

# University Technology Advisory Committee

## Western Oregon University

### Meeting Minutes November 20, 2020

**Note Taker:** Judy Vanderburg

#### Review minutes

- [https://docs.google.com/document/d/1mr87\\_jqHhiJ931QPb-AugPluoWwVoi4Xfr95IBHj4Kc/edit?usp=sharing](https://docs.google.com/document/d/1mr87_jqHhiJ931QPb-AugPluoWwVoi4Xfr95IBHj4Kc/edit?usp=sharing)

Minutes Approved

#### UCS/Security Update

Saturday after Thanksgiving. Moving a server. Information will be sent out for alternative service during that time.

#### New business

- CircleIn update

Through Cares got a one-year membership for this service. The service is for students. Success at other institutions, but is very new and evolving tool. Members of team, Chelle Michael, Niki and Kolis. Faculty would promote to students. Students are struggling with issues to on-line, remote learning. Circle gives a pretty robust implementation plan.

- Video introduction: [Link](#). (Password: Circlein)

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#### Old business

- Technology needs survey Not thinking of this as for students, but for employees. This is to assess what technologies employees need that they don't have at this point.
  - Circling back: what is the goal of the survey?
    - Find out what technology (hardware and software) people need to do their work effectively
    - Figure out what the gaps are - what are the unmet needs and challenges?
  - What aren't we doing in this survey?
    - Trying to get a comprehensive list of hardware/software the university is already providing. UCS has that.

- Assessing UCS services (UCS has a separate survey for that)
  - Are these the right categories to meet the survey goals?
    - Part I: Institutional Resources
    - Part II: Faculty & Staff Professional Development and Governance
    - Part III: Technologies In Use
    - Part IV: Support Staff
    - Part V. Research
  - What edits/changes need to be made to the draft survey questions?
    - Have folks had a chance to review the questions?
    - Are we asking the right questions to meet those goals? Are there questions that need to be removed? What questions need to be added?
- Technology Plan discussion
  - Who will serve on a reconstituted Technology Plan committee?
  - Refining the (currently brainstormed) plan framework

NOT DOING THE SURVEYS AT THE SAME TIME. REPORTING SURVEY WILL BE DONE FIRST.

TECH SURVEY COULD BE DONE EVERY COUPLE OF YEARS. ONGOING FEEDBACK ON WHAT IS NEEDED ON CAMPUS.

Do we want to do the survey in Google forms or Qualtrics?

ACTION ITEM - A reminder will be sent out about the categories and the questions on the draft survey. These are the categories we have thought of.

- Are these the right categories to meet the survey goals?
  - Part I: Institutional Resources
  - Part II: Faculty & Staff Professional Development and Governance
  - Part III: Technologies In Use
  - Part IV: Support Staff
  - Part V. Research

Innovation Environment Brainstorm: Technology/Resources EXAMPLES (note: these are focused on Academic Technology because that is where the brainstorm started)

<b>INNOVATIVE</b>	<b>Technology/Resources</b> <ul style="list-style-type: none"> <li>• Maker spaces/augmented reality</li> <li>• Coding Camps/Hack-a-thons</li> <li>• Technology-enhanced spaces for collaborations</li> <li>• Active learning classrooms</li> <li>• One button studios/additional media creation space</li> <li>• Ability to scale strengths</li> </ul>	<b>Expertise</b> <ul style="list-style-type: none"> <li>• Edge-scanning, research, and development</li> <li>• Support for the scholarship of teaching and learning</li> <li>• Emerging technologies (data visualization, virtual reality)</li> <li>• Universal design for learning</li> <li>• Learning Communities</li> <li>• Design thinking</li> </ul>	<b>Processes</b> <ul style="list-style-type: none"> <li>• Most business processes are automated or fully web-based</li> <li>• Funding process to pilot/asses new and emerging technology</li> <li>• One-stop/point of contact technical support with routing to expertise</li> <li>• Self-paced resources and online teaching credentials</li> </ul>
<b>ADVANCED</b>	<b>Technology/Resources</b> <ul style="list-style-type: none"> <li>• Media production spaces</li> <li>• Multimedia tools (enterprise)</li> <li>• Robust academic technology integrated into LMS (e.g. collaborative, multimedia, formative assessment)</li> <li>• Smart classrooms</li> <li>• Student technology access programs</li> </ul>	<b>Expertise</b> <ul style="list-style-type: none"> <li>• Instructional design</li> <li>• Media creation</li> <li>• 24/7 technical support for LMS, and core tools/apps</li> <li>• Pedagogically-focused faculty development</li> <li>• Digital fluency</li> </ul>	<b>Processes</b> <ul style="list-style-type: none"> <li>• Quality standards for online learning</li> <li>• Regular evaluation process for technology needs with funding to address (not exclusively campuswide needs)</li> <li>• Accessibility is proactive and not exclusively reactive to accommodation requests</li> </ul>
<b>ENHANCED</b>	<b>Technology/Resources</b> <ul style="list-style-type: none"> <li>• Videoconferencing</li> <li>• Cloud-based systems, including file storage</li> <li>• Academic Integrity tools integrated into LMS</li> <li>• Enrollment and grading integrated into LMS</li> <li>• Captioning service</li> </ul>	<b>Expertise</b> <ul style="list-style-type: none"> <li>• Web development</li> <li>• LMS technical support</li> <li>• Technical support for students and faculty for core tools/apps</li> <li>• Web &amp; graphic design</li> <li>• Coders and developers</li> </ul>	<b>Processes</b> <ul style="list-style-type: none"> <li>• Clear online learning policies</li> <li>• Regular evaluation process for technology needs with funding to address (focused on campuswide needs)</li> <li>• Ticket-based technical support (including LMS)</li> </ul>
<b>FOUNDATION</b>	<b>Technology/Resources</b> <ul style="list-style-type: none"> <li>• Network Systems</li> <li>• Banner/Information System</li> <li>• Learning Management System</li> <li>• Email and communication</li> <li>• Website support</li> <li>• Single-sign-on</li> <li>• Computer labs</li> <li>• Printing</li> </ul>	<b>Expertise</b> <ul style="list-style-type: none"> <li>• Administrators for core technology</li> <li>• Basic technical support (e.g. passwords, business hours)</li> </ul>	<b>Processes</b> <ul style="list-style-type: none"> <li>• Paperless processes (eg. via email)</li> <li>• Funded processes for maintaining and updating technology purchases</li> <li>• Basic accessibility standards met, accommodation-based</li> </ul>

Comments:

Bill – What type of detail do we want to look at and still have it be meaningful.

Chelle – Sub-categories within the larger groups

Michael R. – Start with comprehensive and then cluster into categories.

Tech Plan Subcommittee discussion: May need to reconstitute the committee and expand the membership. Camilla, Kyler and Bill are the continuing members. Michael Reis is the new chair. ACTION ITEM: There could be a call for more members to the sub-committee. The subcommittee could get feedback from UTAC members about their areas.

Next steps:

Chelle to send call for new subcommittee members

### **Subcommittee updates**

- Reporting Subcommittee
  - AA has already met to give their feedback. Sub-committee will meet soon to send out the survey. How do employees see data? How do they use data? What tools do they have? What do they need?
  - You can look at the charge of the sub-committee, and the survey. There is a google doc out there and committee members can make comments. Can only make comments to Amy Clark at this point in time. The survey has been out there for comment so the sub-committee feels it is ready to go. Wanting to get out Dec. 7.