

Boulder Faculty Assembly

Administrative Services & Technology Committee (ASTC) 2020-21 Annual Report

Report Completed by: Janet Casagrand, Department of Integrative Physiology (ASTC Chairperson)

AST Committee Members:

Faculty:

Janet Casagrand (Chairperson, IPHY), Robert Buchwald (HNRS), Joseph Labrecque (CMCI), Mike McDevitt (CMCI), Alan Mickelson (ECEN), David Slayden (APRD), Alex Sweetman (AAH), Martin Walter (MATH)

OIT and Administration Resources:

Larry Levine (Associate Vice Chancellor for IT and CIO), Marin Stanek (Senior Associate Vice Chancellor and Chief Information Officer), Aisha Jackson (Director of Academic Technology Applications and Design with the Office of Information Technology (OIT)), Mark Werner (Associate Director of Academic Technology Learning Design), Robert McDonald (Dean of *University* Libraries, Senior Vice Provost of Online Education)

Meeting dates: 8/13/20; 9/18/20; 12/17/20; 03/05/21; 04/19/21

Note: The ASTC normally meets monthly given a preparation and background work must be completed by committee members prior to each session to identify speakers, gather necessary support materials, and overall facilitate efficient use of committee meeting time. In AY20-21, the committee met bi-monthly via Zoom due to the impact of COVID-19.

Overview of Committee Work and Accomplishments

The BFA Administrative Services and Technology Committee held meetings examining a variety of topics associated with technology and administrative services that most impact faculty and students on campus. Meetings typically included guest presentations followed by discussion, input, and decision-making relative to the two committee primary areas of concern as summarized below. Many topics in AY20-21 related to COVID pandemic concerns.

Software and hardware support for students and instructional faculty

Presentations by OIT and ASSETT informed the committee of a number of software and hardware resources available to faculty and students to aid with pandemic teaching and learning needs, including:

- Students (<https://oit.colorado.edu/covid-19-resources/remote-guidance-students>):
 - Emergency funds
 - Laptops for students with demonstrated need
 - Internet speed information and recommendations on how to improve internet speed
 - Internet access resources
- Faculty
 - IT peripherals for instructional staff for use in remote and hybrid teaching:
<https://oit.colorado.edu/covid-19-resources/oit-provided-peripherals-fall-2020>.

CARES money to provide webcams, headsets, usb hubs, document cameras, voice amplifiers, smartphone tripods.

- Personal lecture capture: <https://oit.colorado.edu/services/learning-spaces-technology/personal-capture>. Can capture lecture videos on a personal computer, embed quiz questions, and edit videos.
- iClicker Reef and Cloud-based iClicker interface (<https://oit.colorado.edu/services/learning-spaces-technology/cuclickers>). This new web-based iClicker application allows students to remotely answer clicker questions. The service is being provided free for AY20-21. Faculty training is available. The previous desktop version of the iClicker application is being phased out.
- Proctorio online proctoring software is being made available for free in AY20-21 for automated proctoring of assessments administered online. Proctorio is FERPA compliant. Privacy page information: <https://oit.colorado.edu/services/teaching-learning-applications/proctorio>.
 - Additional notes: After an initial trial of Examity in Spring 2020, the University switched to Proctorio. Aisha Jackson addressed questions about privacy concerns and FERPA compliance of the Proctorio software.
- Zoom. The University expanded its license for Zoom to accommodate pandemic teaching needs. There were several security changes that occurred prior to the start of the Fall 2021 semester. The committee was also advised on how to manage Zoom recording **privacy concerns**, including making plans and expectations clear from start and letting students know at the start of each class that sessions are being recorded. Faculty can require students to keep their video and audio on.
- Recommendations for information to include in the syllabus for students.

Faculty Training and Support

The committee was also apprised of faculty training and support resources being offered to aid with pandemic teaching formats.

- OIT instituted the Tech CoPilots program (<https://oit.colorado.edu/services/academic-technology-design-team/technology-copilots>) for AY20-21. Technology Copilots are trained undergraduates who assist instructors in remote-capable classrooms as they use teaching technologies and facilitate their remote students' participation. The Technology Copilot helps the instructor set up the technology before class begins, manages the technologies during class, and facilitates communication between remote students and the instructor. This partnership allows the instructor to engage all students whether they participate in-person or remotely. Training can also be provided for TA/UGTA/LA via self-enrolled Canvas course. OIT plans to continue to offer this service in AY21-22.
- Academic technology training – OIT Learning Technology Consultants were also available to assist faculty with live scheduled trainings and recorded on-demand sessions to support faculty in using technology in teaching and learning (<https://oit.colorado.edu/services/consulting-professional-services/learning-technology-consultants/academic-technology-training>).
- Joy Adams and Amanda McAndrew of ASSETT also offered an asynchronous seminar on *Strategic Course Design for Flexible Teaching Modes*.
- The *Center for Teaching and Learning* served as a home page for online teaching resources: <https://www.colorado.edu/center/teaching-learning/>.

- Academic instruction guidance was provided to colleges, schools, departments, and programs from the Academic Instruction Implementation Team (https://www.colorado.edu/atlas/sites/default/files/attached-files/academic_instruction_implementation_guidance_edition_5_08.06.20_1.pdf).

Other pandemic-specific items:

- The committee was informed of an acoustics and mask study (<https://psu.app.box.com/s/sgvi9131rugq7piev4odbva28aoaga3a>). This report on acoustical and audio testing described how instructors with face masks will be perceived by students, both in classrooms and in online meetings such as Zoom meetings.
- The committee was updated on a list of hybrid capable classrooms: <https://oit.colorado.edu/services/learning-spaces-technology/technology-equipped-classrooms/hybrid-capable-classrooms-list>.

New Canvas Integrations

- **Zoom integration** – The committee was apprised of Zoom integration into Canvas along with attendance integration to facilitate use of Zoom in classes (<https://oit.colorado.edu/services/teaching-learning-applications/canvas/enhancements-integrations/enhancements#zoom>; <https://oit.colorado.edu/services/conferencing-services/web-conferencing-zoom/help/canvas-integration-guide>).
- **Canvas Studio:** <https://oit.colorado.edu/services/teaching-learning-applications/canvas/enhancements-integrations/integrations/canvas-studio>. Training being offered for Canvas Studio integration within Canvas. Canvas Studio has capability for students to upload video/performance/presentation which a faculty member or peer reviewer can watch, pause and comment on.
- **GradeHub** - GradeHub is a new Canvas integration service being introduced, in coordination with Natalia Johnson from Testing Services. It will be piloted in spring and summer 2021 with an anticipated rollout in fall 2021. There are two uses of GradeHub:
 - 1) As a substitute for using the optical scanning services currently offered by Testing Services. This is known as GradeHub Answer Sheets (<https://video.drift.com/v/abtrM9ekbGh/>).
 - 2) As an alternative way to administer exams via Canvas. GradeHub online (<https://video.drift.com/v/aby4mrfcRKg/>) allows an instructor to import an exam as a PDF into Canvas rather than having to enter individual questions into a Canvas quiz.

Additional OIT discussion items:

- A presentation discussing **instructional printing** for students was delivered by OIT. The committee was informed of a decline in on campus printing and asked for input on new vendor contract.
- OIT also informed the committee of the introduction of a new classroom problem reporting form (https://colorado.service-now.com/x_uola2_class_prob_report_a_classroom_tech_problem.do) to use instead of the classroom phone.
- The committee was also consulted on a potential OIT/ASSETT faculty/student survey in AY20-21 to reassess perceptions of online instruction.

Low cost OER legislation

Brian Groves (Executive Director of Auxiliary Services), Kristi Wold-McCormick (University Registrar, Office of the Registrar), Merinda McLure (Library Administration) met with the committee to discuss the new state OER mandate and low cost OER legislation (<http://masterplan.highered.colorado.gov/wp-content/uploads/2021/01/CDHE-Guidance-on-HB-18-1331-FINAL.pdf>). This is a requirement to provide students information about the costs associated with a course (books, apps, lab materials, etc.) at the time they register. Faculty should indicate whether a course uses low cost course materials (<\$). This is a collaboration between the CU Bookstore & Registrar's Office.

Center for Teaching and Learning

- Kirk Ambrose provided updates on the Center for Teaching and Learning (CTL), including the move of ASSETT to the CTL, and resources available to faculty to assist in the switch to pandemic teaching. The CTL provided many additional resources and support for faculty switching to teaching online or hybrid online/remote.

CU Boulder Online

- Robert McDonald, Sr. Vice-Provost of Online Education, and Kirk Ambrose, Director of the Center for Teaching and Learning (CTL), provided an update on the CU Boulder Online.

ASSETT Faculty and Student Technology Survey

Mark Warner and Shane Schwikert from ASSETT reshared information about the results of a 2018 student and faculty technology survey project jointly implemented with AST committee members. Results showed that the majority of faculty and students see the value and positive impact of technology use in teaching. The link below provides the Executive Summary of the survey results, which also contains the link to the more detailed and complete survey results (<https://docs.google.com/document/d/1tAMvfMSnwRzPICgNY0n0CKpdUoP6wPELNxDZenjJPGQ/edit?usp=sharing>).

The 2018 survey also found that students who have experience taking online courses are much more likely to report that they prefer online or hybrid classes. The course style preferences of faculty and students generally aligned in 2018, although faculty were more averse to teaching a course completely online. Presumably most faculty and students are more comfortable with remote teaching and learning due to campus-wide, COVID-19 adjustments. The survey and project are longitudinal and another survey was planned for AY20-21. The AST committee had the opportunity to review the survey which was implemented in spring 2021. The committee was apprised of preliminary survey results towards the end of the spring 2021 semester.

- Student survey - The student survey was sent to 5,384 undergraduates and 822 completed it (with another 184 partial responses) for an overall response rate of 18.7%. That's up almost 4% from 2018's student response rate of 15%.
- Faculty survey - The faculty survey was sent to all 3,866 active instructional faculty and 1,020 completed it (with another 156 partial responses) for an overall response rate of 30.4%. That's up about 5% from 2018's faculty response rate of 25.5%.

Results of a more detailed analysis of the 2021 survey will be reported to the committee in AY21-22.

Summary

During the 2020-2021 academic year, the BFA Administrative Services and Technology committee served to support faculty and students in the following topical areas (a) pandemic-related software and hardware support for students and instructional faculty; (b) faculty training and support to aid pandemic teaching formats; (c) new Canvas integrations; (d) low cost OER legislation; (e) Center for Teaching and Learning resources; (f) CU Boulder Online; (g) 2018 and 2021 ASSETT Faculty and Student Technology Survey; and (h) instructional printing changes. The 2021-22 academic year will see continued work in these and related areas.