

Academic Technology Committee

MINUTES OF MEETING: 9/2/05 APPROVED BY COMMITTEE: _____
Submitted Exec. Committee: _____ Approved by Exec. Committee: _____
Submitted Academic Senate: _____ Approved by Academic Senate: _____

POLICY ITEMS: _____

Members Present: John Adams, Spero Bowman, Larry Chu, Kimberly Embleton, Xiyi Hang, Daniel Hosken, Mingfang Li, Gloria Melara, John Noga, and Jacek Polewczak.

Minutes: Stacey Schaaf

Members Absent: Ashley Skylar, John Holden.

Guests: Al Arboleda, Alberto Candel, Steven Fitzgerald, and Jerry Schutte.

1. Approval of Minutes – The minutes of the meeting of May 6, 2005 were approved.
2. Announcements and Introductions - John Noga introduced himself and asked all members and guests to do the same which they did. John Adams asked that the information regarding the name of the department he represents be changed from English to Modern and Classical Languages. Dr. Li reminded the committee that in the past there has been a student member and suggested that be continued. John Noga said he would follow up on it with Associated Students.

Jacek Polewczak asked that his guest, Alberto Candel have the opportunity to address his concerns to the committee early in the meeting. Candel is a Mathematics Professor who came to discuss support for WebWorks, a homework delivery system. In Spring 2004 WebWorks operated from the CSULB server. In Fall, 2004 and Spring 2005 it was run on the CSUN server. He reported statistics to support his estimation that in classes using WebWorks students had a 10% higher passing rate. He said that WebWorks was used by half of the 1200 students in Math102. He said that it could also be used by students in Math104 possibly. In the past, Candel was granted 3 units of release time to manage the Server, but not this semester. He explained that WebWorks was free software but the cost involved to make it available is that of Server maintenance. He does not think a faculty member is necessarily qualified to do this. He complained that over the summer when ITR upgraded the Server they had to remove WebWorks and reinstall it, and now it is not working properly. John Noga asked what the impact is on the Server to continue running WebWorks? Steven Fitzgerald explained that a dedicated Server is required because of the security needs of the campus. The committee discussed last year the need to form a process to determine which technology packages will be supported by the University infrastructure. Fitzgerald said it is not the role of ITR to decide which technologies to support, but to support technologies as determined possibly by an academic technology support. He said that the process needs to be developed to make those determinations University-wide. The need

is increasing with the existence of the firewall. Noga asked if other departments could use WebWorks? Candel said that the program really was just designed to express mathematical formulas. Spero Bowman explained that supporting WebWorks was a pilot program intended to last one year. There are many programs which faculty-across-campus would like to run. There needs to be a University-wide process in place for determining the allocation of resources to support configuration, implementation, monitoring, management, and trouble-shooting of those systems and programs. It is up to the Departments to request support from the Colleges. Then the Colleges would approach Academic Affairs. Once Academic Affairs has made the determination for support then it goes to ITR for implementation. The allocation process should not be arbitrary. Candel asked who would determine the cost? Bowman suggested that this might be determined in consultation with Magnhild Lien, Chair, Mathematics. He offered to approach the College on the Department's behalf if they provided him with an estimate of the cost and a request for funding via email. Polewczak was concerned that the process might be too slow. Bowman identified two issues. First the issue that Math needs this supported and functioning and secondly the process that the University needs to develop to determine which academic technologies will be supported and by whom. He used as an example the significant budget and analysis process to support WebCT technology. Fitzgerald explained that ITR Staff were currently working on the project on a "cycle stealing" basis to make WebWorks available to students as soon as possible and said it should soon be working. It can continue to run while the process for funding is developed. Fitzgerald suggested that ITR's contribution to the process might be installation and determination of the effect on campus infrastructure security.

Spero Bowman introduced Jerry Schutte, Chair of the Educational Resources Committee. Schutte encouraged all ATC members to attend ERC meetings which occur the second Tuesday of every month from 2:00 to 4:00 PM. He told members that many of the issues they face might in fact be resource issues which could be addressed by ERC. It was his thought that both committees might be spending time on overlapping issues.

3. Chair's Report

Noga reported on Eluminate technology recently purchased by the University and being made available for faculty use. Eluminate can connect classrooms to each other with audio and video and also provides on the same screen a place for the Instructor to make notes visible to the students in the classroom. Noga said it is analogous to a telephone party line.

He notified the committee of the CSUN IT Support Assessment Executive Summary which was made available by President Koester in her email of 8/30/05. He went on to the process by which the Consultants spoke to members of the campus community to gather information for the report.

4. Dept/College Issues

Daniel Hosken asked about the news that there would be an update for Meeting Maker during the second week of classes. Fitzgerald explained that ITR analyzed the situation taking into consideration the normal upgrade scheduled to occur in October, the fact that most users currently are not faculty, and the complaints from users regarding problems. Because it was determined that faculty would not be directly impacted, the decision was made to upgrade Meeting Maker sooner rather than later, even though it would occur at the beginning of the semester. Hosken said his College would begin to use it as soon as the upgrade is completed.

5. CIO/CTO/ISO's Report

a. IT Consultant Review and Recommendations.

Spero Bowman discussed the Consultant's report introduced by Noga. The report looked at the way the University manages Peoplesoft, ITR support, Finance and Administration support and the many email, calendaring, network systems and directories operating on campus. The scope of the IT enterprise requires additional support for security and desktop management issues, a separate identity, and a centralized role. To address these issues and the ubiquity of technology, it was determined that the role of the CIO needed to be a full-time position and elevated to the level of Vice President. Spero will assume his duties as Associate Vice President for Academic Resources on a full time basis to address expanding issues such as Institutional Research as soon as the Interim CIO is in place.

b. Academic Technology Initiatives

ERC - Bowman reported that the President has allocated \$1,000,000.00 per year for new Full Time Faculty positions. For the current fiscal year \$30,000.00 will be used for recruitment and the remaining \$970,000.00 will be used to fund additional Smart Classrooms. Currently, there are about 85-90, the additional funding should allow 20 to 30 more. Funding requests are being accepted from the Colleges.

LMS - The University purchased Blackboard and WebCT. Blackboard is used by College of Extended Learning. WebCT 4.1 had an original cost of \$7,500.00, the WebCT 6.0 version cost is \$75,000.00. The committee must decide whether to adopt WebCT 6.0 within the year; or move to Vista, which would cost \$225,000.00. Chico State installed Vista. The license fee was \$115,000.00/ the installation and changes to the operating system cost about \$80,000.00. Shuti asked how many faculty use WebCT. Fitzgerald reported that it is heavily utilized by faculty.

LMS Summit - The Chancellor's office is encouraging attendance at the upcoming Learning Management System Summits sometime in October. SOKAI is an open source learning management consortium.

Wire vs. wireless - Dr. Bowman discussed the challenges of wireless capability in some of the older concrete buildings on campus and encouraged anyone who has heard of problems to report them so they can be addressed. He further said that the term 'wireless' is a misnomer, the network access point must be hard wired in the campus network infrastructure.

Central vs. College – Dr. Fitzgerald referred also to the Consultant's Report recommending IT centralization, and unification of support for Active Directory and Desktop Management. The issues involve assuring the integrity of the campus IT network. He presented the drafted "Recommendations for Desktop Management and Associated Response" policy. The four proposed levels of IT support for various computing environments are:

- I. Centrally Supported;
- II. Jointly Supported;
- III. Individually Managed End-users; and
- IV. Individually Managed Administrators.

Each is an agreement between ITR and the college with service level agreements built in. It is intended to be a policy model to help define the role of ITR and the colleges regarding issues such as end-user support and building and configuring systems. Included was a drafted “Administrative Access Approval” form requiring approval of the college Dean, and a drafted “Request for Feedback from the Colleges regarding computing support needs. Benefits include enhanced security and the ability of IT to remotely push software upgrades to end-users, rather than relying on college technical support staff to upgrade desktops. Desktops are the most vulnerable to security breaches.

Al Arboleda introduced himself to the Committee as the Information Security Officer. Noga asked Arboleda to report on the University’s overall level of security. Arboleda discussed his plans for a campus-wide risk assessment, and his concerns based on recent problems in IT security at other campuses. He advised that breaches occur mainly on desktops where confidential information has been stored. He reported that the cost of notification can be as much as \$300,000. per security breach. Once the information is compromised, the campus has to notify all those affected. A recent breach at San Diego State required that 250,000 people be notified. Bowman encouraged awareness of documents and reporting procedures requiring sensitive information and storage of information on media rather than desktops. Arboleda reported a recent event at the Chancellor’s office in which a desktop computer was compromised. Shuti suggested he come to the ERC meetings and share these concerns with the Department Chairs. Arboleda also expressed his desire to meet with Administrative staff to determine situations in which the last name, first name & social security number information might be gathered; and how it is then stored. Arboleda stated the first task is to educate members of the campus community, once he has a sense of what people know, he can make a determination of how resources might be allocated to educate.

Fitzgerald reported that during August 1-15, 2005, Four thousand people used the campus email. He said that 14,000 students are using campus email. This semester a pre-made email list for all students in courses will be provided to Professors. The information is based on the most current provided by the student and the list is refreshed every week until the census.

Bowman reported on ADA Compliance. There are currently two positions funded and descriptions are being written to convert materials to be ADA compliant. One position will support University Advancement and the other On-line Teaching.

Bowman informed the Committee of Dr. Harry Hellenbrand’s interest in understanding the future of Information Technology on Campus and encouraged an open dialogue with Department Deans so that the needs of the Colleges can be supported. The Northridge Center has 225 seats and an “Elmo” electronic projector device. The interactive devices include “clickers” for students. Gloria Melara asked Bowman how Smart Classes are supported. He reported that currently, there are 100 data projectors in Smart Classrooms; and that just the bulbs for each one costs \$400/bulb. One of the tasks of the Committee will be to develop a plan or model for how costs are to be supported and by whom.

Polewczak asked the Committee for advice regarding establishing protocol. The Mathematics Department purchases an annual software license at a cost of \$8500. If people outside of the College use the software, how can the expense be recovered? Bowman suggested that it might

be an issue for the Managers of Academic Resources (MAR) at their next meeting. He suggested identification of Users to determine an appropriate amount for a budget transfer.

Noga described for the Committee the process of policy implementation. First a policy comes to the attention of the Committee for discussion. At the second step, no action is taken at this point, the issue is clarified and a request made for feedback. The third step involves accepting or rejecting the policy.

Fitzgerald explained the procedure for adopting security policy. First a policy might be drafted by the Security Working Group and the I.S.O. Second, it might come under review by related committees such as the iTeam or ATC. A draft is submitted to the Provost and the President's Council to receive input. The third and final step would involve endorsement by the President. Then the policy posts at <http://www.csun.edu/policy>. Polewczak asked if the Committee's policies go to the Senate? Noga replied that some do. Some implementation goes to Provost. If there is a requirement all Faculty must adhere to, that goes to the Senate for approval. Fitzgerald reported that this committee submits policy, as necessary, either to the Faculty Senate via John Noga, or the Senate Executive Committee via Steven Stepanek.

Change Management Policy - Arboleda discussed the need for a policy, and distributed a draft of the "Change Management for IT Resources CSU Northridge Administrative Policies and Procedures" document. The people most affected by change management are those in Information Technology. The draft currently states that all departments are required to have a change management policy. Remedy is the software currently being used by the campus to manage changes in IT implementation. A policy would define what aspects of change need to be documented and under what circumstances it is to be implemented.

Security Breach Notification – Arboleda distributed a draft of the "CSUN Procedure: Security Breach Notification" policy. This document identifies which campus units need to be identified in the case of a security breach.