

Campus Technology Advisory Board  
General Membership Meeting  
April 3, 2020, via ZOOM

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Present: Eric Blanchard, Bill Bowers, Dave Bozak, Matt Brooks, Rick Buck, Patti Burnett, Marcia Burrell, Patricia Clark, Nicole Decker, Kathi Dutton, Kristi Eck, Benjamin Entner, Mike Flaherty, Greg Fuller, Joshua Galletta, Theresa Gillard-Cook, Alla Gul, Tyrone Johnson-Neuland, Dave Kahn, John Kane, Jamie Kapuscinski, Greg Ketcham, Raihan Khan, Erin Kovalsky, Dan Laird, Sean Moriarty, Kate Percival, Jill Pippin, Mike Pisa, Ritu Radhakrishnan, Kelly Roe, Michael Schifano, Laura Spenceley, Barbara St. Michel, Joey Tse, Leigh Wilson

Administrative Support: Kristine Smith

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1. Welcome

2. Approval of Agenda

Motion to approve, Theresa Gillard-Cook; second the motion, Dave Bozak. All in favor.

3. Approval of [March 13, 2020](#) meeting minutes

Motion to approve, Theresa Gillard-Cook; second the motion John Kane. All in favor.

4. Open Session - Q & A

5. Committee Reports

- Educational Technology Committee – Meeting postponed
- ITC Report (Theresa)
  - Working to get a meeting together and pull some things together, hopefully by the next meeting I will have a report.

6. Covid-19 Responses

We first met about three weeks ago, we have done a lot increasing of data and resources, licensing – Citrix, ramped up VPN to support telecommuting, bandwidth, and the zoom licensing added. One of the other things that we focused on was to keep our high standards in some of the areas. One was around accessibility to improve and support. The other was around security and ensure that people don't take shortcuts, and to maintain our standards. At the speed we are moving there are a lot more opportunities to get hacked in. We have really focused on education and the instructional designers have supported many faculty, helping with telecommuting.

- CELT (John K) – We have had a tremendous amount of workshops and a tremendous support from CTS. We have had really good attendance, we also had quite a few on Zoom. All sessions

were recorded. People are using the resource, faculty have adjusted and risen to the occasion. The Facebook group that was created has seen a lot of support. What I would like, if there are workshops that you think would benefit people, please let me know.

- CTS (Sean, Nicole, Dan L) Sean – CTS response, we have a fairly long COVID list. We have given a lot of support to people. When we first started with telecommuting, it was about the principles that we needed to follow. One of the principles is you need to meet people where they are and you don't want to leave anyone behind. We have assisted with both students and faculty in response to telecommuting.
  - Nicole – We put a form together for the students to complete in regards to their technology needs at home. To date we have about 130 responses and they range from concerns that they don't have a laptop to no Wi-Fi at home, Adobe – which students can get for free until May 30. We have worked with students and the Help Desk is still available for them. We are assisting as much as we can. Even if it is giving them a charger, or giving them a monitor, we are doing the best we can to help them out. Over the course of the last 2 weeks we have had 466 tickets for instants, 477 requests, another 100 were for forwarding phones, 130 student and 80 employees. Dan and Kathi have received emails, over the last two weeks we have had over 1100. If we compare, January and February, 875 tickets. Also want to mention the work that the team did in putting the web pages together, we built three websites, online learning portal, telecommuting website for faculty/staff, student learning portal. We have gone back and added info as needed. Reviewed the list of loans that were given out. Sean – Would also highlight the work that you and the team did with the equipment. The Adobe was a big issue which a number of students had highlighted in the requests. We put out a form for faculty and telecommuting. Nicole - The form was similar, we gave out some laptops, MiFi, and a lot of support has been with the VPN. Some faculty are finding that it would be nice if they had a webcam or an iPad with a pencil. Whatever comes in we are trying to come in we try to come up with a solution. Would like to thank SOB for loaning Chromebook, and Technology and Rice Creek for letting us use their laptops. Dave, Josh, DSTs and TSPs for getting them ready.
  - The team has been extraordinary, they chip in and help as much as they can. Response time has been great. Also want to thank Penfield because we were using their loan system. Just want to reiterate our staff, all have been great with their support. I think we have a system down now. Student staff have been great in trying to solve issues that come in. We also loaned out one document camera and two iPads and pencils. Sean – One of the big things we have been doing is the support of Zoom which has escalated tremendously. Ty – We have increased our number of accounts, we have about 40 left. Working on a few other things. Hoping to get our HIPPA working today. Have been in contact with Verbit with captioning for Zoom. May have to break that down to instructional needs. I'm sure a lot of you have seen Zoom bombing, put out some documentation on how to avoid that. Utilizing passcodes and have people join the waiting room. Instructions here: <https://www.youtube.com/watch?v=7HqtYduSAh8>.

Tami Bullard works on it daily. If you have any questions, please contact us. Dan – The Zoom page is linked out to most of the pages, how to connect off campus. At the bottom of the Zoom page there are some SUNY Oswego backgrounds with instruction on how to use these. Ty – Dave B. asked a question about the LTI, Kathi Dutton has that info if you need it. Kathi – Zoom documentation, will give to Dan to put on the webpage, also asked Tami for a list of people she has given accounts to. Will reach out to them on how they can incorporate Zoom. Have been helping people with Google and security issues, the best is for them to call SUNY. A lot of videos that are being uploaded to BB which will start causing problems with our servers, we are asking that you use Ensemble to connect to their courses. Be cautious when uploading, we want you to use either Panopto or Ensemble and that will convert them to MP4s. Sean - Dave has been providing Citrix, Greg has increased bandwidth for VPN, Zoom licenses are at about 310. Another item we have talked about is how we have been supporting faculty and accessibility.

- Accessibility (Kate P) – Rebecca Mushtare and I just did a presentation based on PDF accessibility. We focused on the basics, some quick steps to make pdfs as accessible as possible, Rebecca went over accessibility on basic info on mobile phones and how to use those to your advantage on your mobile phone. Will be presenting this on SUNY wide webinars. Created a number of videos on how to make these accessible. Met with Starr Wheeler and Carrie.... Discussed plans for summer courses, all summer courses will be online, came up with a way to prioritize and come up with mediation, and may carry into the fall. Sean – I know you have done a lot in helping. SUNY CIOs have had a lot of discussions.
- Instructional Design Support (Theresa) - [The Unexpected Online Transition](#)

Sean – The future for recruiting and admissions, helping to move to virtual. Jill sent out an announcement about the move to online for the summer. This will bring a new set of challenges, whether it be the internet providers, Adobe offers that we have – how will we support in those areas, it will create some issues.

Marcia – How is online tutoring going? Joey – Using go board, 60% of our tutors were willing to work from home, 85 tutoring online March 23 – 27, 135 last year. Sean – We could add those to our learning remotely page.

E. Blanchard – Zoom security, best practices. Dave K. Explained the processes of what you can do to protect yourself. <https://www.oswego.edu/cts/zoom>

8. Adjourn – 9:30am

The following Addendum is the Zoom Chat Transcript (with the rollcall and private messaging removed)

## ADDENDUM

08:23:08 From Marcia Burrell: I love hearing about this data

08:25:32 From Daniel Wood: Thanks to Nicole for help me get free Pro Tools codes for all of my audio production students!

08:26:05 From Marcia Burrell: are people using more iPads than document cameras?

08:26:57 From Marcia Burrell: I think this crisis does reveal the amazing infrastructure and leadership

08:27:10 From Marcia Burrell: I am always impressed and proud

08:28:46 From Marcia Burrell: what has CT's learned that you might implement after this crisis. ?

08:29:05 From Marcia Burrell: smile

08:31:08 From Jamie Kapuscinski: Jamie Kapuscinski is here

08:31:20 From Kelly Roe: Building on Marcia's comment—with the conversations about preparing for Fall, and the possibility of non-Face to face classes, what might CTS do in preparing?

08:31:26 From John Kane: Many people are using their web cams to display writing on paper. I know of at least 8 people doing that. A few people are using inexpensive doc cameras (available on Amazon for about \$100).

08:31:51 From raihan: Raihan Khan = I have been using Google Meet for my class and student meetings and it has been working great

08:32:30 From John Kane: I've also heard from a dozen or so people using iPad for recording or streaming handwritten notes.

08:33:36 From David Bozak: Has zoom been incorporated into blackboard class shells?

08:33:59 From tyjn: Yes Zoom is in Blackboard now.

08:34:57 From David Bozak: Thanks!

08:35:33 From Marcia Burrell: oh the zoom it works? cool

08:39:32 From Dan Laird: FYI stats In Panopto - since 3/15 we have 850 sessions created, 409 hrs recorded, 14,248 views

08:47:03 From Marcia Burrell: Thanks you Theresa.

08:50:58 From Marcia Burrell: I wonder how we define online courses (you know vetting). Is it an online course if faculty use zoom synchronously? Or does this new set of circumstances change the definition of Hybrid/Blended courses? Or, is it only really online when it is asynchronous class? Does any of this matter, and how does the institution provide support to faculty and students as we move forward? All rhetorical questions for now.

08:51:08 From Dan Laird: Online Learning Portal has 5,769 views from 3/10 to 3/25. Great team effort, great resources.

08:53:38 From Marcia Burrell: This what else is different slide is very useful

08:55:19 From Marcia Burrell : I think this crisis might make programs think about which courses could go online so that students could plan study abroad or other distance things they need to do in the future. Maybe.

09:00:12 From raihan: How is that different from meeting with students during office hours?

09:00:29 From Marcia Burrell: Ben, I think it is really about an Accessibility issue. When you think about teaching your class that is different than private conversations with students.

09:01:31 From Marcia Burrell : I was at a workshop yesterday and one of the online expert faculty members said that if he presents text, then he always has video and even reads to students in order be accessibility friendly.

09:01:44 From pclark1: I can see some of the legal implications of the RIT policy--Title IX--faculty meeting with students one-on-one in Zoom meeting

09:01:48 From Greg Ketcham: To Marcia's question, online learning is still our traditional definition. Remote learning is what's happening now, with a significant synchronous component.

09:01:56 From Benjamin Entner: ok

09:02:10 From Greg Ketcham: SUNY IR is interested in coding things differently this term, and summer, to capture this difference.

09:05:32 From Jill Pippin: :) Greg is definitely well connected and forward thinking!

09:07:23 From Greg Ketcham: That's huge, Sean :-)

09:07:39 From SUNY Oswego EOP: Reminder - OLS Tutoring Center and Writing Center is open and fully online.

09:07:54 From Marcia Burrell: How is online tutoring going?

09:08:04 From Marcia Burrell: Non-sequitur

09:08:05 From Leigh Wilson: I'm wondering if we can have some of the developers give online workshops in summer to my faculty for better practices

09:08:14 From Leigh Wilson: In case of fall online courses

09:08:25 From Marcia Burrell: Joey

09:10:24 From Marcia Burrell: I think connecting it to the go online portal will help

09:10:34 From Theresa: Leigh - yes, of course! I will email you!

09:10:51 From pclark1 : Ditto Leigh Wilson--how to prepare faculty for teaching online in the fall in case the first couple of weeks of the fall semester are remote instruction

09:11:11 From Leigh Wilson: Thank you

09:11:15 From Theresa: Pat - I will email you as well.

09:11:33 From pclark1: Thank you, Theresa

09:12:20 From Dan Laird: <https://www.oswego.edu/cts/zoom>

09:12:50 From Greg Ketcham: Leigh, we will definitely discuss how we'll prepare for fall as a contingency. Right now, the focus is on shifting the May start summer courses - moving to later in the summer, cancelling, or transforming to remote learning or online.

09:13:24 From John Kane: The most important thing is to use a password on your Zoom sessions and don't share your URL publicly.

09:13:25 From Leigh Wilson: Ok, I understand.

09:13:38 From Leigh Wilson: Greg.

09:15:32 From Marcia Burrell: Dave, do you have some recommendations for the settings?

09:15:47 From Marcia Burrell: Settings in zoom

09:16:55 From John Kane: A Zoom meeting URL can be generated that includes the password. If you share this with your students, you don't have to have them type in the password. They can just click on the link.

09:18:33 From Benjamin Entner: yes

09:18:36 From Benjamin Entner: I my studio classes (and I know several of my colleagues are doing this as well) I have instituted a series of individual synchronous class meetings to develop individual student projects.

This is similar to how my on the ground courses run.

Do these individual synchronous sessions need to be record? Is this an accessibility issue?

Also, if we are doing face-to-face meetings, should we be concerned about FERPA or privacy?

For example, I was talking to a student this week and a parent appeared in the monitor to give the student food and it became apparent to me that the parent had been in the room for the entire meeting.

Are there policies for face-to-face meetings?

09:20:14 From Benjamin Entner: ok

09:20:25 From E Blanchard: How is Blackboard holding up? I know it went down the other night as my students were taking a quiz and as I was posting materials. Is it a matter of their servers or do we have any control over Blackboard's reliability?

09:21:56 From pclark1: Excellent questions, Ben. Perhaps Dean of Students should be looped into these issues

09:22:16 From David Bozak: Was it blackboard that went down? Spectrum had another large outage...

09:23:04 From Greg Ketcham: Servers, storage, and bandwidth being looked at.

09:23:05 From Dan Laird: I talked to Bill Kramp @ ITEC Wednesday, they are working on expanding resources as demand increases. That includes servers and bandwidth.

09:24:41 From Marcia Burrell: Its Friday

09:25:09 From David Bozak: Marcia - March 34th :-)

09:25:44 From E Blanchard: BB crash was on or about Tue, Mar 31, 11:57 PM (3 days ago)

09:25:55 From Marcia Burrell: Happy March 34

09:26:21 From Marcia Burrell: Thank you

09:26:27 From Laura Spenceley: Have a great weekend, all!

09:26:33 From Nicole Decker: have a nice weekend!

09:26:38 From David Bozak: Thanks for the info...

09:26:41 From John Kane: Thank you