

Technology Committee Minutes - 9/22/2014

Present: Blake Adams, Bonnie Barr, George Bradford, Myrna Gantner, Janet Gubbins, Wei Jin, Kathy Kral, Robert Lane, Laura Miller, David Nickell, Chris Renaud, Hugh Russell, Craig Schroer (Chair), Dean Sullivan, Rita Tekippe

Update on Adobe campus license negotiations:

- Kathy K.: Campus doesn't do this license negotiation, USG system negotiates. UWG does not have access to actual terms of the agreement but could likely get them from USG if requested.
 - Full suite is available throughout campus. Contact ITS servicedesk for Adobe installation requests.
 - Current license goes through February 2017. CS6 is current version.
- Students who have personal Adobe Creative Cloud account may have trouble with transferring UWG CS6 products to their personal computers.
- CS6 premier will not open Adobe cloud originated projects.
- Kathy K. will check on behalf of Chris R. since this is an issue for students doing multimedia projects.
- Janet G.: Question about how Adobe license works for Distance Ed students?
- Kathy K.: Looked into before, issue in terms of support and license cost.
 - Questions about student prices of SRS, SPSS Graduate Student Package and Adobe Suite at campus discount.
 - Discussion about Virtual Lab. A pilot was done at one point but it was problematic to support and the main professor supporting it no longer works here. Therefore, it's only used in a limited capacity (for SPSS) and with limited available support from ITS.
 - if we want to look at this (or something similar) again, we'd need resources to properly fund and support it.
 - Janet G.: I said I'd let the group know if it became a problem that needs to be looked at again.

Appropriate usage of DISCUSS-UWG (in particular, MARKETPLACE)

- MARKETPLACE - Incidental use has been discussed with UWG Policy group and Jane Simpson. The current understanding is that it does fall under incidental use.
- Discussion: If it were being used to post for businesses might this be an issue? What about people looking for business recommendations?
- Perhaps there should be a marketplace-only list?
 - Kathy K.: ITS would set up marketplace google group but declines to do membership upkeep.
 - Chair of FS moderates *all-faculty*, and Kathy K. moderates *all-staff* postings. Gentle reminders are offered to individuals about postings that might not belong there.

Site license for a password manager (e.g., LastPass)?

- Kathy K.: people still have lots of ID/PWDs (especially when including personal IDs). USG ITS bought LastPass licenses for System Office and CIOs

- Blake A.: Free version of LastPass may be sufficient for most UWG needs.
- George B.: Might be a good idea to promote this idea to campus, particularly in light of celebrity hacking issues.
- Rita T.: issue of shared stations sometimes problematically maintaining personal info
- Blake A.: ITS will look into reimaging stations
 - Kathy K.: *Follow-up on LastPass (9/23/14): Link to free version: https://lastpass.com/misc_download2.php*
 - *October is Cyber Security Awareness Month (CSAM), ITS will send out info to UWG about passwords and keeping them safe as part of our CSAM activities.*

File storage allowances for UWG students, particularly for size of multimedia files

- Student storage: students have 30Gbs via Google. Student web server has small amount of storage for most students. COE several years ago purchased additional storage for their students (1Gb).
- George B.: COE had made that extra space request years ago but 1Gb no longer sufficient.
- Janet G.: Does Google 30Gb also apply to YouTube?
- Blake A.: probably as goggle ties all this together
- Kathy K.: The necessary conversation would be about what kind of storage students need -- just be in the lab -- class-related? Labs would probably have better use for local storage because of upload/download time.
- Chris R.: Currently students have to buy their own storage devices.
- Janet G.: Students might want to think about a personal storage solution in order to keep work after school for portfolio. A system that provides portfolio beyond graduation would be ideal.
- Craig S.: IR would solve this issue.
- George B.: What is retirement of Google accounts after graduation?
- Kathy K.: Account is locked about 6 months after graduation but content remains
- Crag: Would open YouTube account content continue? (answer: yes)
- Kathy K.: Faculty would need to determine system they'd want in place, particularly in regard to local vs. cloud issues.
- Chris R. and George B. will pursue this conversation with Kathy.

Responsiveness to Service Desk requests (*see: ITS Statistics as addendum #1*)

- Blake A.: explanation of response and resolution times and formalized Service Level Agreement info.
- Myrna G.: Question about ITS response time to Mac vs. PC issues
- Blake A.: Skill set is different for Macs and, due to campus emphasis on PC support there are fewer ITS people with Mac expertise. Also, Mac to PC expertise is typically stronger than PC to Mac expertise.
- Laura M.: There have been instances where people sent to look at issue don't realize it's a Mac issue.
- Kathy K.: Best to specify this in the servicedesk request or telephone conversation
- Blake A.: We will add an item to servicedesk phone script to identify whether Mac or PC issue.
Additional note: Mac certification is more problematic than PC certification and there have also been recurrent issues with getting Mac parts: more problematic than getting PC parts.

Update on campus website redesign and new CMS

- Kathy K.: Blake Adams, Denny Chasteen, April Saunders, John Head, Jamie Bowers and Kathy K. are looking into this and will be meeting with campus administration about recommendations for new website.
 - Recommendation will be that an outside group be brought in for website design but the decision has not been made.
 - New CMS, primary goal is that it be much easier to use.
- Janet G.: Mention of need for new website to be responsive and mobile friendly – especially important for distance ed students
- Kathy K.: No idea yet on what CMS would be. First, we have to establish our needs and standards. University of West Florida has been contacted about their recent redesign efforts.
- Estimated 'Go Live' time = 18 months
- Craig S.: Question about custom tools and designs as needed for different units (in particular, library and direct access to catalog and database searching from main page)
 - ITS is taking these issues into consideration

Current ITS projects of a strategic nature that need faculty input (e.g., Portal and campus computer labs)

- Kathy K.: myUWG vendor has not updated in a long time (same vendor as Banner)
- Question: Do we still need a portal? Are they passé?
- Response: We still need a place for authentication. (Hugh R. is in charge of this change)
- Discussion: Do faculty have need of myUWG
- Janet G.: There are ongoing needs to integrate with D2L (and wikispaces).
- Kathy K.: How to ascertain faculty needs?
- Janet G.: Faculty are often unclear on what functions are being offered by one service versus another
- George B.: Would there be a way to test removing function pieces so that people might know which piece of software provides which piece of service?
- Kathy K.: Students primarily use myUWG to get to email and to register through BanWeb
- Myrna G.: If you go directly to BanWeb does this use myUWG?
- Kathy K.: Banweb can be accessed directly or through myUWG
 - Note: PeopleSoft might possibly come under single sign-on at some point -- this is being discussed at the system level
- **Campus Labs:**
 - Blake A.: Tech Fee usually \$250K/year to do lab computer rotation
 - Janet G.: What's campus lab use like?
 - Blake A.: Will get those stats.
 - Blake A.: Potential issues: are there other funding sources available besides Tech Fee? What if this funding ceased to be available?
 - George: It would be important to know how labs are being used

Janet Gubbins: Update on UWG Online and D2L Update and Analytics (See Addendum #2 and #3)

- 10.3 D2L upgrade
- D2L Insights
- Quiz Item Analysis
- Advisory Board
- 3rd party tools
- New Associate Director of Online Faculty Development

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Addendum #1

Re: Service Desk Request Statistics

Service Desk Requests

ITS has a formalized Service Level Agreement with the VPs that can be found here-
http://www.westga.edu/assetsAdmin/itsservmgmt/Service_Level_Agreement.pdf

We have a number of metrics that we report to the VPs every month to show how we are meeting that SLA. For example in July-

Service Desk Calls Received: 1575

Service Desk Calls Closed: 1584

Response Time (Goal/Actual)

Normal - 95%/99.9%,

Medium - 90%/100%,

High - 90%/100%,

Critical - 85%/66.7%

Resolution Time (Goal/Actual)

Normal - 90%/94.2%,

Medium - 80%/80 %

High - 75%/100%

Critical - 70%/66.7%

Customer Satisfaction Ratings (Scale 1-10, Goal 9.5):

Response Time - 9.8

Resolution Time - 9.8

Courtesy of Technician - 9.9

Knowledge of Technician - 9.9
Professionalism of Service Desk - 9.8
Overall Service - 9.85
304 total surveys completed

Addendum #2

UWG Online/ D2L Update

1. New FDC Assoc. Director, Dr. Beth Rene Roepnack
 2. Upgrading to Desire2Learn (BrightSpace) 10.3
 - a. servers going down December 18th (earliest, could be the 19th or 20th) and back up on Dec 26th
 - b. no major differences, improved functionality – see [http://www.ship.edu/IDWT/D2L/Whats New in D2L v10/](http://www.ship.edu/IDWT/D2L/Whats%20New%20in%20D2L%20v10/) *except* note that they are bringing the Discussions Grid View back by popular demand
 - c. no need to rebuild, nothing should break
 3. UWG Online D2L Advisory Board – for guidance and input from stakeholders, technical in nature
 - a. Roles/Permissions, Templates, etc
 - b. 3rd party integrations (Wiggio, Google Apps, VoiceThread, Hoot.Me, GoToMeeting, Atomic Learning, SmarterProctoring, SmarterMeasure, iClicker)
 4. D2L Analytics (essentials reporting)/Insights (more in-depth/predictive at-risk students)/ LEAP (adaptive learning) – little evidence of ROI for us at this time
 - a. **There is no institutional move to use objectives, competencies tools within D2L or use it as a source to track at-risk students
 - b. Quiz Item Analysis/ reporting : Schools who have purchased D2L Analytics/ Insights have said that it's not worth the money if you only want it for the Quiz Item Analysis/ reporting purpose (one quote was \$40K for GRU); the Quiz Item Analysis only works if all questions in the Quiz are multiple choice. Ga Southern said, "We've found that even True/False questions or text-descriptions (e.g., not text responses, strictly the additional information text) will cause the entire quiz to be inaccessible in the Quiz Item Analysis report."
 - i. ExamSoft too expensive
 - ii. wait on D2L baseline improvements for Quiz Item Analysis
 - iii. Frances Chumney of COE is writing a Macro to take the workaround data extract I found and compute the #s for Nursing – currently only works with MC
- ** for understanding of competencies and the big picture –view <http://www.slideshare.net/MikeMoore14/learning-outcomes-fl-130322-v2>

Addendum #3

About D2L Analytics

Desire2Learn Analytics is a supplementary data mining and reporting service available for the Desire2Learn Learning Suite.

Analytics provides enhanced insight into how users employ your eLearning Suite. It is a flexible solution that allows you to drill-down and compare data in an easy-to-use web interface, without having to extract raw data or understand Structured Query Language (SQL). Analytics allows you to capture data from different components of your instance, such as your production environment, Internet Information Services (IIS) logs, and event logs that are not captured in Learning Environment reports. While the Desire2Learn Reporting tool is contained in and records data specific to your Learning Environment, Analytics aggregates data on usage and runs reports from a separate Analytics environment. Therefore, running reports in Analytics does not affect the performance of your hosted Learning Environment.

Analytics is useful for administrators, steering committees, information technology personnel, system auditors, financial analysts, instructors, and student success counsellors (among others) who want to make informed organizational and cross-organizational decisions without purchasing expensive business intelligence software or hiring a team of business intelligence and database analysts. For example, you can use Analytics to monitor the success of your students and the success of the educational components. You can also use Analytics to analyze usage, enrollments, and withdrawals across organizations, departments, or courses, and then share the information with interested stakeholders.

The Desire2Learn Analytics tool can be used to:

- Search for reports and drill-down in data to see more specific information.
- Compare data for different org units, time periods, etc.
- Represent data using tables, charts, and crosstabs.
- Save frequently viewed reports to dashboards for continuous monitoring.
- Create custom reports using a simple drag-and-drop interface.
- Schedule, email, and export reports.
- View a subset of reports within Learning Environment.

About Insights

Enables user-specific reporting for identifying students at-risk:

See <http://solutionshowcase.desire2learn.com/#!/product/54>
<http://blogs.maryville.edu/learn/2013/06/d2l-insights-easy-to-use-data-analytics/>

About Leap

Creates personalized paths and assessments for students. See

http://www.knowillage.com/leap_d2l.html