Academic Technology Committee

MINUTES OF MEETING: 10/05/07 APPROVED BY COMMITTEE: 11/07/07
Submitted Exec. Committee: Approved by Exec. Committee:
Submitted Academic Senate: Approved by Academic Senate:

Members Present: John Adams, Ardavan Asef-Vaziri, Hilary Baker, Larry Chu, Ellis Godard, Xiyi Hang, Kimberly Embleton, David Levin, Gloria Melara, Jacek Polewczak, Magdy Rizk and Ashley Skylar.

Minutes: Jennifer De Iuliis

Excused: Barry Cleveland

Guests: John Noga, Chris Olsen, Wayne Smith, Meredith Sweet (Sundial student reporter)

1. Approval of Minutes – The minutes of the 9/07/07 meeting were approved as amended.

2. Previous Meeting Action Item Review
   - ATC Annual Report – John Noga will be sending to Ellis Godard next week
   - Software Discounts – Hilary Baker noted that she had confirmed that faculty and staff can purchase software for home computers used for work purposes at a discount. The University Bookstore store manager will make the information more visible in the store. Faculty should ask at the Bookstore information desk for faculty discount rate information.
   - Email Quota Assistance – Per Jacek’s request, IT temporarily increased the quotas for two new faculty members while they complete their transition of information as they join the CSUN campus.

3. Announcements
   a. Hilary introduced David Levin as the new Director of Academic Technology. David summarized his educational background and work experience, most recently as Director of Instructional & Information Technology Learning at Cal Poly Pomona.
   b. Ellis Godard shared the memo response from the President regarding Open Standards.
   c. Hilary answered a question regarding the IT maintenance occurring over the upcoming weekend. This maintenance is necessary to refresh the core network infrastructure.

4. Chair’s Report – Ellis Godard
   a. Matrix of issues
Ellis shared a document with the group and asked for feedback to be sent to him. The matrix is to be used to track items that are discussed at the ATC meetings.

b. **Faculty IT Concerns**
Ellis read a portion of a note he received from a faculty member expressing a general concern regarding IT’s service. Gloria Melara asked what assessment tools are available to measure IT service performance. Hilary noted that IT plans to submit a survey to faculty, students and staff next semester to capture service and other feedback. The group discussed that this would be helpful and also proposed that IT use a survey tool after the completion of major projects such as the recent portal and SOLAR upgrade.

c. **LMS Survey**
Ellis shared a summary prepared by Steve Fitzgerald that documented the initial outcomes from the LMS survey.

d. **ACAT**
Ellis noted that the topics discussed at the ACAT meeting in July meeting included online courses and e-text books. Ellis Godard asked if these same topics came up at the August meeting. Hilary Baker and John Noga state the items were not discussed in August.

e. **ATC Listserve**
Ellis noted that the new ATC listserve for this fiscal year is available. The listerve is atc0708-l@csun.edu

5. **Department / College Issues**

a. Ellis: Raised questions provided to him via email.
   - One email noted that technical staff need the ability to adjust the time-out for computers in the labs of the College of Social and Behavioral Sciences. *Action item: Hilary Baker to follow up with JB Wall.*

   - Another email expressed concern that id and passwords could be inadvertently displayed on the classroom screens when faculty are preparing to use presentations in classrooms. *Action item: David Levin mentioned that he had developed a solution to mitigate this at a previous institution. He was going to follow up on this item as part of his review of technology support for our Smart Classrooms.*

b. Ashley Skylar: Some technicians attempted to load a software program for training purposes and were unable to do so probably because they did not have the proper Active Directory level access.
**Action item:** Hilary asked Ashley to provide technicians names so we can review their access. In addition, Hilary noted that an Active Directory assessment is currently underway.

c. John Adams: He has been appointed to the PPR committee and the bylaws state he cannot be a member of both PPR and ATC committees. The college is in the process of electing a new member to replace him on ATC.

d. Ardavan Asef-Vaziri: Concerned that his personal computer may have been accessed inappropriately; he has contacted the Help Desk and the Information Security Officer and requested feedback from them.  
*Action item: Hilary Baker will follow up.*

e. Jacek Polewczak: Requested information about changing passwords. Chris Olsen stated that passwords can be changed at anytime by users via the Portal or the Help Desk can assist if needed. Larry Chu asks how long a password has to remain out of use before it can be re-used. Chris Olsen stated it is approximately 1.5 years before a password can be re-used.

f. Ellis Godard for Barry Cleveland: Asked about the availability of closed caption tools. David Levin noted that the Office of Online Instruction has tools available and suggested contacting them for more details. David believes the product Docsoft is currently available.

6. **CIO Report – Hilary Baker**

a. **New ATC Website**

A new template has been created which follows ATI guidelines. Hilary distributed a printout of the new site and she will send a link to Ellis Godard, Heidi Wolfbauer and Jennifer Matos for review and approval.

b. **IT Governance**

Hilary distributed a document that outlined the revised Information Technology governance structure, which was signed and approved by the President on October 3, 2007. The Deans received copies of this document earlier in the week. Some members expressed concern with the potential overlap between ACAT and ATC, most especially concerned that the ACAT is influencing the business of education by influencing what is happening in the classrooms. Ellis and John Noga (who have both attended both ATC and ACAT meetings) noted that the ATC is advisory to the Faculty Senate while the ACAT is advisory to the executive administration with a more direct link to the Provost since he chairs ACAT.
The chair of ATC is a member of ACAT so Ellis currently serves on both committees. John Noga, previous ATC chair, noted that when he was chair he used to provide an update to both committees and disseminate information. The group thought it would be helpful to have the Provost attend the next ATC if possible to discuss this topic further.

Ellis Godard asked if it was possible to recommend some changes in the wording of the document; Hilary offered to review any suggestions for wording changes.

*Action item: Hilary Baker to invite Provost to attend ATC meeting.*

c. **Information Security**
   The Information Security Officer and an outside consultant are scheduled to meet with each college to provide a high level overview of information security awareness and collect information about college use of confidential and sensitive data.

d. **Business Continuity**
   Spero Bowman is representing Academic Affairs as we develop a campus-wide business continuity plan. The first phase is to identify the critical business functions that we would need to recover after an emergency situation.

e. **WebCT**
   The WebCT server was upgraded last week. The previous server was running at close to 100% capacity; the new server is currently running at about 10%. Although there were some initial problems with off-campus connectivity through Internet Service Providers, the help desk has not received calls and the Office of One Instruction reports an improved response. David Levin noted that the campus will utilize Steve Fitzgerald’s LMS assessment to help determine whether the campus will continue to move forward with WebCT or transition to other LMS product(s).

f. **Spam – Chris Olsen**
   Chris Olsen, Director of the Help Desk and Walk-in Center, provided an overview on how Spam is managed by IT. IT manages spam using anti-spam tools at the server layer. We capture and identify over 400,000 email messages as Spam per day. The email that gets through these anti-spam tools can then be filtered based on individual user preferences. Chris noted that it is a challenge to set the appropriate Spam controls because some people’s Spam is considered appropriate and necessary email to others.

7. **Guest Presentations**
   a. *Moodle demonstration – John Noga*
John provided a Moodle LMS demo to the committee. He offered to set up test accounts for anyone interested to assist with testing the product as well.

8. Policy
   None

9. New Business
   None

Meeting adjourned at 3:15 PM.