

**Academic Technology Committee**

MINUTES OF MEETING: 3/3/2023

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

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

APPROVED BY COMMITTEE: 4/14/2023

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

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

*ATC Members Present:* Chris Sales (Chair), Jorge Balbas, Cecile Bendavid, Soheil Boroushaki, Ovande Furtado, Tomo Hattori, Joel Krantz, Stephen Kutay, Wayne Smith; *Absent:* Paige Hajiloo, Sam Seifzadeh; *Excused:* Jenn Wolfe *Permanent Guest:* Helen Heinrich; *Executive Secretary:* Ron Philip; *Recording Secretary:* Celene Valenzuela; *Guests:* Rick Evans, Heather Cairns, Philia Militante, Amy Berger, Sue Duits, Ashlie Singleton

**1. Announcements**

- a. **Academic Senate Resolution 3581-22 - Adopting a Font Designed for Readability for CSU Business** – Ron Philip shared that the CSU Academic Senate adopted a resolution for a readability font designed for the entire California State University system. The Universal Design Center, Department of Academic Technology, and Department of User Support Services are testing the adopted font on Windows and PC desktop devices within the Division of Information Technology. The font will be deployed across CSUN once testing is complete.
- b. **EDUCAUSE Teaching and Learning Advisory Committee** – Wayne Smith shared that the EDUCAUSE Teaching and Learning Advisory Committee is currently accepting faculty and staff membership applications. This is a great opportunity for professional development and to advise EDUCAUSE on strategic direction.
- c. **April Academic Technology Committee Meeting** – Chris Sales shared that the April Academic Technology Committee meeting will be held on Friday, April 14, 2023.
- d. **Campus Dining** - Rick Evans shared an update on CSUN dining, sharing that there has been a thirty percent reduction in foot traffic to date, in comparison to pre-pandemic times in 2019. In addition, there has been a high turnover both in campus restaurant staff and in the food service office. There are extensive efforts behind the scenes to improve services and staffing.

**2. Approval of Minutes** – The minutes from the February 10, 2023, meeting was approved with one amendment.

**3. Chair's Report**

- a. **Faculty Senate Update** – Chris Sales shared that at the February 16, 2023, Faculty Senate meeting, President Beck and Provost Komarraju provided an update on the Road Map to the Future and the Graduation Initiative 2025. There was a presentation by Shayan Moshtael, Associated Students President, and a policy item presentation by Lindsay Hansen Brown, Chair of the Personnel Planning and Review Committee, and AVP Diane Guido. There was additional conversation on the HERI Faculty Survey by Dr. Amanda Quintero. Cecile Bendavid added that at the Faculty Senate meeting, she and Chris Sales were officially nominated to

serve on the Academic Technology Committee as Senate representatives. Elections for these positions are underway.

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

- a. **2023 CSUN App JAM and Digital Equity Day** – Ron Philip shared that in Fall, the Information Technology team visited Associated Students Student Senate to share of the technology services that are available to the student body at CSUN. In this meeting, Ron Philip recounted of being touched when a student senator shared that it would have been so helpful if she would have known of these services when she began her journey at CSUN. Ron Philip noted that this reflects the reality and experience of many students. The student Jam competition was inspired from this feedback as the CSUN Mobile App serves as one form of communication vehicle, that students carry in their hands wherever they are. Helen Heinrich shared that in collaboration with the University Library's Creative Maker Studio (CMS) and Associated Students, the CSUN App Jam 2023 will kick off on Tuesday, March 14<sup>th</sup> in the Nobbs Auditorium and online via Zoom. The 2023 CSUN App Jam is an exciting event for students to reimagine, redesign, and refresh the CSUN Mobile App. This competition provides a platform where students can showcase their skills in design, development, and innovation to win prizes! Participating students will have access to creative resources and will be supported by experts to help them achieve their vision for the future of the CSUN Mobile App. Helen Heinrich added that there are three prizes, the first-place team will win \$1,500 and the opportunity for one semester of employment with the Division of Information Technology to work with the App Development team to help bring their App vision to life. The second prize is \$1,000 and the third prize is \$500. Helen Heinrich shared that this year, students may participate individually or as part of a team. Students will have support through completion, and information will be posted on a competition-related Canvas course where LinkedIn trainings are highlighted and will be invited to participate in a CMS App UX/UI Design Workshop on March 29, 2023. Judging will take place from April 15<sup>th</sup> through April 25<sup>th</sup> and the winners will be announced at the CSUN Digital Equity Day event to be held on Friday, April 28, 2023. Helen Heinrich shared that in addition to awarding the JAM winners, Professor Guadalupe Carrasco Cardona, Doctoral Student and Academic Technology Equity Fellow, will be the keynote speaker. Professor Carrasco Cardona will be sharing her and her student's experience on the use of the Packback's Artificial Intelligence tool, which offers feedback and suggested revisions to student writing. Helen Heinrich added that there will also be a faculty panel to talk about the pros and cons of Artificial Intelligence and ChatGPT in higher education, and invited faculty to participate in this panel discussion. The Canvas Template, which can be downloaded through the Canvas commons page, will also be showcased as it is an aid for digital equity.

#### 5. Discussion Topics

- a. **CSUN Ready: Affordable Course Materials for Undergraduates** – Rick Evans shared about the CSUN Ready program, which provides affordable learning materials for undergraduates.

Rick Evans shared that at The University Corporation board meeting that was held on October 2022, an Equitable Access Exploratory Committee was established, composed of six faculty and six students. The access program being planned would allow students to register for classes, as normal, with digital course materials delivered to the student through Canvas prior to the beginning of class. For physical books, students will be notified that their books are

available for pick-up or shipping. Students may choose to opt-out of the access program and purchase their books elsewhere. Rick Evans noted that there is another type of access programs already implemented and well-adopted at CSUN - an immediate access program called My CSUN Digital Access (MCDA). The discount availed via My CSUN Digital Access is up to 40 percent in comparison to the retail cost of associated course materials. Rick Evans added that equitable access, which is the new program being planned, is an industry term that is broader in scale that allows for a 60 percent discount. The general idea is that access supports affordability, and access to course materials is provisioned before the first day of class, and will enhance convenience, and sustainability. The access program aims to improve grades, increase retention, and reduce equity gaps. Rick Evans shared that MCDA was introduced at CSUN in 2018 and each ensuing term has seen an increase in adoption, except for spring 2022 when free books were issued via CSUN Ready to first time freshmen. Rick Evans noted that courses with a high equity gap are specifically targeted. There have been 36,400 student enrollments in MCDA between 2018 and 2021. The on average opt-out rate is 10 percent rate, with 90 percent staying in. The next evolutionary step is equitable access.

Rick Evans noted that a US Public Interest Research Group survey found that 65 percent of students skipped purchasing course materials, despite 90 percent fearing it might hurt their grade. A CSUN survey noted that 81 percent of faculty felt that MCDA provided value to their students. Seventy five percent of faculty felt knowing that their students had access to course materials on day one helped their planning, and 63 percent of faculty felt MCDA helped their students' preparedness versus a course not utilizing MCDA. Additionally, 70 percent of students felt they were more prepared and 81 percent of those who opted out felt the opt-out process was easy.

Rick Evans added that studies of student outcomes in an immediate access (IA) program show improvements in letter grades C or better. A recent equitable access (EA) study shows students who chose to participate in the program were more likely to complete the course, and an IA and EA study show improvements in outcomes as it relates to historically underserved students. A survey conducted by CSUN's Office of Intuitional Research found that there is a positive association on average course grade and that MCDA participants are more likely to earn higher course grades and less likely to receive a D, F, or WU. The Office of Intuitional Research has committed to continue their research and will be updating their studies at the end of this academic year.

Rick Evans shared that the first CSUN Ready program on campus was a form of equitable access program that assisted first-time freshmen, funded by the Higher Education Emergency Relief Fund (HEERF) in academic year 2022-2023 and in collaboration with the Division of Information Technology. The CSUN Ready program significantly helped form a foundation for future equitable access program on campus.

Rick Evans added that in the State of California various forms of equitable access have been implemented or will be implemented soon. For example, in Cal Poly Pomona, California State University San Bernadino, and Sonoma State the institutions are strongly considering the implementation of equitable access programs. San Diego State University implemented an equitable access program for all undergraduate students in fall 2022, at a cost of \$22 per credit and an additional 20 percent discount this academic year, reducing the per credit cost to \$17.60. CSUN has a strong relationship with Follett which may allow for lower costs per credit with publishers. University of California Davis has designed a program to help reduce inequity among students and increase access and affordability, reducing the cost of equitable access by 15 percent while inflation rose to nine percent. Rick Evans added that prior to the

implementation of equitable access at University of California Davis, only 30 percent of students had their course materials compared to last year when 70 percent of students had all their learning materials. Rick Evans shared that the implementation of CSUN Ready Affordable Course Materials for Undergraduates, is in alignment with these equitable access strategies. For academic year 2023-2024 books and supplies are estimated to cost \$640 per semester. The current equitable access estimate is \$17.50 per credit unit or less, 12 units at \$210, and 15 units at \$264. This program would also align with the Governors compact with the CSU which calls for reducing the cost of learning materials by 50%.

Rick Evans shared quotes from faculty and student Equitable Access Exploratory Committee members. These included:

- “Directly addresses the Governor’s compact on the cost of class materials” -- Jerry Schutte
- “Equitable Access gives students access to their books on day one.” -- Ben Yaspelkis
- “EA is a logical next step toward streamlining business practices for our students. Here’s your books, here’s how you get them, over and done. Convenient and affordable. Seems like it will be a great benefit.” -- Shayan Moshtael
- “With regard to transparency, this program aligns with AS goals.” -- Eden Shashoua
- “Seems to align with Cabinet’s vision for campus. Must have responsive implementation, but I believe it will be beneficial for students.” -- Paige Hajiloo

Rick Evans noted that the Equitable Access Exploratory Committee’s priorities and objectives focus on ensuring the opt-out feature is easy and clear, marketing to emphasize the ease of opt-out, building student and faculty awareness, developing a significant roadshow and awareness campaign, marketing early to prospective students, and transparency on all aspects, especially on the price point. The goal is to implement an equitable access program available to all undergraduates in fall 2024, utilizing this coming year to share the news widely and obtain feedback campus-wide via a roadshow.

Stephen Kutay inquired about the possibility of adding the University Library to the list of roadshow participants. Rick Evans shared that there has been communication with the Dean of the University Library and the group will be added to the list of participants. Ron Philip inquired about the possibility of adding other course-related materials that may be required for courses, in addition to textbooks. Ashlie Singleton shared that at this time only book-type course materials and software are part of the program. Chris Sales inquired about the possibility of students opting out of parts of the CSUN Ready program. Ashlie Singleton shared that students will either opt in or out of the entire program, then have an opportunity to re-enroll in the following semester. Tomo Hattori inquired about reasons why a student may decide to opt out. Ashlie Singleton noted that there are a variety of reasons. Usually, there is a higher opt-out rate during their first semester when they understand the program less. Eventually, most students will begin to enroll in the program as they learn more about its benefits. Those who do not enroll in the program may also decide to go through their education without course materials to avoid costs. Ashlie Singleton added that Dr. Michael Moore is studying social demographics and the reasons students decide to opt out. Additionally, Follett also collects demographic and survey information that is shared with CSUN. Rick Evans shared that the more we get faculty to adopt zero or low-cost materials, the more benefits there are for students. Joel Krantz inquired about the possibility of offering both the San Diego State University and University of California Davis price model options to students, allowing students to pay per unit and a package option. Ashlie Singleton shared that

doing both programs adds complexity to the program, nonetheless, can be implemented if the university decided to do so.

Rick Evans thanked the Division of Information Technology for their support and assistance with the implementation of the CSUN Ready program.

- b. Artificial Intelligence – Classroom Strategies** – Wayne Smith shared that there is work ongoing towards helping mitigate academic integrity concerns tied to ChatGPT, including work on tools that help detect it. In addition, many faculty are asking students to include at least one citation in their work, especially if it's taken from textbooks. Wayne Smith added that ChatGPT does not do citations at this time and that it is a good recommendation to ask students to include it in their work. Wayne Smith noted that a concern is that ChatGPT at times makes up facts. A second recommendation is to make sure that students don't use a word in their writing that they don't know the meaning of. Ultimately, this also helps with their composition. Chris Sales shared that there is real merit behind these recommendations, asking students to provide quotes from their materials can be very effective. Helen Heinrich shared that ChatGPT can make up facts and citations to non-existing articles. Additionally, the information provided by ChatGPT so far is based on information dated before 2021.

Cecile Bendavid shared that she teaches a class at Pierce College and was provided information that she was supposed to include in her syllabus on Artificial Intelligence. It states - "The use of Artificial Intelligence to assist in writing is strictly forbidden and is considered plagiarism because it is not original writing. You must write all essays and papers in your own words. Artificial Intelligence detecting software may be used to analyze your submissions."

Ovande Furtado shared that he tested ChatGPT by asking it for a real journal article and an invalid non-existing article and a link was generated. Cecile Bendavid shared that there is Artificial Intelligence software that can grade student work. Helen Heinrich shared that many webinars, articles, and podcasts are being published today with a focus on Artificial Intelligence. In addition to classroom policies for AI generative tools, Padlet is a resource hub where faculty and students can learn about artificial Intelligence and ChatGPT. It includes software, search engines, and useful resources. Ron Philip shared that it would be important to bring the Artificial Intelligence conversation to each College.

Helen Heinrich invited faculty to join two upcoming workshops focusing on ChatGPT and other Artificial Intelligence technologies. The ChatGPT and Artificial Intelligence in Education workshop is scheduled for Tuesday, March 28, 2023, from 11:00 a.m. to 12:00 p.m. via Zoom. Faculty will learn about the latest developments and how they can challenge and enhance their teaching practices. The ChatGPT Faculty Coffee Hour workshop is scheduled for Wednesday, March 29, 2023, from 12:00 a.m. to 1:00 p.m. at the University Library, Room 35. Faculty will be involved in an informal discussion about ChatGPT and other Artificial Intelligence technologies.

**6. Policy** – None.

**7. New Business** – None.

Meeting adjourned at 3:05 p.m.