Joint Meeting
University Teaching Council & University Council on Technology
November 21, 2014 ⬧ 2:00-4:00 pm ⬧ Room 318, Student Center

I. Call to Order

Chair Shelley Marshall called to order the joint meeting of University Council on Technology and the University Teaching Council at 2:00 PM.

II. Attendance

Present for University Council on Technology: Shelley Marshall (Chair), Arden Ruttan (Vice-Chair), Paul Albert (Information Services), Susan Zake (College of Communication & Information), Margarita Benitez (Fashion Design & Merchandising), Wendy Tietz (College of Business), Eve Dalton (Faculty Professional Development Center), Clarke Earley (Arts and Sciences), Hongshan Li (Tuscarawas), Mark Rhodes (Graduate Student Senate), Ron Dear (Information Services), Jill Kawalec (College of Podiatric Medicine), Aaron Near (Nursing), Melody Tankersley (Provost), David Kaplan (Faculty), Sasi Benzigar (College of Public Health), Larry Froehlich (Faculty), Karl Kosko (Faculty), Partha Rajagopal (Stark), Michael Rothstein (Computer Science), Will Ward (Computer Technology), Edward Collins (Diversity, Equity, and Inclusion), Tom Klingler (University Libraries).

Present for University Teaching Council: Wendy Tietz (College of Business), Eve Dalton (Faculty Professional Development Center), Belinda Boon (College of Communication & Information), N. Stanforth (Fashion Design & Merchandising), Mark Rhodes (Graduate Student Senate), Melody Tankersley (Provost), Luis Hermosilla (Modern & Classical Languages), Shelley Marshall (Ashtabula), Mary Beth Rollick (Mathematical Science), David Kaplan (Geography), M. L. Nambuo Temu (Pan-African Studies), Pamela Evans (College of Architecture & Environmental Design), Mina Katramatou (Physics).

Guests: Joshua D. Bird (Turning Technologies), Preeti Palvankar (Information Services)

III. Welcome

Shelley Marshall, Chair of University Council on Technology, welcomed everyone and introduced herself. Since areas of both committees intersect, plan to meet together once a semester. CIO Ed Mahon and the Provost are interested in our feedback and recommendations. Wendy Tietz, Chair of University Teaching Council, introduced herself, and requested University Teaching Council members stay after the joint meeting for a short UTC meeting.

IV. Approval of Minutes for UCT

A. Paul Albert (Executive Director, Educational Technology & Service Management) had one correction to the minutes for the meeting on October 17, 2014: (page 4) delayed Blackboard upgrade because it broke XML not test sheets.
B. Dr. Albert will send out the link to Blackboard webinar as mentioned in October minutes.
C. With that correction, the minutes passed unanimously.

V.   Updates

A. Software Subcommittee
1. Ron Dear (Applications Support Analyst, Service Management) has taken over leadership of the Software Subcommittee.
2. Paul Albert and Ron Dear met regarding the goals of committee. Mr. Dear provided an overview of the subcommittee and its goals.
   a. Help with software determination.
   b. Track inventory.
      i. No one really knows how many licenses we have of a particular software.
      ii. Goal is to provide people with better awareness of software.
      iii. Join with Federated Desktop Support to track software.
   c. Evaluate software that we have.
   d. Resolve issues with software purchasing, and facilitate bigger purchases. Move away from repeated one-of purchases.
   e. Transparency about software availability. Not spending new money if there is a license available.
3. Mr. Dear also met with Jim Raber (Team Leader, Federated Desktop Support) to discuss better ways of tracking usage. They will continue the discussion after the new year.
4. Shelley Marshall (Chair, University Council on Technology) requested that individuals interested in participating in the subcommittee contact Ron Dear.
5. Arden Ruttan (Vice Chair, UCT) asked if the University uses floating licenses. Ron Dear explained that we don't know the number of floating licenses.

B. Form to Request Exemption from Encryption
1. Paul Albert provided the form previously used to request exemption from encryption.
2. Vice Chair Ruttan asked if the form was available online. Dr. Albert explained that technology support and federated support should know where to get it. With disuse, they may have forgotten about it. Jim Raber has agreed to take the form to the next technology meeting as a reminder.
3. Dr. Ruttan summarized the reasons for requesting the exemption. He suggested that the criteria would remain the same as in the past:
   a. No long term data storage;
   b. No individual use of the machine;
   c. Data does not include user information;
   d. Encryption would slow down use of machine in research;
   e. Only non-user data on machine.
4. Dr. Albert explained that Deans and Chairs approve exception to encryption. Information Services signs the form so that they know that it is happening.
5. Regarding the exemption for research equipment, Jay Frye (Director, Service Management) put together an exempted list. Paul Albert will share it at next meeting.

C. Blackboard Update
1. Preeti Palvankar (Manager, Course Management) reported that there are no major upgrades to Blackboard this winter.
   a. Her group is evaluating the October 2014 upgrade, probably available for spring.
   b. There is a webinar about the new interface. Paul Albert will send link for review. Interface is clean, much simpler.
   c. Mobile app for Blackboard has been geared to students.
   d. Grader App just released for Blackboard for faculty. It is separate app, not part of Blackboard. Faculty must download it. Preeti Palvankar's group is downloading and testing now. Faculty can download it now, but it is not functional. Planned for next spring. If faculty

is not ready, can go slower with update. They are looking at the changes. She will come back in spring and explain the changes.
2. Paul Albert discussed issues with grading in Blackboard and improvements made by
   a. Information Services put in a monitoring system that gives more details, not just up or down.
   b. Bb has been sinking under own weight. Anything older than 2 years + one semester will be archived.
   c. Recently got vBlock – datacenter in a box – supposed to be much faster than old banner system. Rolling that out.
3. Vice Chair Ruttan asked if the pdf annotation functions can be expanded in Blackboard. What tools are available in Blackboard to interact with students, for example, a drawing tool or annotation tool to use with abstract concepts?
   a. Paul Albert responded.
      i. Educational Technology can tell you if tool exists and how to use it.
      ii. Office of Continuing and Distance Education would know if anyone is using the tool.
      iii. Eve Dalton's group (Faculty Development Center) does some training as well.
      iv. UCT can invite them back. We can also create a list.
      v. Educational Technologists work with Arts and Sciences to help with this type of issue.
   b. Tom Klinger (Assistant Dean, Universities Libraries Library) shared that the library provides two products that integrate with Blackboard: NBC Learn with Building Block plug-in, and EBSCO Discovery Service Reading List. By next May, the electronic reserve system should be integrated so that his staff will be able to do reserve readings in Blackboard interface.
4. Eve Dalton reported that online tools and resources are available for Blackboard at onlineteaching.kent.edu.
5. Both Office of Continuing and Distance Education and Faculty Development Center have people to help.

D. FolioWeb Project RFP
1. Shelley Marshall reported a new project on books to find a folio web product. Melody Tankersley (Associate Provost) and she are part of the RFP committee.
   a. RFP was written to include comprehensive tools. She is optimistic that the product will be at least as good as current one.
   b. Timeline is short and aggressive: implement in spring so ready for fall.
   c. Please give feedback when asked.
   d. FolioWeb provided granularity of user permissions
   e. Team has looked at different workflows.
   f. Vice Chair Ruttan asked about security. Chair Marshall explained that security is an important part of the checklist.
   g. Scope of RFP is primarily RTP process with bolt-ons.
2. Provost Tankersley thanked Dave Dalton (Associate Professor, Lifespan Development & Educational Sciences) for generously providing an amazing tool that has benefited Kent State with no cost. We don't take his gift lightly. It is a daunting task to replace the ease of use and support that Dave gave through e-folio. Going forward with a lot of gratitude for that product.

E. FIS Certificate Errors
1. Paul Albert reported that FIS Security issues resulted from bad links. The problem has been corrected. If you discover any broken links, report them to webteam@kent.edu or enter a ticket at support.kent.edu.

F. Search Bar Results
1. Paul Albert explained that a search bar located in Flashline was returning non-university results. Ellucian placed a general Google search on the My Tab page. Sameer Jaleel's team (Web

Presence) will add a box so that the search can be limited to www.kent.edu search. Should be functional by spring.

VI.   <u>Discussion</u>

A. **Scantron Utilization and Review of Testing Tools and Methods**
1. Scantron survey results were handed out. General discussion and questions followed.
2. Eve Dalton answered questions about the survey. She explained the small representation of Regional Campuses in the survey was because most regional campuses have their own systems. On Kent Campus, most Scantron papers come to Library to be scanned.
3. Heavy users in Math Department.
4. History Department users were not included on the Scantron Users list.
5. Blackboard is good with multiple choice questions; saves time and gives results. Problems with different assessment types.
6. Blackboard cannot monitor students taking tests.
7. Arden Ruttan reported that there are alternatives to Scantron. During UCT discussions last year, it was decided a smaller centralized system would work.
8. Paul Albert stated that Scantron is really old and is not supported. It may just stop functioning one day.
9. Shelley Marshall mentioned that Student Survey of Instructions (SSI) was the biggest use. Since SSI went away, we don't need a huge centralized system. Associate Provost Tankersley mentioned that SSI has not gone away. Faculty Senate is in the middle of pilot to decide if it is going away or will be used in a different way. Provost plans for a decision in February or March.
10. Dr. Albert mentioned high school teachers can scan in their own forms and receive results. When he surveyed colleges or universities, he could not find any that were using that type of system.
11. Should Scantron be the only way we assess learning? Everyone uses multiple ways to assess learning, but Faculty appreciate the electronic format.
12. Lightscribe is an alternative. Uses scanners and recognizes handwriting. Uses rubric like Blackboard.
    a. Chair Marshall will send information to Linda Lewis who will send to UCT member list.
    b. Wendy Tietz, Chair of University Teaching Council, will send it to UTC members.
    c. We need a group to evaluate what is available. If you are interested in evaluating alternatives, email Shelley Marshall at skmarsha@kent.edu.

B. **Mobile Technologies and Instruction/Research**
A. Shelley Marshall raised the issue of the impact of mobile technologies on research and instruction. Do we need to be more proactive? Are we doing okay?
B. Arden Ruttan mentioned that research teams are creating mobile apps, but there are issues. Where receive data? Protection of data. Security issues. Track SSL certificates through university instead of department? Researchers who want Field information are using apps to do it, but have to rewrite apps for different platforms. Don't generally have funds to do multiple platforms. Typically they pick one platform to use.
C. Professor has offered MP3 or MP4 format for lectures. Students like it since they can listen anywhere. She uses Media Site, and students download to their own devices.
D. Paul Albert will check to see if a query can be written to find out how many times a student has used a particular tool. In Blackboard, can determine who accessed an app and how often, but does not identify device used.

C. Research & Big Data Needs

1. Shelley Marshall announced that UCT wants to hear about research and big data. Where do we need to be? How can we get ahead of it?
2. David Kaplan (Faculty, Geography) stated that Big Data is mostly for research, but there are some classes that teach with Big Data. He will get information for February meeting of University Council of Technology.
3. Library has Digital Commons to act as an institutional repository. Data management plan requires can be accommodated in digital commons. Can store there for federally funded research. Should support 90% of needs although it cannot handle huge data needs like supercomputers. Federal mandates where have to make data public, can time delay access. For information, email Tom Klingler at tk@kent.edu.

VII   New Business/Member Concerns

A. Standard Desktop Software Image
1. Passed out handout for software standard.
2. Vice Chair Ruttan asked about the minimum standard for software. Not totally a technology issue. Some software provides a distraction in the courses he teaches. He would like to be able to remove software from systems.
3. Paul Albert explained that the standard was set up 4-5 years ago for desktops including public machines and those in faculty and staff offices. Classroom lab image would follow the process and standards developed in department. This standard was never intended for lab systems.
4. Melody Tankersley stated that classroom lab spaces need to be consistent for consistency, so students can access classroom systems the same way any other system on campus.
5. Arden Ruttan uses systems as tools, such as one used as microscope. Systems were not purchased by University, but bought by students in Computer Science for use in Computer Science.
6. Since it is exclusive use, Associate Provost Tankersley will talk to Arden Ruttan and his Dean privately; it is not a decision that would be made by this committee.

B. Blackboard Performance Concerns
1. Shelley Marshall requested feedback about what is needed. Discussion as follows.
   a. Security issues.
   b. MP3 files.
   c. How should University support access from mobile devices?
   d. Accessibility is paramount. Even in face-to-face classroom it is a challenge.
   e. Ask Preeti Pavlankar if she can provide data on use of tools by faculty and by course. Are they fully using tools or is it a placeholder?
   f. Knowing data would help to dispel misinformation, encourage faculty to use Blackboard more fully.
   g. Through Blackboard, all students have the same portal and opportunity for support. Too many processes bring stress to students; need common port of entry.
   h. Some Faculty do not use Blackboard. It would be good to know why.
      i. This group should do a study to provide that information.
      ii. Faculty present said Blackboard was clunky, especially grading.
         1) Example given: maximum grade does not count bonus points. If increase maximum points to cover bonus, that affects the percentage.
         2) Associate Provost Tankersley explained that there is a place where people can share explanations.
         3) Solution: set value for assignment and then add bonus points. Blackboard will let you. Also can add new column or exempt it. It is the first item of Blackboard help area.

   i. Problem when Faculty think they are making comments on student's work, but the comments don't go to student.

   j. Need to be able to help Faculty, do trainings, and buy bolt-ons.

  2. Blackboard has included Noodle items with current revision.

  3. Some Faculty present don't like Blackboard, consider it not helpful.

  4. Office of Continuing and Distant Education has developed a template.

  5. Faculty survey would be useful: not just if use it, why they do or do not.

C. Clicker Technology

  1. Some classes use different technology. Is clicker technology being utilized? Do we need more than one? Do we want to maintain, learn and support a different technology?

  2. Turning Technology

   a. Mark Rhodes reported that he supports Turning Technology, but will be graduating soon; another support person will be needed if continue to use.

   b. Approximately 75 faculty use it.

   c. No subscription. He uses a mailing list.

   d. Clicker costs $45.

   e. Don't know how many courses use it. Lot of Fashion users, small group in Nursing and Biology; rest of users are spread out.

   f. Turning Technology has a browser too.

  3. Tophat

   a. Web based. Students don't buy clicker.

   b. Allows students to use their own device. Math does that.

   c. Subscription fee is $12/year per student. Students can purchase one year subscription or $40 for 5 years.

   d. Integrates with Blackboard.

   e. Users consider it a better experience than Turning Technology.

   f. Can upload it or build it in cloud. Students can interact and respond from home or in classroom.

   g. Support for Tophat is available through a call-in number. Can also request training session.

   h. Provides accessibility features.

  4. Question was raised about students that don't have a smart phone. Wendy Tietz reported that most have a device with browser them. She had one student in class without one, and she loaned student a devise until he could buy his own.

  5. Committee supports uniformity. Unless there is a substantial benefit to one, consistency is best. Students are upset about buying more than one clicker. Leaves student holding bag. This area is changing so rapidly; problem is growing. Need to find common ground. What is best for students? We can recommend solutions and recommend clicker technology.

  6. Shelley Marshall asked for feedback from Math, Fashion, and other areas using technology in order to discuss at February University Council on Technology meeting.

D. **Agenda items for February 20, 2015 Meeting**

  1. Research and big data.

  2. Clicker Technology feedback

  3. List of exempted research equipment.

Meeting adjourned at 3:30 PM.
Minutes submitted by Linda Lewis.