University Council on Technology
February 19, 2016 ♦ 2:00-4:00 pm
318 Student Center
Minutes

I. **Call to Order**

The regularly scheduled meeting of University Council on Technology was called to order by Chair Shelley Marshall at 2:00 PM.

II. **Attendance**

Shelley Marshall (Chair, Ashtabula Campus), Jade Gamble (Information Services: User Experience Designer), Dawn Sharnsky (Information Services: Project Manager), Paul Albert (Information Services), Arden Ruttan (Vice-Chair, Faculty Senate), Sameer Jaleel (Information Services: Systems Development), Lin Danes (University Communications & Marketing), Paul Farrell (Faculty Senate Alternate), Ron Dear (Information Services), Cesquinn Curtis (Student Affairs), Sasi Benzigar (College of Public Health), Julee Henry (Education, Health, and Human Services), Bobbi Bain (Information Services: Course Management), Hongshan Li (Tuscarawas).

III. **Approval of Minutes**

A. A motion to approve the minutes from the October 16, 2015 meeting was made, but there was no second. Motion was tabled until next meeting. Chair Marshall will request an email vote to approve the October minutes.
B. A motion to approve the minutes from the November 20, 2015 meeting was seconded and approved. Minutes from November's meeting were accepted without change.

IV. **Subcommittee Reports**

A. Since the chair of the Scantron subcommittee was not present, Paul Albert reported on his conversation with Rose Tran.
    1. The Scantron is broken. To repair, it needs new PC and new boards in scanning machine; Johnson Fisher has pricing for the PC. It broke during fall grades but came back; however, eventually it will not be fixable. Paul proposes we include Rose Tran in the committee to replace it or fix it.
    2. We are waiting to receive the results from the online student survey.
C. Ron Dear reported on the Software Subcommittee. His group finished gathering updated numbers of software usage. He will be meeting with Paul Albert and Jay Frye to go over those.

V. **New Portal**

A. Sameer Jaleel introduced members of the Portal team: Cesquinn Curtis, Dawn Sharnsky, and Jade Green-Gamble. They are building the new portal in stages. Passed out timeline handout. The current Portal has been around a long time. Development in partnership with Cesquinn Curtis' area. All team members shared information and answered UCT questions.
    1. Testing through closed beta process; testing.   People would get a link, use it provide feedback. Have done three tiers of that. Now ready for faculty. That's why here.
    2. Everything on the current portal will be included when the new Portal launches in June this year.

Development on the project will continue because of mobile apps.

3. Plan to turn off Luminis system in June.
4. User surveys: received much feedback from third party usability assessments. Also benefited from focus groups, meetings and evaluations.
5. Involvement in the project is University-wide, including regionals, community, student, staff and faculty. Stakeholders are the students, faculty and staff.
6. Have focused on student parts so far; now ready for faculty. Provost said to come to this committee first before talking to faculty. Would like faculty stakeholders to include UCT and faculty from across the university. Project team wants to keep faculty comments in the forefront.
7. Arden Ruttan mentioned current problems with interface with Banner. New Portal Team response:
    a. That is a great question. We have done a good job blurring the lines between the systems so that people don't know when they have entered a different one. We are trying to pull the information into the portal for areas such as class roster so that you don't have to go to Banner until you need to use Banner.
    b. They are collecting concerns to take them back to the team, and they will return to UCT with a response to those concerns.
8. Arden Ruttan commented that all advisors in Arts and Sciences use an old machine to add students to classes (with an old version of Java) to be able to add students to a class.
    a. Paul Albert reported that there have been discussions about a virtual desktop to take the onus off of advisors having to do that.
9. We are building it from the ground up in Drupal. It's a big project so we tried to figure out the smaller chunks. First beta release was October 2015, second in November 2015, third will be end of February 2016. One is planned in April and another in June. Development is always based on feedback so we will continue to develop it.
10. Product owners put together the roadmap (refer to handout). You can see the themes in the dashboard. Portal will know who you are and your role so that content is appropriate to the roles. Many interviews to determine what is important in different roles.
11. There will be a new robust search feature in Flashline. It will not be Google search engine. We are moving away from the Google search appliance. Flashline search will be very specific so it will take you to the different areas you need for the search. Search is part of beta test.   We will be making everything faculty use Flashline searchable.
12. Notifications: we are trying to build into one system. Now announcements are sent on phones and by email through subscriptions. On the new system, there will be one area, and the user will determine how often they want to be notified by area.
13. Student Affairs Advisory Council includes international students and graduate students; also four students per level (four freshmen, four juniors, etc.) randomly selected across Kent State.
14. It is important to build the product hand-in-hand with various user segments. Want to know who is using it and what they use it for. Used various interview groups, surveys and activities. We test how quickly can complete tasks using the architectures. Use data to design the concepts and build for users' needs. Next we will test usability for staff, then faculty. Make sure all of the segments enjoy using Flashline.
15. We met with stakeholders in University College and they suggested a survey for professional advisors. Received great feedback from them. That made it to A&A deans.
16. Now that we have faculty involved, we can discuss faculty roles including faculty advising. This committee is the first stop in looking for faculty to be involved. Also has asked Provost Office to speak to Department Heads to determine key people for helping us out. Contact with Linda Woods of Faculty Senate too.
17. Discussion followed about new system since recent problem with Curriculum not working. Dawn Sharnsky suggested they talk to Teresa Tillette since they chose the software for catalog with curriculum service. Sameer Jaleel mentioned there are companies out there that put out course software.
18. Student dashboard: we put things that students use in colored blocks on the main student page. Made changes based on student feedback. Feedback said students might not want others to be able to see

money and grades so they are blurred until moused over. Changes are based on student feedback. After it is changed, it goes back out for more student feedback.

19. After a certain step in the process, prospective undergraduate and graduate students are given a temporary key so we want to test with them too.
20. People with multiple roles will have more options. On your own dashboard, you can pin components from each area. My dashboard is totally customizable; you can make it your own so don't have to switch back and forth between screens. Can make things bigger, more prominent.
21. Determined what should be on the top based on feedback and on data from one-year flow of clicks.
22. The default dashboard was determined through Banner uses and current uses so user can select default if they don't want to set up own dashboard.
23. If something new is added, we will need to take them there first before their dashboard.
24. Shelley Marshall mentioned the existing problem with the wrong term as the default current term; currently faculty see next term. Can you add that to the wish list?
    a. That situation is being investigated by roles: what the different roles want to see as the default term.
25. Portal Team has not yet worked with disabled students. Have been working with several sites to include accessibility. We have not done official testing but the customization will be able to make changes such as bigger text. Those changes will be Portal-based.
26. Reviewed Helpdesk and faculty resources so faculty dashboard includes grades, class resources and dates. Per Provost's request, this is the first contact with Faculty. Sr. Associate Provost Tankersley talked to Sameer Jaleel about pulling together all groups of faculty. Goal is to have one faculty representative from each college. Also working with David Dees. Want to get new faculty as well as 20-year faculty. Chair Marshall suggested they contact University Teaching Council too.
27. Many banner schools are looking at the next step with the portal. Barbara Boltz went to ISSP conference about how other universities connected to key stakeholders. All of them did the same thing we are doing.

B. Sameer Jaleel and Lin Danes had another meeting; they will return in March.
C. Dawn Sharnsky will send presentation to Shelley Marshall so that she can share it with the committee.

VI. **Website update**

A. Lin Danes attended, but was unable to stay at the meeting; she will attend the next meeting.
B. The topic was tabled until the March meeting.

VII. **Blackboard to Banner Grade Update**

A. Bobbi Bain, who replaced Preeti Pavlankar, introduced herself. Paul Albert and she reported on Blackboard to Banner progress.
B. The main concern is faculty support, getting their courses ready. They get a lot of calls at start-up.
    1. Purpose of course design is to get course up efficiently at beginning of semester.
    2. Updates coming: only minor maintenance after finals, no major upgrades.
    3. Video.Kent was previously known as Kaltura. Now there is a change in terminology to VIDEO.Kent.
    4. Would like to encourage faculty to sign up for training; there are different tiers of training, offered at least once a week in Library. Do have training for Collaborate. At beginning of semester, training focuses on beginner sessions; as semester progresses, they add in collaborate and other training.
    5. Her team provides support.
    6. We want to make sure that students are getting what they need. We are trying to figure out how to roll out training to students, but we have a small staff. They are always open to suggestions from faculty.
C. Paul Albert mentioned that Information Services monitoring system includes Blackboard.
    1. They upgraded the hardware, and the Operations Control Center shows that Blackboard performance has improved.
    2. Bobbi Bain mentioned problems still exist with users during grade uploads because everyone uses the system at same time.

3. Not sure if issues with response are due to bandwidth or if Blackboard is causing that problem
D. OCDE developed a template to help develop courses; file name is Template for Online Teaching.
    1. Once you change the template call Bobbi Bain's group for support.
E. Chair Marshal reported that removing the home screen breaks the template. We customize it for our department. Other department use custom template in too.
F. Blackboard is moving to cloud based model that will have a new easy-to-use interface called Ultra.
    1. Although it was released probably a year ago, Blackboard told Paul Albert that it is for little schools or for institutions that don't use all the building blocks.
    2. Probably the cloud model for larger institutions will not be available until 2017.
    3. Blackboard could give him a list of the building blocks they support, but there is no way to judge if a specific block is really important or if missing ones are worth holding back from switching to a better interface.
    4. Users can pick on a course-by-course basis if they use new interface or not, but there is no going back after switching.
    5. Is this something University Council on Technology would be willing to work on?
    6. Perhaps Qualtrix to see what blocks users use more often and which they consider important. Could send it out to Blackboard users list.
    7. UCT thought that was a good idea. Chair Shelley Marshall suggested a pilot. However, Blackboard does not offer testing on Ultra. Kent State can go cloud-based but cannot test Ultra.
    8. Data would be in the cloud too.
    9. There are two different versions. Multiple institutions can use the same code. Blackboard suggested we use a different system by ourselves with servers and data in Amazon. Big difference is the Ultra feature that allows a different interface on a course basis. They are holding back on releasing that. They are saying that will only be available in the cloud.
    10. Even though in cloud, the support team here would not change.
    11. Paul Albert will talk to representative to get links so that people can look at the new version.
G. Currently Blackboard is running October 2014 version. It is version 9.1; at the end of finals will upgrade to October 2015.
H. About 6,000 users in dorms, but most are not on-campus. Paul Albert will check usability data and bring to next meeting.
I. Tutorials are available on the website. One team member is working fulltime on VIDEO.Kent increasing knowledge base, FAQs, and to re-doing tutorials.
    1. Encouraging everyone to switch to VIDEO.Kent. KSUTube is not defunct but people should start using VIDEO.Kent.
    2. KSUtube is not going away, but want to stop uploading additional videos.
    3. VIDEO.Kent uses Kaltura. It is similar to KSUTube, but has many additional features.
J. Committee member mentioned complaints about faculty calling helpdesk and not getting a solution. Paul Albert asked that people send that information to Bobbi Bain so that ticket can be reviewed to see why the helpdesk could not help them.

VII. **IS Project Workflow Process**

A. Paul Albert reported on the process in Academic Affairs. Jennifer McDonough (Associate Vice President, Academic Operations), Michealle Gabrovsek (Academic Affairs Administration Technical Project Director), and Paul Albert meet twice a month; they bring list of projects. He doesn't know how projects get on the list for the meetings. Every 3-6 months, Academic Affairs prioritizes the projects based on available hours. Work commences on the highest priorities.
B. Arden Ruttan would like anything that is going to affect faculty or students to be announced in UCT; UCT could decide it the committee will review it or not, especially if it affects teaching or research.
C. Shelley Marshal met with Sr. Associate Provost Melody Tankersley; she said technology is ubiquitous and it touches teaching and research.
D. Paul Farrell reported that Faculty Senate would like faculty involved in all expenditures.
E. UCT would like to review the list of projects in order to advise on the top level priorities.

  F. Jennifer McDonough is the Provost liaison for the committee. UCT would like her to attend and bring the list from her area.

  G. Paul Albert will include current list of large projects on agenda; his list would include areas other than Academic Affairs, such as security. Although UCT would be unlikely to change the current top ten projects, UCT could probably influence the backlog of projects

VIII. **Member Concerns/New Business**

  A. Update of Flashfolio
   1. Chair Marshal reported that the first round of TTs went through training and first round of NTTs are going through now.
   2. Originally rolled out Flashfolio as an activity-based system.
   3. We have a third party entering and validating data.
   4. Not sure if we will stay with document repository for another year or move to activity-based system. Working on that decision so it is appropriate for the university. Also want data verified so it is correctly implemented and does not have to be re-entered.
   5. Flashfolio group meets every Thursday.
  B. Members expressed concern regarding review process. Voting tab disappearing after vote. Before vote, you can see everyone's vote; afterwards can see others but not own vote. Suggestion was made that people should always be able to see own vote. Another suggestion was that other people's votes should not be available.
   1. Chair Marshall will take suggestions to the team. Faculty 180 has a project member at every meeting and they have been very responsive.
  C. Digital Displays: Julee Henry asked about software for digital displays in Education, Health, and Human Services lobby and Instructional Resource Center (not in classrooms). They want to change from Novasign. Paul Albert suggested Four Winds since it is easy to use; he will send cost information to Julee Henry.
  D. Discussion about the Role and Purpose of UCT
   1. Concerns about dwindling membership due to lack of information needed to make recommendations.
   2. In the past technology changes had a big impact on how people did the work. Now technology is pervasive and stable.
   3. Suggestion that UCT to return to the original mandate: making strong recommendations to Provost's Office about use of technology.
   4. Reviewing the list of projects and recommending future projects fits within that mandate.

IX. **Next Meeting**

  Next meeting will be March 18, 2016 at 2:00 PM in the same room, 318 KSC.

Meeting adjourned at 4:05 PM.

Minutes submitted by Linda Lewis.