

Boulder Faculty Assembly

Administrative Services & Technology Committee (ASTC) 2021-22 Annual Report

Report Completed by: Janet Casagrand, Department of Integrative Physiology, ASTC Chair

Administrative Services and Technology Committee Members:

Faculty:

Janet Casagrand (Chairperson, IPHY)
Karen Gebhardt (CE)
Joseph Labrecque (CMCI)
Mike McDevitt (CMCI)
Amanda Schaetzel (IPHY)
David Slayden (APRD)
Martin Walter (MATH)

Student representative:

Michael Schneider, graduate student in computer science and Educational Data Analyst

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 (Assistant Vice Chancellor and Assistant Vice Provost for Academic and Learning Technologies, Office of Information Technology (OIT))
Kirk Ambrose (Faculty Director, Center for Teaching and Learning)
Amanda McAndrew (ASSETT Manager, Center for Teaching and Learning)
Robert McDonald (Dean of University Libraries, Senior Vice Provost of Online and Extended Education)
Orrie Gartner (Associate Vice Chancellor and Deputy CIO, OIT)

Additional invited guests:

Jennie Brucker, Assistant Vice Chancellor for Organizational Effectiveness
Kerry Havens, Associate Director Enterprise Services, OIT
Dan Herrick, Assistant Director for IT Asset Management
Shelley Knuth, Assistant Vice Chancellor for Research Computing
Rochelle Matthies, Associate Director of Customer Engagement, OIT
Shane Schwikert, Learning Analytics and Assessment Lead, ASSETT
Greg Stauffer, Senior Communications & PR Professional, OIT
Retiree faculty association (RFA) representatives:
David Kasso, Professor emeritus of Mechanical Engineering; BFA Liaison; RFA Executive Committee
Alan Greenberg, Professor emeritus of Mechanical Engineering; RFA Executive Committee

Meeting dates: 9/13/21; 10/11/21; 11/15/21; 12/17/21; 01/31/22; 02/14/22; 03/14/22; 04/18/22

Overview of Committee Work and Accomplishments

The BFA Administrative Services and Technology Committee (ASTC) held meetings approximately monthly via Zoom examining a variety of topics associated with academic technologies that impact faculty and students on campus. Meetings typically included guest presentations followed by discussion, input, and decision-making as summarized below. Many topics in AY21-22 related to upcoming changes to campus technology.

Microsoft 365 changes for retirees

The committee met several times with representatives from the Office of Information Technology (OIT), including: Marin Stanek (Senior AVC and CIO), Jennifer Brucker, Kerry Havens, Rochelle Matthies, and Greg Stauffer; and two members of the Retired Faculty Association (RFA): David Kassoy and Alan Greenberg, to discuss upcoming changes to Microsoft 365 access for retirees, how best to communicate those changes to retirees, and to address concerns received from retired faculty. Due to changes coming from Microsoft related to accountability and agreements about access to their services, retirees (with the exception of working retirees and those with emeritus status) needed to transition to the web-based version of Microsoft Office 365. ASTC committee members, in consultation with representatives from the RFA, viewed draft communications and provided input to OIT. Concerns from the retired faculty community were also discussed and OIT planned to offer training sessions and assistance to retirees in making the transition. This process also highlighted inconsistencies in departmental reporting of emeritus status to Human Resources.

VOIP to Teams transition

The committee heard from Orrie Gartner, AVC and Deputy CIO of OIT, about the upcoming VOIP to Teams transition and were asked for input on timing of the transition and communication to campus constituents. The transition involves removing most physical, landline phones from faculty and staff offices and transitioning to use of Microsoft Teams for these services. Current campus office phone numbers will be retained but calls will be fielded via Teams, available from anywhere via one's computer or personal phone using the Teams app, rather than a dedicated land line. Physical phones will be maintained in certain designated areas (e.g., some staff offices or laboratory/classrooms for safety purposes). This transition will be phased. The committee recommended avoiding the busy end-of-semester as a time for transition, if possible.

Proctorio

In response to the pivot to pandemic teaching, Proctorio online proctoring software was made available for free in AY20-21 for automated proctoring of assessments administered online. This service continued in AY21-22. The campus needs to make a determination of whether Proctorio is a common campus good, and whether to continue to fund its use. Aisha Jackson, AVC/AVP for Academic and Learning Technologies, updated the committee about Proctorio usage on campus as part of a larger discussion on whether Proctorio, or a similar online proctoring program, serves a common campus good. The ASTC chair also served on an ad-hoc BFA Proctorio Subcommittee, along with the chairs of the BFA Academic Affairs and Student Affairs committees, to provide input to Provost Moore about continuing to fund Proctorio as a common campus good.

Center for Teaching and Learning and ASSETT - Faculty Training and Support

The committee also received an update from Kirk Ambrose, Faculty Director of the Center for Teaching and Learning (CTL), and Amanda McAndrew, ASSETT Manager of CTL, on CTL reorganization (including the move of ASSETT to the CTL), resources available to faculty (including the Inclusive pedagogy community of practice, online pedagogy community of practice and microcredentials), and projects (including the Quality Teaching Initiative, Innovation Incubator,

BuffsCreate and Student Technology Consultants). The CTL continues to provide many resources and support for faculty teaching in person, hybrid online/remote, or fully online.

CU Boulder Online

Robert McDonald, Dean of Libraries and Senior Vice Provost of Online and Extended Education, and Kirk Ambrose, Director of the Center for Teaching and Learning (CTL), provided an update to the committee on CU Boulder Online, a new online and distance learning organization.

ASSETT 2021 Faculty and Student Technology Survey

Shane Schwikert, Learning Analytics and Assessment Lead from ASSETT, and Michael Schneider, Educational Data Analyst, also shared results of the 2021 student and faculty technology survey project jointly implemented with this committee. The survey and project are longitudinal. The student survey was sent to 5,384 undergraduates with 908 respondents (17% response rate). The faculty survey was sent to all 3,867 active instructional faculty with 1,044 respondents (27% response rate).

Results showed the majority of faculty and students see the value and positive impact of technology use in teaching. Some key take-aways were:

- Student preparation and digital literacy
 - Many students (18%) feel unprepared to use technologies for coursework (e.g., Canvas) emphasizing the need for basic tutorials.
 - There are also large mismatches in student *versus* faculty perceptions in student proficiency, particularly for assessing and finding digital information and communicating professionally (with faculty rating student proficiency much lower than students do).
- Course Format preferences
 - There is a strong preference for in-person course formats by both faculty and students. However, students who have experience taking online courses are much more likely to report that they prefer online or hybrid classes and students rank online/remote courses high for convenience.
- User and Interest in Academic Technologies
 - The learning technology tools rated most helpful by students were Canvas, files sharing tools, slide presentations, OER, teaching tablets, screencasting and lecture recordings.
 - The tools frequently used by instructors are rated as somewhat to very helpful by students. Tools rated most helpful by students and least used by faculty include: teaching tablets, screencasting tools OER, graphic design tools, document cameras, online practice resources, and data analysis and visualization tools.
- Device Access, UDL, and Digital Accessibility
 - Most students and faculty own laptop computers.
 - Students use their phones for academics far more frequently (86%) than faculty do (64%).
 - Faculty are largely unfamiliar with Universal Design for Learning (UDL).
 - 90% of students use captions at least occasionally when they're available, yet more than one-third (38%) of faculty say they never or rarely provide captions.

Additional OIT discussion items:

- Jennie Brucker, AVC for Organizational Effectiveness, from OIT updated the committee on upcoming changes to Google storage that will impact users. Those storing large amounts of data on Google storage will need to migrate files to another storage medium. One-drive may be an alternative. More information on the timing and processes to facilitate migration of data will be forthcoming.

- The committee requested information about the multi-factor authentication (MFA) changes instituted in the fall semester to better understand the process and facilitate communication with faculty.
- The committee was updated on certified endpoint, a mechanism for providing consistency in computer installations to facilitate campus data security was delivered by OIT.
- The committee also invited Shelley Knuth, Assistant Vice Chancellor for Research Computing, to provide an overview of OIT's CU Research Computing (CURC) group and its user services.
- In response to a faculty inquiry, the committee met with Dan Herrick, Assistant Director for IT Asset Management, to explore the adoption of Adobe Creative Cloud as a campus-wide service. After discussion of the current cost-sharing model and usage, at this time it appears there is insufficient need to pursue this as a campus-wide service.

Review of ASTC Committee Charge

The ASTC committee also engaged in a review of the committee's charge and name. The committee's charge had not been updated in many years, and no longer accurately reflected the role of the committee in serving the campus community. In addition, a reorganization of the BFA Libraries committee required discussions between the committees to avoid/eliminate potential overlap with their charges and to better reflect the purpose of each committee. The ASTC chair also liaised with representatives of the BFA Libraries revision committee, working to revise that committee's charge, and related stakeholders to discuss and provide input on potential areas of overlap and to report back to the ASTC to help in revision of the ASTC committee charge.

A review of the committee's charge was thus begun. Discussed revisions included more explicit emphasis on academic technologies for teaching, research, and service; including the ethical, equitable and secure use of technology; as well as data management and privacy issues; and the inclusion of online and remote education. The committee also discussed areas that seem to better fit other BFA committees (e.g., Student Affairs or Libraries committees). The ASTC's revised and updated charge and potential revision to the committee's name to emphasize its role in academic technologies will be revisited in AY22-23.

Summary

During the 2021-2022 academic year, the BFA Administrative Services and Technology committee served to support faculty and students in the following topical areas: (a) Office 365 access changes for retirees; (b) Google storage; (c) VOIP to teams transition; (d) Center for Teaching and Learning (CTL) and ASSETT resources; (e) CU Boulder Online; (f) Multi-factor authentication; (g) Certified Endpoint; (h) Proctorio as a common campus good; (i) 2021 ASSETT Faculty and Student Technology Survey; and (j) a review of the committee's charge to update the charge to reflect more current academic technology areas and avoid/eliminate overlap with the charge of the reorganized Libraries committee. The 2022-23 academic year will see continued work in these and related areas.