

Campus Technology Advisory Board  
General Membership Meeting  
September 11, 2020, via ZOOM

Present: Josh Adams, Mark Baker, Eric Blanchard, Bill Bowers, Dave Bozak, Matt Brooks, Nichole Brown, Rick Buck, Patti Burnett, Patricia Clark, Todd Cole, Nicole Decker, Kathi Dutton, Kristi Eck, Kristen Eichhorn, Benjamin Entner, Brenda Farnham, Sean Finnerty, Richard Frieman, Greg Fuller, Joshua Galletta, Theresa Gillard-Cook, Alla Gul, Jinyan Guo, Kristen Haynes, Tyrone Johnson-Neuland, Dave Kahn, John Kane, Jamie Kapuscinski, Greg Ketcham, Raihan Khan, Marthinus Koen, Julia Koeppel, Erin Kovalsky, Patrick Mathis, Star Matteson, Sean Moriarty, Mike Pisa, Ritu Radhakrishnan, Casey Raymond, Kelly Roe, Dave Sargent, Michael Schifano, Irene Scruton, Paul Tomascak, Joey Tse, Jim Weinschreider, Nicole Wise

Administrative Support: Kristine Smith

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1. Welcome
  2. Approval of Agenda
    - Motion to approve, Mike Pisa; second the motion, Dave Sargent. All in favor.
  3. Approval of May 8, 2020 meeting minutes
    - Motion to approve, Dave Sargent; second the motion Josh Adams. All in favor.
  4. Introductions. Sean explained the functions of CTAB for new members.
  5. Open Session - Q & A
  6. Committee Reports
    - Educational Technology Committee (John Kane)
      - Will be looking into clicker technology. We had some issues with it, we will be reevaluating if we want to move forward with it or look into other technologies.
    - ITC Report (Theresa)
      - ITC has not met yet, we do have a full crew. Will be meeting soon and will meet three or four times throughout the semester.
    - IT Steering (Sean)
      - We have not met. Background: Have a number of steering groups ITC is an arm of faculty assembly, largely it is made up of members of FA. IT Steering has some faculty a couple deans and a lot of stake holders. Try to look at IT from an institutional perspective. Meet two or three times a year to go over projects and priorities.

CTS Report/Projects - This meeting is informal and invite people to chime in. You can raise your hand or put something in the chat.

CTS forward. Presentation includes a series of updates that we did throughout the summer.

Oswego Forward - Guiding Principles

- Health and Safety
- Academic Excellence
- The Campus Experience

Oswego Forward - Quick Facts

- New students arrive one week to ten days prior to the start of classes for a specialized Welcome Week tailored to develop small-group connections, with returning students moving into the residence halls the weekend of August 22.
- Campus and student services remain open
- Non-essential employees are telecommuting
- In-person events are canceled or must be moved to an online format until further notice

#### Oswego Forward

- All students will be tested when they arrive to campus, both residential & commuter
- Faculty and staff have the option of being tested
- Facilities is working to protect spaces
- Creating many outdoor spaces for classes and meals
- Registrar's office has redone all schedules
- \$2.5M/\$3.6M CARES act funds distributed
- Residential Services has created a contactless move-in process
- Signage has been created and is being setup
- There is an expectation that everyone will take the Oswego Forward pledge. Students must, faculty/staff are encouraged.
- People will wear masks.
- The helpdesk will be a "no shoes, no shirt, no mask, no service" location!
- The plan and preparation has been extensive and thorough. Our administration has gone far to ensure that we create the safest possible environment here on campus for all of us.
- There is a lot at stake....

#### CTS Forward - Guiding Principles

- Health and Safety
- Service Excellence
- Cooperation and Collaboration

#### Student and Employee Health, Safety and well-being are the primary concern

- We will work to make people feel safe
  - We expect everyone in CTS to follow mask, hand-washing, and physical distancing guidelines to keep each other safe
  - We expect everyone to follow staff developed guidelines for safety
  - We will meet people where they are and not expect them to go into situations they are unprepared for

#### CTS is a service organization at a residential college

- Job duties determine who needs to be in the office
- While all staff are essential, some tasks can be accomplished via telecommuting. We will utilize telecommuting when the job function allows it
- Some tasks require people to be on-site. Staff who are responsible for these duties will share the load where possible and appropriate

CTS will continue to achieve our Mission

- CTS will continue to collaborate and enable the success of the College by serving the students, faculty and staff to:
  - Use technology to achieve their goals of learning, teaching, research and creative activities
  - Look for innovative ways to utilize technology to assist with the Grand Challenges of Today!!!

CTS Projects

Health & Safety

- Health Check website
  - Student version
    - Expanding the use of the student app
  - Faculty version
- Back to work video in HR Training system
- Oswego Pledge
- SUNY Oswego will not do contact tracing
  - County responsibility
  - But, we may be testing and/or implementing an app!!!
- Density & Social Distancing
  - Campus Flow application/Laker Bookings
    - Roll out .... Still possible
    - Applications include:
      - The Point
      - Testing sites

Dave Kahn: Campus Flow, still quite a ways to go. Working out a lot of bugs. It is a fairly new application.

Teaching and Learning

- Classrooms
  - Focused on large classrooms first, but the list expanded..... A lot!
  - Working with department heads on other classrooms that may be used
    - Web cameras & microphones
  - Outdoor spaces built (wireless verified and expanded)
  - Cleaning procedures for classrooms and labs

Tyrone: Preparations for the fall included. Webcams, a lot of the specialty labs, Art spaces and Science labs were lacking, we reached out to see what they needed and were able to outfit them with camera and audio equipment. We do have some webcams left if anyone needs one. Our staff has been cleaning and disinfecting ATCs. Custodial staff has done a great job.

- Learn as we go and continuous improvement
- Registrar Support - easing the workload
- Supporting online teaching
  - Blackboard upgrades
  - iClicker upgrade

- New blackboard login
- Equipment needs survey sent out
  - Faculty & students
- Computing labs
  - Density, setup
- Cleaning procedures
- Software Support (Adobe)
- Remote labs are operational

Citrix Virtual Apps — First Three Weeks of Fall Semester 2019 Vs. 2020

App Name	Time Spent - 2019	Unique Users - 2019	Time Spent - 2020	Unique Users - 2020
Minitab	5 days 14 hours 42 minutes	78	2 weeks 0 days 11 hours 38 minutes	172
ChemDraw	3 weeks 2 days 20 hours 53 minutes	399	1 week 4 days 9 hours 31 minutes	154
SPSS	1 week 1 day 14 hours 56 minutes	125	1 week 2 days 6 hours 7 minutes	180
Minitab Express	4 weeks 0 days 4 hours 22 minutes	235	1 week 0 days 7 hours 57 minutes	107
MatLab	14 hours 52 minutes	15	5 days 18 hours 11 minutes	37
SAS	12 hours 30 minutes	7	2 days 16 hours 46 minutes	25
Circuit Wizard	8 hours 54 minutes	9	1 day 18 hours 7 minutes	43
Autodesk Inventor	9 hours 51 minutes	6	16 hours 59 minutes	17
Adobe Acrobat DC	1 day 20 hours 9 minutes	39	16 hours 38 minutes	15
R for Windows	10 hours 28 minutes	9	13 hours 7 minutes	10
Microsoft Access	5 hours	10	13 hours 2 minutes	13
R Studio	3 hours 22 minutes	46	9 hours 51 minutes	9
Matematica	1 hour 23 minutes	1	9 hours 39 minutes	3
<b>TOTAL:</b>	<b>10 weeks 0 days 21 hours 22 minutes</b>	<b>979</b>	<b>7 weeks 6 days 23 hours 33 minutes</b>	<b>785</b>

10 Weeks 0 days 21 hours 22 minutes 979 Unique Users

7 Weeks 6 days 23 hours 33 minutes 785 Unique Users

**2 Weeks 0 days 21 hours 49 minutes 194 Unique Users**

Nicole: Computing labs, worked with facilities in regards to making sure the social distancing was correct in those places. Dave did a lot of work getting the equipment out of the rooms. Cleaning procedures, we use isopropyl alcohol to clean the equipment. Staff have all been trained on cleaning and disinfection. Many thanks to Bob Hageny for doing the instructional video on how to clean and disinfect. Software support, Adobe in particular is the elephant in the room. ITEC worked a lot with Adobe to come up with options for folks. We modified our licenses so that 25% of our licenses could be used for students. We have communicated with faculty that use Adobe heavily. We are piloting an Adobe class with the Tech Ed department. Remote labs is an area that we worked with the infrastructure group, we have about 22 machines that have Adobe installed on them. Students that apply for that license can use that remote lab. They can connect through Citrix to the remote lab. You get the same experience as if you were to actually log into a computer lab machine. Allows for consistency.

Greg Ketcham - Teaching and Learning: Would like to acknowledge everyone's efforts - CTS, CELT and Extended Learning - All went above and beyond. Thank you. The majority of traditional asynchronous

teaching, many are doing live teaching with zoom. Remote learning generated by folks that learning online.

What Fall 2020 looks like:

- Over two-thirds of all fully online instruction is taught by experienced instructors (67%)
- More than double the number of fully online sections compared to remote teaching sections
- First time fully online instructors represent 13.5% of all potential assigned instructors
- Experienced online instructors make up 26% of the assigned teaching population

#### Telecommuting

- Faculty/Staff Technology Needs
  - Telecommuting needs
- Staff office needs
- Are changes necessary?
- Surveys have been sent out

Nicole: We have been using a form for both fac/staff and students. Josh: About 62 request from fac/staff, majority was webcams. Nicole: About 25 request from students for laptop loans and Chromebooks. Sean: We have loaned out quite a bit of equipment. All the loaned equipment from the spring was returned. A large amount of the equipment that was loaned out came from School of Business, Biology and Rice Creek. Huge thank you to them. Sean: We were lucky to get a large number of PCs and Chromebook from SUNY Administration. Nicole: Thank you to the library for letting us use their loan system.

#### Phone System Support

- Phone forwarding
- Voicemail forwarding
- Jabber (very limited implementation)

#### Remote Meetings

- Zoom (enterprise license)
- Students will have access (individual accounts)

#### Infrastructure

##### Network Upgrades

- Outdoor wireless is available to support tents
- New DDoS attack defense system is being pursued
- Blackboard authentication will be moved to the cloud for Fall
- DNS has been moved to the cloud

Kathi: Blackboard upgrades. BB login, one of the things that people are getting confused about is the error message that people are getting when they logout. We will be working on that. You should use the BB logout button. iClicker - took a long time to figure out what was going on, however, it was actually a quick fix. New annotate, hopefully that is working well for everyone. In the grade center, you can now delete multiple columns at a time. Working with a lot of faculty, CELT and workshops.

#### Residence Support

- Funnelle Hall completed
- Cable TV contract

- Spectrum TV app
- Upgrade to the card system is in the works (Millennium Ultra)

## Workflow

### Current Projects

- AEFIS
- Student Support
  - AskOz chatbot
- HR workflow processes implemented by HR

Kristi Eck: AEFIS - Explained how we are using AEFIS. Accreditation and Strategic Planning.

### Future Projects

- New Registrar workflow process
- We need other workflow processes
- Looking at solutions

### TIP Grants

- \$40,000 available
- Focused on supporting online and hybrid teaching and learning and student success
- Announcement shortly

Alla Gul: SUNY wants us to report monthly basis, face to face and online. Who else to invite? Eric G.  
Greg Ketchum - Very fluid, every week it changes.

Adjourn