

# Campus Technology Committee (CTC)

April 7, 2021

## Minutes

Meeting held via Zoom

Present: Ana Marie Alameda, Andrea Coker-Anderson, Ken Cruz, Haluk Demirkan, Bill Fritz, Darcy Janzen, Chris Knaus, Wes Lloyd, Julie Masura, Patrick Pow, Sean Schmidt, Forrest Tyree, Jenny Xiao.

Absent: Uba Backonja, Nolan Hibbard-Pelly, Stephen Rondeau, Susan Wagshul-Golden.

Guest: Joshua Gibson, Nathan Ketzner, Edryan Saltat.

### **1. Spring Quarter Updates**

#### **1.1. IT Helpdesk and Lab Hours**

IT Helpdesk and CP-005 Open Lab continue to provide in person and virtual services this quarter. Our schedules are: CP-005 Monday – Thursday 8:00am to 7:00pm, Friday 8:00am to 5:00pm; Virtual IT Helpdesk Monday – Friday 8:00am to 9:30pm, Saturday/Sunday 9:00am to 5:00pm. Also, IT has launched a Chatbot “Live Support: Click to Chat” in the new IT website to answer questions 24/7.

#### **1.2. Use of Campus Outdoor Spaces and Indoor Self-Study Spaces**

We encourage those who are on campus to use outdoor spaces as well as indoor self-study spaces. Ana Marie reported 14 reservations for self-study spaces so far this quarter. Patrick mentioned an increased number of people on campus for the first day of spring quarter but has since seen a decline. Julie asked about the return of seating outside the science building. Ana Marie was informed by Facilities that some PLT seating will return after June 11.

#### **1.3. IT Pilot for Faster Remote Access**

Forrest reported an upgrade was completed last month, and he expects to see improvements this month. He encouraged anyone encountering responsiveness issues to contact IT.

#### **1.4. Microsoft Campus License Will Not Include Project and Visio Next Academic Year**

Project and Visio will not be available as part of the license after May 31. Users can still view these file formats. IT will be removing the software from campus computers and has sent instructions for faculty and staff to remove the software from campus-owned equipment they may be using to work from home. If anyone needs help removing the software, please contact the IT Helpdesk. For those who need to retain access to the software, please contact IT as well. Project and Visio will need to be purchased separate from the license.

### **2. IT ChatBot**

Edryan presented the ChatBot integrated into the IT landing page. ChatBot provides answers during off-hours to questions typically handle by the Helpdesk. The ChatBot provides users with a quick reply and directs them to appropriate resources. When ChatBot cannot answer a question, it will direct the user to live support (during business hours). Edryan provided an overview of the built-out diagrams for programming the ChatBot's response. Using machine learning, ChatBot can recognize user input and begin to match its response to the right resource. Additionally, data can be exported to review user input and improve ChatBot's functionality. Haluk appreciated the user interface and asked about using this in other departments. Patrick said any interested departments should contact IT.

### **3. IT Student Workers Training Certificate with Badgers in Portfolium**

Joshua presented how IT has been using Portfolium Pathways to develop a certification for student workers. He demonstrated the dashboard used to create a plan by setting requirements and milestones for students and/or student workers to acquire and develop specific skills. These milestones are set by a faculty or staff person designated as the Administrator. Julie commented that this could be useful for demonstrating a student's knowledge of lab safety. Sean mentioned the potential for using Portfolium as a professional development tracking tool. Additionally, Haluk emphasized how employers want to see a graduate's portfolio of work and Portfolium allows students to self-promote their skills and experience similar to LinkedIn. He also asked if Portfolium was integrated with social media platforms. Joshua said this could be possible in the future since Portfolium has recently acquired a new sharing software. Patrick said interested faculty/departments should contact IT.

### **4. Planning for Next Academic Year (Summer, Fall and Beyond)**

- IT plans to do some minor upgrades in up to 33 classrooms with better two-way audio ceiling array microphones and selected rooms with high-end cameras to accommodate students attending in the classroom and/or connecting remotely via Zoom.
- IT will also replace equipment in three to six classrooms requiring major upgrades.
- Faculty should be able to project apps/images from their own portable devices to the projectors in many of the classrooms.
- Faculty should be able to use a web interface to mimic the classroom touch panel to control the projectors in many of the classrooms.
- IT plans to purchase more laptops, headsets and web cameras; possibly some portable document cameras?
- The Cragle Parking Lot WiFi access point will be moved to TLB South Parking Lot when we begin the Milgard Hall construction.

Members acknowledged the return to campus will be complex, as some students, faculty and staff prepare for more in-person instruction in the coming quarters, while others desire to maintain flexibility and remote learning options. Chris reported the School of Education recently sent their faculty a survey to gauge expectations regarding flexibility and resource allocation. Chris offered to share results with the committee when they are available. Andrea reminded the group the Fall Quarter schedule, including course format, will be released on the website in the coming weeks. Julie mentioned iTech certification will be required for faculty to continue online teaching. Darcy highlighted the Digital Learning webpage contains updated policies regarding

hybrid and online course development and requirements. She also mentioned information regarding the various pathways to certification for faculty can be found on the Digital Learning webpage. Members emphasized student success and their experience at UW should be the driver of future course decisions and that a broader campus conversation is likely needed.

Meeting adjourned at 12:01 pm.