<p style="text-align:center">Campus Technology Committee (CTC)
December 6, 2022
Minutes
Meeting held via Zoom</p>

Present: Johnny Doan, Stephen Rondeau, Forrest Tyree, Alireza Boloori, Ana Marie Almeda, Julie Masura, Ralph Bane, Patrick Pow, Jaime Mason, Wes Lloyd, Bill Fritz, Wes Lloyd, Sean Schmidt, Darcy Janzen, Lisa Hoffman, Jarrod Call

Absent: Christopher Knaus, Andrea Coker Anderson, Y Jenny Xiao, Susan Wagshul-Golden

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1. Updates were provided regarding several items.
   1.1. The STFC Annual allocation deadline will be February 3, 2023 at 12 noon.
   1.2. Milgard Hall will have selected classrooms available for the Spring Quarter. There will not be a need to reserve additional Bloomberg training space as a plan B if the required classrooms and labs are not available for Spring quarter. The plan B will be handled in house by the Center of Excellence in the Milgard Hall.
   1.3. The first prize video to the recently completed Cybersecurity Month was shown.
   1.4. The scheduling software ScheduleOnce is not FERPA compliant. A determination is being made as to when to discontinue this contract.
      - Microsoft Booking, a product we license under our current contract with Microsoft, works well for advisors and has similar functionality to ScheduleOnce. We will let you know when a decision has been made about ScheduleOnce.
   1.5. The student body adoption rate for two factor authentication was 80% as of the end of November 2022.
      - The UW Tacoma IT department has tokens for any students who are unable to use a smart phone to authenticate. The UW Tacoma IT department also hosts weekly workshops to assist students with two factor authentication.
      - Please continue to provide suggestions and reminders to encourage adoption by the students.
   1.5. The Security Camera Installation project is going well and positive feedback was received at our last CTC meeting.
      - After considering available options, and in order to scale as needed when funding is in place, the decision was made to pursue a separate system for this security camera installation then what we currently have. RFI is the overloaded Husky card system that we currently have. It will run separately from the new system at this point.
      - The UWT IT department met with Campus Security and Facilities to select four initial locations to mount four exterior cameras in phase one of this project. The decision was made to select a vendor that will support purchasing the infrastructure to support those four cameras with the option to purchase additional cameras when needed.

- There are several features of the camera that are advantageous including the fact that footage is encrypted within the camera so that even if the cameras were stolen, the data would be unusable.
- The RFI system at Court 17 and the UY will continue to run as a separate system.

1.6. Updates were provided on several software items.
- The campus has Badgr on a trial basis for now with no cost. If we license this product, it could possibly cost $2 per badge per student.
- If you are interested please let the IT department know so that we can issue them to you over the next few months. This will allow you to test them during the trial, which will last through the Spring quarter.
- The Portfolium product can also be used for micro credentialing. The UWT IT department has issued this for student workers within the IT department.
- Julie Masura and Caitlin Moats will follow on the pathway question from the last meeting in regards to Portfolium.

2. A discussion was enjoined regarding TurnItIn Gradescope by Stephen Rondeau.
   2.1. Some faculty at UWT are using the Seattle license for Gradescope. This arrangement won't last forever so we need to determine the level of interest in your units. Currently, the vendor is allowing faculty from our campus to use the broad license purchased by the Seattle campus. This tool is typically used in STEM type courses.
   - We know that this product will be adopted by the Mechanical Engineering Department to support their ABET accreditation.
   - Please contact Stephen directly if there is interest in this product in your units among the faculty.
   - Our campus was the first to subscribe to TurnItIn, before the Tri-campus integration with Canvas.
   - Gradescope is integrated into Canvas as an LTI. We don't have access to the backend to support these types of third party LTIs.
   - The perennial question of how it will be paid for can be addressed after the level of interest in determined. If the interest is narrow, local funding may be the only option. If the interest is broad, then other discussions will need to transpire.

3. A report on UW Tri-campus Digital Learning Alliance (DLA) and two work groups was made by Darcy and Lisa.
   3.1. The DLA has three goals for this year approved through the executive sponsors including, our Tacoma campus EVCAs Harris and Patrick. Those goals are: (1.) Develop and pilot resources for the online and hybrid rubric that we created last year. The goal is to roll that rubric out more broadly this year as foundational principles for hybrid and online course design. The Alliance found that UWT faculty who are going through certification need more robust resources in terms of how they can use this rubric for peer and self-evaluation. (2.) Increase the DLA's impact and reach. The DLA has worked with Faculty governance on a number of initiatives and policies during the pandemic. The DLA has found that there is an opportunity to increase communication with individual faculty members and stakeholders to increase engagement with a number of things the DLA is

working on throughout the year. (3.) Assess accessibility and universal course design. The Provost and Seattle leadership have put this forward as focus for this year. We are assessing what accessibility support exists for faculty and how the DLA can better support those efforts by universal design being built in from the conception of a course. The goal is to have universal design and accessibility be embedded as core principles of everything we do in terms of teaching practice, instead of reactive implementation. The DLA is also assessing what accessibility needs exist currently and what we will need moving forward.

3.2. We wanted to make sure you were aware that there are two other tri-campus committees represented here on the CTC. The Provost put forth two initiatives one is Instructional Quality and the other is Access.

- The instructional quality working group is co-chaired by Darcy Janzen and Libi Sundermann, who is the faculty representative from Tacoma. The working group is charged with exploring the following question: "Given the variety of instructional modalities we now need to support how do we develop means to promote, aid and assess efforts to maintain and improve instructional quality for all modalities of student learning?" This is a broad topic. Several questions are being pursued that relate to that broad topic. These questions include what is instructional quality, how does instructional quality tie in to evaluation and assessment of teaching, and how does evaluation and assessment tie into merit, promotion and tenure. Due to the factors involved the Instructional quality working group is developing a framework. This framework ties into the work mentioned earlier about the rubric created by the DLA. This framework ties into the DL policies the schools have been asked to create through the executive council. The work also runs parallel to other work being done by other committees like the Faculty Council on Teaching and Learning. If you have any questions, please let Darcy know.

- The Access subgroup faculty representative for Tacoma is CTC member Lisa Hoffman. They are tasked with answering the following question: "How should our teaching and learning practices evolve to promote greater access to courses and materials, labs, clinical settings and our high demand degree programs." Distance learning policies and practice are going to be really relevant. This Access subgroup is the other side of the Instructional quality question. There are other groups working on these questions as well. The SFTL is looking at the same questions from a promotion and tenure standpoint. There will be opportunities for input as the work continues. Lisa and Darcy will continue to provide updates to CTC as the work progresses.

4. The issue of the low subscription rate to [UW Alert](#) was brought to the attention of the CTC. How can we encourage more to take advantage of this important safety resource? We are finding that many modern users check their cell phones SMS messages more readily then their UW email accounts. Please talk to your students and encourage them to sign up for UW Alert. You can subscribe to receive alerts about multiple campuses or at least pick the Tacoma campus. If you don't select a campus, you will not receive the immediate SMS alerts. If there is a real emergency and you do not have Tacoma Campus selected you will not get an immediate notice. This is particularly relevant if you regularly work at one of the other campuses. It is

important that you are informed about life safety concerns promptly. How can we promote signing up for this by the students?

4.1. What is the best way to connect with students about this? Below are several suggestions offered.

- Can the faculty promote this in classes?
- Can the IT helpdesk set up a table to promote this to students?
- Can the IT department Install a message on the log in screen for campus computers?
- Can there be a coordinated social media campaign, especially for student facing accounts during emergency management month? The emergency management month is September. Can items like this be pushed through student facing accounts once a quarter?
- Can we use multiple avenues, including an email push through the faculty to remind their students to do this? The start of winter quarter would be a good time to bring this up due to the weather issues. Students could readily see the value of subscribing with the increase in weather related concerns.
- Can there be a little pop up reminder when students are registering for classes? This item is currently on the e-syllabus that allows faculty to link into it.
- Can this be included in the new student orientation process?
- Can we make this a segment during the IT Tuesday and Media Mondays series?
- Can we promote quarterly messaging when welcoming students and then again right before registration? Can we also include this in the messaging to students when they do not have emergency contact information?
- Can we put this reminder on displays throughout campus through Husky411?

4.2. It appears that Faculty and staff receiving UW Alert through email is fine although it should be noted that email notification might be slower than text message notification. The concern is that students potentially check text messages more regularly than email. Only 18% of students are currently subscribed to UW Alerts.

5. A discussion was held regarding the Technology Recharge Fee (TRF) Rate History and Proposed Rate Increase Scenarios for FY23/24 by Patrick/Bill.

5.1. There are four committees that comprise Information Technology Governance. The IT Strategy Board reports to the President and the Provost. Our Tacoma representative is Chancellor Sheila Edwards Lang. The IT Service Investment Board and the IT Service Management Board is represented by Vice Chancellor Pow. The Technology Recharge Fee Advisory committee reports to the IT Service Investment Board. Our Tacoma representative is IT Director Bill Fritz. The cost of the various tools we use are paid for by the GOFs/DOFs and supplemented by the TRF fee. Some examples include Canvas, Panopto and Office 365. Our Office 365 subscription this year includes Power BI and other enhancements.

5.2. The proposal is to maintain the current TRF rate and model through FY23/24. This rate increase model is out of date and requires workarounds. The year after Financial Transformation will see a revamp of the TRF so as to include the impact of Financial Transformation on cost of services, incorporate the new service costing model and involve a larger committee to reconfigure the model and methodology.

5.3. As soon as the Financial Transformation process has integrated finance Payroll and HR functions, we are advocating for a major rehaul of the STD or a Student Information system. This is especially important to the two smaller campuses.

5.4. In the past rate increases were minimal, in fact over the last 12 years there was no rate increase in four of the years and a 1% or lower rate increase in two of the years. This year the rate increase is higher because vendors are charging the University more for the exact same service they provided last year. In some cases, significantly more. As an example, Microsoft is charging us close to a 40% more this year.

5.5. Another factor that could potentially raise our costs involve Financial Transformation. The entire University is required to use a new CRM system called "Service Now". Service Now is a very expensive system and efforts are underway to try to get Seattle to fund Service Now. This could keep our TRF rates lower. Although we cannot give exact figures at this time, an 8% increase in the TRF for next year is likely. The basic reason for these increases is the higher software licensing cost in a post covid economy.

5.6. The news we just shared is somber, but is exacerbated by the fact that there are more services we need to purchase in order to provide diversity, equity and inclusion for our unique student population in the face of emerging security and privacy concerns. The question is how to pay for all of these needs, so the TRF becomes even more important.

5.7. As you are aware, our campus has budget issues, so we will need to ask difficult questions in terms of what do we need and what can we do without. Software vendors are charging us, on the average, 10% more per item. As an example, Qualtrics is asking for an 8% rate increase. Do you think we should continue to subscribe to it? The statistics show that it is being used. If Gradescope is not widely used, the units that use it may need to find local funding support. The TRF committee was told to expect double digit increases for next few years.

5.8. In order to promote student retention, we need a coordinated care system. We submitted a proposal to use EAB or Starfish which allows for financial aid and advising to share student data. The local Student information system developed here at Tacoma is very helpful and we appreciate Bill's team for their work on it. At the same time, an opportunity for improvement exists because the Student information system is a shadow system and a comprehensive solution would be ideal. We will need the help of the CTC to endorse suggestions and proposals to meet these real challenges.

5.9. Recap of meeting
- Tell people that STFC annual allocation deadline is 2/3/23 noon.
- If you need scheduling help, we highly recommend you look at Microsoft Bookings. Please talk to your unit to determine if you will need assistance from IT in regards to implementing Microsoft Bookings. The question was asked, "When will ScheduleOnce be going away?" The renewal is set for end of December, but since it is not in compliance with FERPA, we are wise to find another solution, such as Microsoft Bookings. Microsoft Bookings has very similar features to ScheduleOnce.
- If you are currently using ScheduleOnce, find out from your units how many appointments they have through the end of the year. It would be good to save any data needed from ScheduleOnce and move to Microsoft Bookings before the start of the new year.
- In regards to Gradescope, please ask your schools if they are interested in using this tool and then inform Stephen and Patrick so they can tally up the interest from our campus.

- Please be ready to provide feedback to Darcy and Linda regarding the three committees they updated us on.
- Please implement proactively any and all of the suggestions mentioned earlier regarding UW alert, especially by signing up for it yourself and selecting the Tacoma campus, as a minimum.
- Please make a plea to your units that inflation is impacting technology like other areas.
- The comment was made that many are migrating away from Google drive and are interested in SharePoint as an option. This raises a question regarding what is stored where in Teams and SharePoint. There is no readily apparent one best practice. For example, at one university they found that if you create a SharePoint site it creates a Team, which is not the same as creating a Team and it creating a separate SharePoint site which is not related to your division's SharePoint instance. If you have something with best practices for navigating SharePoint and Teams, we would like to see it shared broadly.
- Our next meeting will be 2/9/23.
- The meeting was adjourned at 3:35 pm.