Campus Technology Advisory Board
General Membership Meeting
March 13, 2020, 114 Marano Campus Center

Present:  Mark Baker, Eric Blanchard, William Bowers, Dave Bozak, Patricia Burnett, Marcia Burrell, Jenny Carter, Nicole Decker, Kathi Dutton, Kristi Eck, Benjamin Entner (Z), Richard Frieman, Greg Fuller, Josh Galletta, Theresa Gillard-Cook, JinYan Guo (Z), Alla Gul, Tracy Green, Tyrone Johnson-Neuland, Dave Kahn, John Kane (Z), Julia Koeppe, Dan Laird, Sean Moriarty (Z), Pat Pacitti, Ritu Radhakrishnan, Dave Sargent, Barbara St. Michel, Jenilee Ward, Leigh Wilson (Z)

Administrative Support:  Kristine Smith

1.   Welcome

2.  Approval of Agenda
        Motion to approve, Marcia Burrell; second the motion, Dave Bozak.  All in favor.

3.  Approval of February 14, 2020 meeting minutes
        Motion to approve, Dave Sargent; second the motion Dave Bozak.  All in favor.

4.  Open Session - Q & A

5.  Committee Reports
    ● Educational Technology Committee - No meeting
    ● ITC Report (Theresa) - No meeting

7.  Campus Technology Services Report  (Sean)

COVID-19 Update on alternative learning

Kathi - Black Board - Doubled server capacity, we should have no problem with the increased load.

Greg - Networking moved to the cloud to protect our authentication servers.

Dave K. - Enhanced our resources - application servers are running quicker and are able to handle the load. Increased our Citrix licenses.  If anyone needs a particular software installed contact the help desk.  Bomgar - increasing licensing for this also.

Dan - Looked at some captioning services; REV has a good rate and we have had good luck with them.  They have an integration with Panopto.  Will be manually sending videos to REV and they will send it back with captioning.

Sean - It is important to continue to push towards accessibility. We have added a number of licensing for Zoom. Kathi is working on getting it to work inside the BB shell. We will give it to Dean's offices and department chairs so that they can run their meetings, etc. with their faculty.

Health Services have a different tool due to HIPAA concerns.

Adobe - This is a difficult situation for our Graphic Design students. Hopefully will have a resolution by Monday.

Nicole - We have received shared chromebooks from SOB and Chemistry. We have created a questionnaire for students as far as what their challenges are. We have received 55 responses so far. The library is working with us and will be loaning out the chromebooks. Some are concerned about WiFi, we are looking into options for these students. Some are worried about the technology, we are giving them a confidence booster, the Help Desk is available. Requests are still coming in.

Sean - Online learning portal. Theresa created an online learning portal for faculty to walk through the process. Checklist helps faculty to communicate with their students. Workshops are available for faculty video sessions.

John K - Workshops - An email has been sent out for current workshops that will be held next week. Have had a lot of support from CTS. We have posted all but one that we have done so far. There will be more workshops available by the end of the day. Attendance has been very good. Nearly half on Zoom. If there are any requests for additional workshops, please contact John Kane. MyLabs and OER - have sent the link to these resources that are available. Can use to supplement current items.

Sean - We will need to look into the future regarding how to handle orientation, open houses, more virtual events. We need to plan for contingencies down the line.

Kristi
SUNY Provost and Chancellor
I know that you all are highly connected. I also know that your frontlines, faculty colleagues and many in this room are CTS professionals. We need to give the best information that we have available. Have people go to our COVID website for the most current information. We have been receiving multiple updates a day and sharing it as soon as we can. Please be careful what you read on Facebook and other sites. The information provided on our COVID website is the most reliable. We want to make it clear that the connections that our students maintain with fac/staff is very important. Faculty are also leaning towards doing their classes during the same time as if they were here. We need to be more interactive with them than we have before and make sure that they still feel that they are still SUNY Oswego students. We are coming up on the time for orientation and open houses. We need to think how to best engage with our incoming students and current students.

Marcia - Wondering if people have some advice on zoom, collaborate, skype, etc. Text translation which one would be the best? Dan - Google Hangouts does it on the fly. Marcia - Encourage faculty to put their textbooks in the library, is there a way that we can get them as etext for free. Sean - That did come up and talked to Sarah and she has looked into putting in procedures for students to access online. Theresa - They are preparing a library guide and Laura and I have been communicating on this.

Eric Blanchard - Is anyone reviewing the terms of service for the items that we will be using.  Sean - All items that we have, we already have contracts for and have gone through the procurement process.  Eric - Worried about intellectual property or violating terms of service.  Dave - If you keep it on a campus site, you are covered, keep it within the campus community where there is a login required.  Sean - We don't want to compromise our rules just for a quick fix.  We need to keep our security, our procedures and standards at the highest level.

Meeting adjourned.