them, and work and live in a world that has it all around. Helen Heinrich shared that industries outside education are already using AI tools in many ways. It is important students are prepared for that world. Teaching critical thinking around AI will be important in their careers and professional success. Ovande Furtado shared that, eventually, we will have to equip ourselves as faculty and evolve with the technology. We are on a bicycle and technology is a fast-moving bus. Learning best practices to effectively teach our students and holding both faculty and students accountable will be important.

6. **Policy** – None.

7. **New Business** – None.

Meeting adjourned at 3:00 p.m.