

Technology Committee Minutes – October 20, 2016

In attendance:

Chulmin Kim, Laura Miller, Jean Cook, Christie Johnson, Annemarie Eades, Matt George, Cher Hendricks, Janet Gubbins, Bonnie Bar, Chris Renaud, Craig Schroer, Adriana D' Alba

Conversation with new VP/CIO of Information Technology, Ms. Annemarie Eades

Opening comments by Ms. Annemarie Eades - working to gain understanding of how ITS is implemented at UWG. Newly founded Information Technology Steering Board (ITSB). Looking into governance around ITS spending and gearing technology purchases around university goals. First ITSB workshop was this morning and next workshop will be in December. Actual work of group in guiding UWG IT spending to begin in earnest in spring 2017. Significant gaps to be closed include application lifecycle management, much of which will be coordinated by Hugh Russell working closely with Banner staff. In the past lifecycle management has devolved onto business.

Janet G. would like a list of ITSB members (Annemarie will provide this list)

January 1 will be when ITSB really begins its work. There will be an ITS newsletter, wireless upgrades will be completed

Laura M. - will there be a place to ask tech support or online learning questions? e.g., how to get license for XML software? e.g., use of Oxygen XML app

Annemarie - servicedesk would be place to present questions when unsure to whom to send a question. Hugh Russell is a good resource for overall information solution info.

ITSB charge includes removing silos where people are unaware of what's available and in use on campus.

Chulmin K. - Minitab has been ordered but has taken over over a month to get it taken care of. What has happened to the order (Annemarie will check into this)

Craig - Process for alternate splash pages/desktop images on lab computers to advertise departmental events

Annemarie - knows this can be done and will get back with the process for how implementing this.

Update from Distance Learning

Janet - handout of D2L expenditures (vendors, purpose or tool, cost *NOTE: See Appendix 1). D2L is doing something similar to ITSB in terms of strategic planning in evaluating whether to purchase software.

Adriana D. - Question about ITS surveys. What tools are used for ITS surveys? How will software suggestions or ideas be solicited?

Annemarie - we have multiple ticket, webconferencing, and surveying applications for example.

Janet - spoke with Chris Geiger about concerns some SGA reps had brought up in regards to issues with online textbook publishers (costs, some being assigned but not really used); Janet confirmed that the helpdesk is seeing some assign the wrong (or more expensive and unneeded) ISBN being because salespeople convince folks they need the "integrated" version

even when we don't actually have the integration available in our LMS. Janet and Chris also talked about students having issues with logging on to so many different places and having to use so many different tools that essentially do the same thing. or e.g., videoconferencing.

Looking at enterprise solutions that meet everyone's needs.

Bonnie - Are there programs available in use of which we're unaware. How do we learn of them? Who can describe the tools available to us that may suit particular needs. Janet - some of these apps may go away due to redundancies.

Janet - new version of D2L (v.10.63). USG this year signed on to company to engage in continuous D2L development. Unfortunately, this hasn't worked too well so BOR has for the time being pulled the plug on it. D2L *might* be down temporarily in December for upgrades. The timeline is currently TBD.

There are some issues with Turnitin and dates getting out of sync. In past if student withdrew or were dropped for non-payment they weren't removed from the system which left D2L out of sync. This has now been fixed. However, faculty manually re-enrolling dropped or withdrawn students can throw D2L/ Banner processes out of sync.

Adriana - What dates is D2L scheduled to go down for?

Janet - not for sure yet but probably around christmas - there will be multiple notifications as the date draws near

Janet - Distance Learning gets questions about "why can't we use Moodle?" The reason is that BOR has standardized on chosen tools and Moodle was not among those selected. There are a couple of exceptions - e.g., comp sci uses Moodle because it's part of what they teach; however, it's at comp sci's own cost.

Janet - New December upgrade 'daylight' version (supposed to be mobile friendly - but still not working correctly). Some of the D2L tools will be changing names, e.g., 'drop box' to 'assignment'

More and more requests for 3rd party integrations are coming in. All of these have to be considered in terms of ROI in particular in regard to the necessary training, support, and documentation. E.g., renting electronic version of books for fraction of cost of owning print. Vendors may promote tools that are integrated with D2L; however, Distance Learning may not have that integration turned on within D2L. It's recommended to not rely on claims of integration (being able to read or do tests with D2L). For example, with some Pearson products, there are lots of issues with being locked out and buggy system.

Splash page for lab computers to advertise events, take polls, etc. (upcoming library event). Policy for making temporary changes to logon for specific departments' computer labs?

Annemarie confirms this can be/is done. Will check on the procedure for doing this.

Library migration in May 2017 to new integrated library catalog, database search tool, Alma

Information shared with Technology Committee. New Alma system going live by May 26th 2017. Will require substantial work with ITS, integration with Banner, Bursar, Printing from Alma, etc.

Update on status of iClickers for campus

Email from Nancy Penco in Biology (see appendix 2A). They are currently using i-clicker2 (not mobile based - concerns about students having their phones out during class). i-clicker2 otherwise supports multiple quiz modalities: multiple choice, numeric and alpha-numeric questions.

REEF polling may integrate with D2L 10.6.3. Distance Learning is still investigating capabilities of this most recent version and will provide more information as they discover whether REEF Polling works in this environment. (see update from Janet, appendix 2B) There is also a question as to whether use of mobile device for REEF Polling would use up data plan or if wireless would avoid this problem. Because wireless may still be problematic in some classrooms there may still be some amount of data plan usage.

Another question is how many of UWG students own smart phones (and thus could readily adopt REEF Polling)? Can you use mix of REEF polling with i-clicker2 devices?

The intent is that students need only buy one controller.

Who and how would we make a decision on campus to support a particular clicker solution and which version? Presumably this would be a decision made by faculty in conjunction with ITS.

Question for student representative Matt: would students rather use clickers or their phones?

Bonnie Barr: reiterates that a primary interest is to reduce cost for students.

Jean Cook: Lots of schools are under BYOD policies and this is influencing use of REEF Polling.

Bonnie, main interest is to reduce cost for students.

Jean, lots of schools are under BYOD policies and so this is the experience they'd be bringing with them.

What about "Poll Everywhere" app. It's not as robust as i-clicker offerings. (usually works along lines of, "text this number if...")

Observations or questions about new website

Positive input about library's old site and support for not having new site migrated until after the end of fall 2016 semester so as to not inconvenience students.

It's been observed that old content is turning up in site searches (e.g., old version of faculty handbook coming up in search results)

ITS and UCM are working together phased migration to do most used sites first. There are still a small number of sites to be migrated.

Mandating westga.edu or my.westga.edu as email address in Banner (otherwise, creates recurring issue for students accessing their library accounts because PIN is often sent to obsolete email account)

Standardizing use of [westga](http://westga.edu) and [my.westga](http://my.westga.edu) -- Annemarie will bring this back to ITS. Blake is in charge of this project.

New Business

Chris R. - teaches film and video where they need support for very large video and sound files.

They currently use Google drive but there are questions about the persistence of these

accounts after student graduations/withdrawal/transfer? We need to know more about the persistence of this data and, potentially, other more reliable tailored solutions for this type of question.

Jean C. - Mention of losing important shared Google files when people retire or get new job. Distance Learning has a departmental Google account that they make the owner of all their key documents. It may also be possible to Sync departmental shared drive folders with Google Docs

Appendix 1A: Distance Learning

1. DL technology expenditure report (list of the technology we purchase, the cost, and what it does - attached)

2. D2L (CourseDen)

- New version of D2L 10.6.3
 - [What's new?](#)
 - We are looking at turning on Awards (badges/certificates) tool.
 - Having issues with Turnitin integration when dates don't match up.
 - We are closer to near-real-time integration - this should be turned on within the next week or so. This means students will be loaded 3 times per day instead of once - reducing the time between when a student drops or adds a course and when the change is actually reflected in CourseDen D2L.
- Clearing up a misconception: "There are issues with students remaining in D2L after they have been dropped." The ONLY time this is true is when an instructor overrides Banner and manually adds a dropped student into their course in D2L. When an instructor adds the student back in manually, our process cannot know this (it only delivers the deltas it finds in Banner). Therefore, our process does not override the instructor's decision and manual process they used to re-enroll the student. The only way to stop this from happening is to take away the instructors' ability to manually enroll a students. We have the technical capabilities to do so but we'd need AA to make this call.
- Update to USG Information Technology Handbook: Generally speaking, "To preserve the economies of scale, all institutions are required to participate in this effort, and should use D2L as their LMS exclusively." and "The LMS is funded through revenue chargeback to the institutions." But, there are exceptions: Folks that get written waivers from the BOR (GaTech); ones that are grandfathered-in (UWG's Moodle for CS only); any exceptions are that the school's own expense but schools must still participate in the chargeback for the standard USG LMS.
- No longer participating in continuous delivery - new upgrade not coming until Dec
- Mixed-results with 3rd party integrations, especially textbook publisher ones - some disastrous results (integrated Pearson users were locked out for 3 weeks @ another school, whereas non-integrated ones were not). We should not integrate anything without very careful review and testing.
- National Distance Learning Week - see events including Super Skills Series sign-up: <https://www.westga.edu/uwgonline/distance-learning-week.php>

3. RELATED to online textbooks, whether integrated or not: We are seeing not only technical issues but communication and cost issues that impact students (folks not understanding pros, cons, what they are signing up for, what they are asking students to sign up for, resulting in technical issues and exorbitant costs.)

4. Need for improved collaboration/ shared governance, input from stakeholders is key = Re-engaging our Online Advisory Group (has existed in some form, most years, since 1997) - first meeting next week, includes faculty reps from all colleges, ITS, CALV, Student Services, SGA

The

UWG Online Faculty Development Center often needs to make changes to the Learning Management System to assure its technical functionality and frequently needs guidance for the appropriate integration of trainings, professional development, student outreach, and third party software applications.

The Online Advisory Group could provide input on these decisions and help to communicate the rationale behind any changes to fellow faculty, staff, and students. This team could

- Provide faculty, staff, and student guidance when making or implementing technical decisions regarding our learning management system.
- Provide feedback on faculty, staff, and student needs in relation to the LMS that can be shared locally, at the system-level, and with D2L.
- Provide guidance regarding publisher integrations and adoption (or removal) of 3rd party courseware development tools and services that the FDC should/will offer.
- Provide faculty, staff, and student guidance on necessary trainings, professional development, and student outreach.

5. Similarly, I'm on the USG's Digital Learning Environment Strategic Advisory Board (DLESAB):

The Digital Learning Environment Strategic Advisory Board (DLESAB) replaces the Learning Management System (LMS) Strategic Advisory Board to broaden the scope beyond the services solely associated with the current LMS. The DLESAB is tasked with investigating the functional and strategic requirements needed by students, faculty and staff of the University System of Georgia to successfully operate in the digital learning space.

The function of the DLESAB is to advise the USG Office of Academic Affairs on the priority usage of technology that supports teaching and learning at the 29 USG institutions. The DLESAB will provide recommendations regarding policies, procedures and the strategic direction related to the procurement and use of a variety of processes and tools determined to be critical to the needs of students, faculty and staff in the digital learning space. See <https://sites.google.com/site/usgdlesab/charter> for more info.

Functional sub-teams:

Functional Team	Chair	Chair	BOR Liaison
CIO Advisory Council	Bob Orr		Bobby Laurine
RACDE	Meg Giddings		Jon Sizemore

LMS Administrators	Sherry Clouser	Charles Smith	John Scoville
Collaborative Programs	Angelia Huggins		Jon Sizemore
Faculty	Deborah Richardson	Elke Leeds	Ginger Durham
New Models	Anthony Scheffler	Matt Lisle	Myk Garn
Professional Development and Training	Amy Thornton	Raleigh Way	Tina Woodard
Students (SGA)	Janet Gubbins	Irene Kokkala	Rich Loftus
Institutional Effectiveness and Assessment	Renita Luck	Kokila Ravi	Rachana Bhatt
Enrollment/Banner	Terri Brown		Karen Nunn
Student Success and Advising	Justin Mays		Jonathan Hull/Heather Collins
Data Analytics and Integration	David Robinson	Tracy Burge	

Appendix 1B: Distance Learning

FY18 Projected Expenditures for Information Technology			
Division:	Academic Affairs (Extended Learning, Distance Education)		
Please list all licenses, user fees, maintenance costs, purchases, etc. related to software and hardware including service space from UWG's ITS or "cloud space" from an outside provider.			
Vendor	Purpose	Amount	Comments

Respondus	Campus-wide license: Respondus, Respondus Lockdown Browser - annual renewal license for online assessment tools and security	6,900	
Atomic Learning	Campus-wide license: Atomic Learning software and services; subscription renewal for online training materials: Atomic Campus Integrate (Tech Skills Plus with Assistive Tech Collection)	25,589	
Desire2Learn, Ltd	Campus-wide license: LDAP integration, integrates D2L (CourseDen) with UWG IDs via single-sign-on	515	
BOR USG for Blackboard (Collaborate); Blackboard directly for other services	Campus-wide license: Blackboard Collaborate Ultra, BB IM, VoiceThread; software and services for virtual conferencing (video & audio) and collaboration, including media capture and storage	20,000	
NCS Pearson, Inc.	Campus-wide license: Smarthinking Online Tutoring software and services, including virtual writing center, for all students.	30,000	QEP and the VPAA's office also contribute additional funds, to keep this open to all students.
Tangient LLC	Campus-wide license: WikiSpaces annual renewal for software and services, providing all faculty, staff, and students, with the ability	6,000	Hoping to phase out this tool by FY18, in favor of more recently available Google Sites

	to create their own online collaborative websites.		
USG Technology Store (was SRS) for SmarterMeasure	Campus-wide license: SmarterMeasure annual renewal for software and services; online pre-self-assessment tool for prospective online learners and current learners	4,400	
Desire2Learn, Ltd	Campus-wide access - D2L Capture - room-based media capture, production, and storage - annual renewal	2,600	
USG Technology Store (was SRS) for TurnItIn	Campus-wide license: Turnitin annual renewal - online formative feedback, grading, and collaboration tools, with originality checking services.	27,197	
Academic Management Systems, Inc	Campus-wide license: CourseEval software and services' annual license renewal - campus-wide - for existing UWG CourseEval server; used for end-of-term course evaluations for all online courses and optionally for hybrid ones.	14,520	Looking at a replacement for this tool
ReadSpeaker LLC	Campus-wide license: ReadSpeaker software - text to speech tool that integrates with our learning management system, for better ADA compliance, access, and varied learning styles	9,000	

BlueJeans	Campus-wide license: Blue Jeans Videoconferencing Bridge; 10 Named Hosted Premium Accts. Shared with admin across campus; allows closed videoconferencing room systems to be accessed remotely via any computer or mobile device - Annual Renewal	15,480	
BMC Software, Inc	Numara FootPrints Help Desk Ticketing Software - annual subscription	4,577	Split-funded; Distance Ed covers our acct and others on campus cover theirs; managed by UWG ITS
Open Text Inc.	OpenText Admin Acct - this was the UWG campus-wide content management system for our website; the campus has moved to a new CMS; I don't know if we will still have to pay this or not	1,512	This was LAST YEAR'S content management system for the campus' website; I don't know if we will have to pay it in FY18 or not.
Camtasia	Camtasia/ SnagIT	1,500	
USG Technology Store (was SRS) for Lynda.com	Lynda.com Pro Annual subscription - access to high-end online technical professional development and tutorials	350	Split-funded; Distance Ed covers our acct and others on campus cover theirs; managed by UWG ITS
USG Technology Store (was SRS) for Adobe	Captivate	558	
Advantage Design Group	Campus-wide use: Online Orientation Orientation - Administration - Support and Subscription \$4,300.00 Unlimited call-in or email	1,800	Split-funded; Distance Ed covers \$1800 and Division of Student Affairs & Enrollment

	<p>technical support is included within the first 12 months of your launch date.</p> <p>Annual renewal for unlimited student usage and unlimited administrators is \$2500, and subscription access is \$1800. These are recurring annual fees for each year that we continue using our online orientation.</p>		Management covers \$2500
USG ITS	Annual SSL certificate for media streaming server, per USG ITS	90	
Piktochart	Single annual license for Piktochart - online tool for creating infographics	90	
PicMonkey	Single annual license for PicMonkey- online image editor	33	
Klipfolio	Single annual license for Klipfolio - online data analysis dashboard	240	
Nuance Communications, Inc.	(2) Single annual licenses for Dragon Naturally Speaking - speech to text tool	300	
??	<p>Under consideration: Media management platform, including storage, streaming, capture, captioning, D2L integration, Live streaming, analytics, in-video quizzing, customized social portal.</p> <p>Kaltura does all of this and is under USG contract,</p>	45,000	Just under consideration; Helix is no longer supported; most USG schools have gone to Kaltura, under the new USG SRS contract; if we get Kaltura, we would

	available in the USG Technology Store. However, we don't know if we will have the necessary funding (starting at \$42k) and we have not had time to collaborate with stakeholders across campus to ascertain whether Kaltura is the best choice for campus needs.		not renew D2L Capture
??	Under consideration: Replacement for Blackboard IM (BB IM), provides a tool that groups (needed for our administrative services)	1,000	Just under consideration
??	Under consideration: online knowledgebase software that helps provides better support, self-service and engagement via multi-channel support and dynamic knowledge base.	15,000	Just under consideration

Appendix 2: Clicker options for campus

October 14, 2016

Craig,

Biology was one of the first departments on campus to begin utilizing clickers in the classroom (Spring 2005). The initial student response system we tested was “eInstruction”, which worked well in a small class setting, but fell short in classes of 120 (so many students were trying to click in at the same time that it jammed the system). We subsequently switched to i-clicker. That being said, I realized early on that adopting this type of technology had the potential to cause an undue burden on our students by forcing them to purchase 2 or 3 different types of response pads to accommodate the “system” selected by specific departments/instructors. I remember bringing this to the attention of the Technology Committee (2006?) and suggested that they examine the student response systems currently available and recommend one for campus-wide adoption. After about a year of deliberation, the committee chose i-clicker.

Initially, there was only one type of i-clicker response pad, which allowed students to answer multiple choice questions. Currently, there are 3 different options:

- i-clicker + (allows students to answer MC questions)
- i-clicker 2 (allows students to answer MC, numeric, and alphanumeric questions)
- REEF polling (allows students to answer MC, numeric, and alphanumeric questions using a mobile device)

Biology migrated to the i-clicker 2 response pad when it became available because we felt that if MATH opted to start using response pads, they would want the option of their students entering numeric answers. As of this semester, i-clicker has been integrated with D2L. This means that students can register their i-clicker thru D2L and their quiz scores are automatically uploaded into D2L.

Biology uses i-clicker 2 in 1107, 1108, 1110, 2107, 2108, and 3134. We have not switch to REEF polling because 1) we don't want students glued to their mobile devices during lecture, and 2) REEF polling cannot be integrated with our version of D2L.

Please let me know if you have any additional questions.

Nancy Penceo

Appendix 2B: i-Clicker and D2L integration

Email from Janet Gubbins

October 27, 2016

Regarding the requested confirmation as to whether iClicker's REEF polling integrates with our current version of D2L (10.6.3):

iClicker REEF polling integration does not currently work with D2L version 10.6.3 (currently Ga State is actively trying to get it to do so). This information was confirmed via Board of Regents IT GaVIEW team, reps at KSU, and reps at Ga State, via a webconference this morning.

We are being told that it may work in version 10.7 but we won't be upgrading to that version until some time after Jan 2017 (TBD).

Regards,

Janet