

Campus Technology Committee (CTC)

January 14, 2021

Minutes

Meeting held via Zoom

Present: Uba Backonja, Andrea Coker-Anderson, Ken Cruz, Haluk Demirkan, Bill Fritz, Nolan Hibbard-Pelly, Darcy Janzen, Chris Knaus, Wes Lloyd, Patrick Pow, Stephen Rondeau, Sean Schmidt, Forrest Tyree, Jenny Xiao.

Absent: Ana Marie Alameda, Jim Thatcher, Susan Wagshul-Golden.

Guest: Vasudha Sundaravaradan

*Due to time, some agenda items were not discussed.

1. Updates

1.1. SPSS Version 27

SPSS version 27 site license has been installed on all campus workstations and laptops. Faculty and staff who have UW-owned equipment at home will need to download a copy of the software themselves. The IT Helpdesk can help with this process.

1.2. Campus Website Migration to Drupal 8

Bill announced that some webpages have already migrated to the Drupal 8 version. More sites will migrate throughout the coming weeks.

1.3. Portfolium Pathways Module

IT has discussed with colleagues in Student Success and Career Development on piloting the Portfolium Pathways module. IT is exploring a training certificate for IT Helpdesk student workers using BADGR badges in Portfolium Pathways. Haluk and Vasudha emphasized the need to introduce or re-introduce Portfolium to new and existing students. Vasudha suggested that faculty teaching intro-level classes could share this information with incoming students. Patrick will have someone from IT contact Vasudha to provide more information on Portfolium for her students.

1.4. Two Factor Authentication Pilot

To improve IT security, selected UW Tacoma members will participate in the two-factor-authentication (2FA) pilot in the next few months. Seattle will expand to more users after the pilot.

1.5. IT Essentials for Students

The IT Essentials for Students link outlines more resources available to students studying on campus or learning remotely.

1.6. Recent Student Survey

Based on the results of Bonnie's recent student survey, (1) IT noticed some students have faced challenges in accessing technology services. IT met with Campus Safety & Security to make sure both sides understand their responsibilities. The IT Helpdesk workers would open the building entrance for students wishing to use the lab after 5:00pm. (2) IT has made a short video on how to print remotely. IT Helpdesk student workers have walked several students through how to print. (3) CP-005 Lab will close at 7:30pm from now on. Furthermore, the Self-Study Spaces in CP will stay open until 9:00pm Monday through Thursday this quarter because some Nursing students would like to take their synchronous classes on campus.

1.7. IT Facebook and Instagram Accounts

Hoping to reach more students, we have recently added Facebook (FB) and Instagram (IG) to the IT website.

1.8. PDF Remediation and Panopto Captioning

Once again, Multimedia Production Services will assist faculty, staff and students with remediation of their PDFs to make them more accessible. We will continue to help revise closed captions in Panopto as well.

1.9. EDUCAUSE 2020 Student Technology Report: Supporting the Whole Student

Patrick reviewed Figure 10 titled The Most Important Technological Features for Studying. He highlighted how UW Tacoma is addressing the highest level concerns by providing laptops and hotspots for student checkout. In addition, WiFi has been provided in the Cragle lot for students to study in their cars.

2. Discussion on Immediate and Medium Term Support (Spring, Summer, and Fall Quarter 2021)

2.1. Do you have to teach more, less or same number of students in Fall Quarter and currently?

2.2. Are you working at home most of the time? Are you required to work on campus regularly because your department is providing in person services to students?

2.3. Do you have adequate tools to teach and/or perform your work? Do you need/want to adopt any new digital tools?

2.4. Besides Canvas, Zoom and email, how do you communicate with students? Do you think social media, face-to-face Zoom meetings, and other digital tools are helping you, your colleagues, and your students to work effectively without in person social interaction?

2.5. Do your students have the adequate tools and (training/preparation) needed to learn remotely (synchronously and asynchronously)?

2.6. When the pandemic is over, do you prefer to work on campus, teach in the classroom, 100% online, hybrid or other ways?

- 2.7. For Summer and Fall Quarter, how should we configure the computer classrooms? While 50% (or less) of your students are using the workstations in the computer classrooms, will you allow other students attending the same class remotely by accessing the classroom workstations or connecting with their own computers in different on/off campus locations? Or would you prefer to teach duplicate sessions in the computer classrooms?**
- 2.8. Does technology play a role to support faculty, staff and student wellbeing/mental health during the pandemic?**
- 2.9. Do you have any other technology issues and/or suggestions?**

Overall, members reported an increase in student enrollment for their courses. Many reported a preference for in-person teaching. Generally, faculty are using Zoom, Canvas and email to connect with students. Some use Panopto and Google as well. Ken mentioned students seem to be adjusting to the remote format. Jenny also stated a noticeable increase in student engagement in fall quarter as compared to last spring. Some of the biggest concerns have been students' lack of adequate tech tools and connectivity issues. Many students report using their phones to connect to class and have raised concerns about different expectations online (some faculty require camera on). In addition, Vasudha reported building access issues, particularly for students who may arrive a few minutes late for class. Chris also reported limitations with tools such as Canvas and Zoom and a lack of adequate access to library materials due to restrictions for viewing sources online. Darcy acknowledged the challenges faculty faced with the sudden shift to remote learning back in spring. She serves on several tri-campus committees that are working to better support faculty and provide information on resources and tools available for teaching. Once we return to campus, faculty can utilize scheduling software to limit the number of students in each computer classroom. Faculty will set the max capacity for each course, and students will self-register for available computers within their section.

3. Technology Pilots

3.1. Remote Access

Some users reported that accessing campus computers remotely seemed to be slow. We are looking into various solutions from internet connection to lap setup. We would like to set up a pilot with some high-end computers and specialized software clients to see if we could speed up the remote connection. Please contact IT if you or your colleagues would be interested in conducting a pilot with IT.

3.2 Low-touch Solution

Will any of your colleagues be teaching on campus in Spring and/or Summer Quarter? Media Services will provide a web interface on your smartphone or tablet that mimics the Extron touch panel in Smart classrooms. Using your personal portable device to control the classroom touch panel can reduce/eliminate the need to touch the equipment surfaces in the classroom. Voice activation has been tested, but the web interface method is more reliable. We need participants to provide feedback for this low-touch solution.

Meeting adjourned at 12:12 pm.