Joint ATC/ERC Meeting

MINUTES OF MEETING: 11/10/09        APPROVED BY COMMITTEE: 2/05/10
Submitted Exec. Committee:_______  Approved by Exec. Committee:_______
Submitted Academic Senate:_______   Approved by Academic Senate:_______

ATC Members Present: Shan Barkataki, Kimberly Embleton, Jacek Polewczak, Magdy Rizk, Ashley Skylar (chair), Wayne Smith, Holli Tonyan

ERC Members Present: Ric Alviso, Michael Barrett, Lawrence Becker, Sandra Chong (chair), James Dow, Doris Helfer, Jerry Schutte, Steven Stepanek, Veda Ward

Guests: Hilary Baker (ATC), Spero Bowman (ERC), Steve Fitzgerald, Harry Hellenbrand, Werner Horn, David Levin (ATC), Stephanie Nguyen, Chris Olsen, Ben Quillian, Carol Shubin, Diane Stephens, JB Wall, Chris Xanthos

ATC Members Not Present: Wei Cao, Robert Lopez, Mary Schaffer, Jeff Wiegley

ERC Members Not Present: Robert Kladifko

Minutes: Jennifer De Iuliis

1) **Introductions** (Sandra Chong/Ashley Skylar)
   Members and guest attendees introduced themselves.

2) **Call for additional agenda items** – none discussed.

3) **Update on Student and Faculty Email Migrations** (Chris Xanthos)
   *Handout titled - Faculty and Student Email Update, November 10, 2009*
   *Handout titled - Microsoft Exchange for Faculty – FAQs (printed from webpage)*

   a. Faculty Email
   
   Xanthos provided a one page update and a copy of the faculty email frequently asked questions, which are currently posted on the web. The faculty email migration is scheduled to begin at 5:00pm on Friday, November 13th. Faculty have been informed by an email sent from Provost Hellenbrand. Email will be unavailable from this time until 8:00am on Monday, November 15th. Xanthos explained that following the migration, faculty will no longer have access to their Mirapoint accounts. He encouraged everyone to review their accounts after the migration to determine if there are any issues. Xanthos suggested that members contact the Help Center so issues can be tracked and rectified quickly. As an additional reminder, Xanthos stated the Mirapoint contract will be expiring in December. After that time, IT staff will no longer have access to Mirapoint accounts.
Xanthos explained that after the migration, a setting will need to be changed on some mail clients. Information on how to complete this change will be posted on the web closer to the migration date.

Xanthos shared that a number of faculty, including a few of the ATC and ERC members, decided to have their email accounts migrated early to avoid the service interruption during the migration weekend.

Polewczak shared that he migrated early and that the move went smoothly, however, he did encounter a few glitches. He believes they are Microsoft-related and not necessarily attributed to the migration process itself. One example is the use of an earlier version of Pine seems to crash for no reason. Polewczak will send a note providing the details.

Barkataki tried to migrate early, however was told that he could not because the account exists within Engineering and Computer Science. Xanthos stated he would look into details for him. Stepanek noted there might be something in the settings and suggested he speak with the ECS technical representative.

b. Student Email
Xanthos stated that the student email transition is wrapping up nicely. Almost 30,000 students utilized the migration tool that was made available. The tool was turned off as of October 31st, as scheduled. Xanthos shared that over the past weekend all of the club and organization accounts were migrated. For these accounts only, auto-forwarding from the @csun.edu address to the new address is set in perpetuity, due to the number of printed materials and websites that have their addresses listed. Xanthos noted at the end of the fall 2009 semester, auto-forwarding will discontinue for all other accounts.

Stepanek asked what will happen to the student accounts that do not complete their migration to Gmail and how many accounts are currently enrolled students. Xanthos stated there are 6,000 currently enrolled students that have not migrated. Any existing mail in their current account will be lost if they don’t complete the move.

4) Other Business (Steven Stepanek)
Handout titled – CSU, Northridge Faculty Senate Resolutions, Draft, November 10, 2009: Resolution on Implementation Guidelines for Technology Changes that Impact Instruction

Stepanek stated in addition to being a member of ERC, he also sits on the Senate Executive Committee. He presented the draft resolution document for both ERC and ATC to review and discuss. The resolution addresses technology changes that impact instruction. Stepanek explained that if both committees agree with the resolution, it would then go to Senate Executive Committee and the full Faculty Senate for discussion.

Dow inquired as to the need for the resolution. Stepanek shared that some faculty members have expressed concerns with the faculty email migration project timing, which is forcing faculty and students to take a break from email for one weekend. Tonyan shared that there is
an impact if there are assignments due and noted that there are classes scheduled on Saturdays.

Ward noted that from the student perspective, it is important to provide as much advance notice as possible. She is working with students who are currently out of the country and email is the primary means of communication.

Barkataki inquired about the source of this resolution; whether it is only due to the email project or something else. He is concerned that the document is vague and does not specify the level it would start and stop. Stepanek shared that it was introduced because of the concerns about the timing of the email project.

Schutte stated the document mentions “existing” technology and he questioned what the critical level would be and at what point the Senate needs to be informed. Stepanek responded that the term “existing” refers to technology that is currently in use and noted that plans for new technologies follow a different implementation path because they do not replace technologies currently integrated into curriculum.

Chong shared that Faculty President, Jennifer Matos, had contacted her and Skylar to request that these two committees review this issue and draft a possible resolution.

Smith stated he is unfamiliar with resolutions and wondered if examples should be included, which could assist with clarification. He further inquired if this resolution is the best means to address this concern or whether there is another way to deal with this via management (i.e. ask IT to draft a document). Stepanek shared that the only way for Senate to go on record would be through a resolution or policy.

Dow expressed concerns about the resolution and is unsure whether there is a need for this type of resolution.

Stepanek noted that in open discussions held in the Faculty Senate and in other venues, some faculty were very frustrated by the email weekend disruption.

Ward shared that from her experience on the LMS Committee she learned that there are a lot of levels and connections around technology and noted that governance keeps communications going.

Chong suggested suspending the discussion to keep the meeting on track for guest speakers and revisit this at the end of the meeting.

5) **Update on Budget Planning Related to Technology** (Hilary Baker, Harry Hellenbrand)

*Handout titled – Potential Technology Cost Savings and Efficiencies, Draft for Discussion Purposes, October 2009*  
*Handout titled – CSUN Technology Cost Saving and Efficiency Initiative, Draft, November 8, 2009 (chart)*

Baker pointed out that the draft report focuses on technology in all five divisions, not just the IT division. Of the $27 million annually spent throughout the campus, approximately $10 million is spent within the IT division. Baker highlighted key sections in the document:
minimizing duplication; shared technology services; desktop computer management; thin and virtual smart classrooms and computer labs; server consolidation; leveraging software licensing and procurement; streamlining applications and processes; and technology staffing.

Regarding prioritization of technology services, Baker shared two examples of aging technologies on campus, the modem pool and Meeting Maker, both of which will be discontinued. She also mentioned that she is working with other CSU CIOs to develop means to share technology and services. Initial examples include information security and network services. Baker noted that desktop computer management (powering down and/or hibernation), could result in savings of approximately $50 per workstation per year. Regarding the virtual computer lab pilot, Baker mentioned that we plan to use the North Carolina State University software to test virtual computer lab technology on our campus. She suggested that we could schedule a demonstration at a future ATC meeting.

Baker noted that she had previously shared the link for faculty software procurement including software downloads at an ATC meeting. She noted that college-specific software contracts could also be posted online. Baker stated that self-service help provides opportunities to provide assistance anytime. One example is the Lynda.com training for Moodle. Baker explained that many of these technology service changes could free time for local college technicians to focus on other college-specific work.

Baker referred to the one-page bubble diagram handout, which charts the cost savings and efficiencies by level of difficulty to implement and planned savings and efficiency. She noted that the “synergy” label references shared projects with other CSU campuses.

Skylar asked if the local technicians are working with IT to get input on applications and information as these projects are being discussed. Hellenbrand said this is just begun this week (due to the lottery fund purchase requests) and a procedure is currently being worked on (inventory and protocol). The model he is using is the use of pilots similar to that used in the thin client project to make sure the money is available to support projects.

Polewczak noted the college level budget information that is being shared is very dismal and includes part-time faculty layoffs and asked if a similar situation exists in IT. Hellenbrand stated that once the budget gets leveled out, we would like to minimize layoffs. Regarding staff positions, it goes through bumping rights and the layers of detail are complex. He further noted the technology piece is only a fraction of the overall cuts.

Hellenbrand shared that previously technology was thought of as a bridge between locations (improve distance education). Technology has been underutilized and all the benefits have not been optimized. He stated that virtualization provides opportunity. One example is the DARS system which has significantly changed the work process. Hellenbrand stressed that changes in technology have to be looked at for the long term.

Hellenbrand stated the university budget is being reviewed through the University Planning and Budget Group (UPBG). He shared his approach in Academic Affairs is to plan for deep cuts which eliminate the need to keep going back to obtain savings over several years.

Smith noted the idea of cloud computing and several other technologies mentioned were discussed and some utilized in the 80’s and then were discontinued. He expressed concerns.
that the CSU would then in another 10 years turn back around again. Hellenbrand shared that he too, has had this experience with technology and unfortunately cannot predict what the CSU might do. He noted that the CSU campuses are looking into collaboration efforts, not as a whole (23 campuses), but as smaller groups, which is more promising in accomplishing mutual goals and outcomes. Hellenbrand shared that he recently read a great LMS study on cost savings. Polewczak inquired about obtaining the report. Hellenbrand said he would pass it on to the committees.

In closing Hellenbrand pointed to the projects on the bubble diagram and he noted in Academic Affairs the need to begin on the left side of the box and build up to the others.

6) Update on Moodle (David Levin)

Levin noted that a new form for faculty to use to request a Moodle course site, which will shortly be accessible from the faculty portal. Levin explained the form will have an option for faculty to select the date they would like students to have access to the course; if no date is chosen, the default is for student access two weeks prior to the course start date. The form can also be used to request a test course. Skylar asked how quickly the course site will be available after submitting the request. Levin stated the course site will be available 1-2 hours after the request has been submitted.

All course content in WebCT from Spring 2009 to Spring 2010 will be migrated to Moodle. Migration will begin this month with Spring and Summer 2009 courses. Levin explained that when the migration occurs, faculty will need to do some reorganizing. He added that there are open sessions scheduled in Oviatt 30 for faculty to get assistance with reorganizing content. If faculty need help with migrating course content prior to Spring 2009, Levin suggested emailing ftc@csun.edu to submit a request.

Moodle training is available online from Lynda.com. Levin explained there is approximately 8 ½ hours of training available, which is broken down into short segments. Users can select the segments they would like to review. Levin shared that there is also student training available from Lynda.com and several faculty have posted this link in their courses. He also encouraged departments to request hands-on specialized training sessions and noted there are a number of training options posted on the IT site’s training calendar.

Skylar noted she requested migration a week ago, but has not received any feedback. Levin stated the migration for fall has not begun and suggested emailing him directly if anyone would like his/her course content migrated earlier.

Barkataki stated he is unclear about what is being migrated. Levin explained anything in the File Manager is migrated, however if it does not have a link to Spring 2009 – Spring 2010, the content will not get moved over.

Polewczak inquired about the ASCIIMath on the development server. Levin stated it is loaded on the test server and ready for testing; he noted that Moodlerooms has reported some issues with the software.
Chong inquired about the content move of multiple courses and asked if various file types are obvious. Levin stated courses are moved course-by-course and content for each will remain within the individual course. He also stated that when the entire file is moved, the file type is not changed.

Smith suggested having Moodle on the agenda at the next ATC meeting to allow for more discussion time.

7) Thin Client Pilot Status (Steve Fitzgerald, Stephanie Nguyen, Diane Stephens, JB Wall)

Handout titled – Status Report: Thin-client Pilot for Lecture Rooms, November 10, 2009

Fitzgerald described a two-phase pilot project following the Thin Client Feasibility Study. The first phase of the project, which is limited in scope, is scheduled for this fall. This phase includes eight lecture halls in Sierra Hall. J.B. Wall from Social and Behavioral Sciences is the Academic Affairs lead for the project, with Ben Quillian as the IT lead. Fitzgerald noted the pilot includes a thin client for faculty to test drive outside of the classroom.

Stephens noted that Dell has been selected for the pilot; however, she noted that other vendors also have thin clients solutions. Fitzgerald noted that different vendors could be used on the server-side and desktop side, thus providing some options. Olsen shared that the server has been acquired and configured and that the thin clients have been received and are ready to be deployed. Wall showed the group two pieces of equipment: a Dell Optiplex, currently deployed in some smart classrooms and the new thin client box. The thin client box has a smaller footprint (size, power and cost), and is easier to manage.

Fitzgerald noted that the DASC committee generated a list of programs that were currently being used and will be included in the pilot. Stephens noted the ongoing process for requesting and determining applications (for the classroom thin client image) was discussed in the feasibility study and still needs to be finalized.

Stepanek inquired about the next phase of the pilot. Stephens indicated that the next phase of the pilot is scheduled for the spring and will be expanding to include one large lecture hall and other classrooms in Manzanita Hall.

Shubin inquired about cost. Stephens explained that thin clients would be deployed incrementally, as refreshes occur. So as time goes on, more cost savings will be achieved while minimizing large upfront costs. A campus-wide deployment plan will be developed, factoring lessons learned from the pilot. Stephens also noted that thin clients are a sustainable solution considering the energy savings, longer periods of use (less refresh) and fewer materials for landfills.

Fitzgerald noted that as part of the pilot, various assessments will be made. These include: a survey of the faculty members that used the thin client, performance testing to validate user response times (e.g., video streaming) and performance testing to address issues related to demand at peak times.
Wall encouraged input from the group. If anyone would like access to the test environment, they should contact him by email.

In closing, Fitzgerald noted that Hellenbrand asked the group to explore some options with labs and a request from the Mathematics department was made to look at open source.

8) Revisit draft resolution topic

Chong shared that some possible wording changes to the document would be good to consider. Stepanek stated any changes are welcome and he does not want to put pressure on the committees to make a decision today. He suggested each committee discuss further in their separate meetings in December. Ward suggested members discuss with other constituents in the meantime as well, which she believes is an important intermediary step. Stepanek agreed with Ward and encourages members to continue and expand discussions on the merits of this type of resolution.

Stepanek will send a PDF version of the draft document to both committees.

Meeting adjourned at 3:50pm.