

University Task Force on LMS and Academic Technology
Working Group on Academic Technology

Initial Meeting
Thursday, October 22, 2020
9:00 – 10:00 AM

Minutes

Attendance: Solman Ahmed, Maureen Byrne, Omar Dib, Cailin O'Connor Fitzpatrick, Jennifer Gentile, Rose Gonnella, Marshall Hayes, Stephen Kubow (co-chair), Sara Maass, Qian (Joyce) Mao, Joe Marinello, Joy Moskovitz (co-chair), Chris Rustick, Greg Shepherd, Corey Vigdor, Jane Webber

Absent: CLA Representative TBA

New Business

MEETING INITIATED ON GOOGLE MEET AT 9:00 AM

COMMENTARY BELOW IN RED (FROM MARSHALL HAYES)

NOTE: PARALLEL CAPTURE OF NOTES USING TACTIQ.IO (FROM CHRIS RUSTICK)
SHARED VIA GOOGLE DOCS (LMS Task Force/IT Working Group 22-10-2020)

I. Welcome and Introductions of Sub-Committee Members and Operational Review

Individual introductions

Plan for community webpage with updates

Will set up Google Drive sharing of notes

Volunteers for minute taking

II. Background and Overview of Charge: To review and make recommendations regarding the continued development and improvement of Academic Technology at Kean University focusing on:

Our goal: continued development of AT with various focal points (see below)

Extending upon conversations with Joe/OCIS

From Joe: OCIS/IT standpoint – full agreement with issues

Important movement from President Repollet, including much-needed funding

- a. Classroom Technology
- b. Student Use Technology
- c. Faculty Use Technology
- d. University Wide Technology
- e. Additional Locations and Technology
- f. University Software/Systems

III. Starting points from the Council of Deans.

Weekly meeting of University academic leadership, from conversation two weeks ago

Most pressing issues as starting points (see below)

Expand upon these ideas

- a. 100% reliable WiFi - 24/7.
- b. Proactive software licensing to support specific college-based applications.
- c. Enhanced student access to technology through loan programs, tying technology to financial aid, working with B&N to give students new access to both hardware and software.
- d. Proactive faculty and staff support so that basic administrative functions operate continually.
- e. College-based technology support.
- f. Timely and effective support response to technology problems.
- g. Implement a 5 year (maximum) replacement cycle for all computers, both individual and in labs

IV. Possible Next Steps?

Our goal is to expand upon ideas above, as subgroup

- a. Divide into groups to address items a-f
- b. Collection of data, information and community feedback
 - i. Identify target groups
 - ii. Surveys
 - iii. Inventories (including NTLC)
 - iv. Focus groups
 - v. Needs Assessments
 - vi. Group (from designated subgroups) summaries and recommendations
 - vii. Integration into comprehensive summary and recommendations
Toward a university repository, licenses, etc.

V. Discussion and Questions

Joe: To add to agenda, recommendations on a model for us to replicate this work and keep things going after we get beyond the recommendations. Need technology governing structure.

Rose: Agreement with Joe. Must start with OCIS. Expansions and additions in staff and infrastructure. Identify the root or basis of this initiative. Need for specialized staffing in order to look forward. Need point people and chain of command for specific infrastructural initiatives. Improve upon convoluted structure, perhaps authority and decision making given to OCIS.

Greg: Important to prioritize among the items in our initial lists.

Maureen: Consideration of off-site locations (Skylands, WKU, Ocean, etc.). Reaching out to Caruso re: student representation and student-use angle (frustrations, habits, etc.). Other resource people as needed.

Rose: One size does not fit all. Need to build in flexibility that takes into account discipline-specialized needs.

Marshall: Pilot program planning and structure, extending from focus groups

Rose: Long-term planning for financial and large-scale planning. Addressing huge financial disparities.

Jane: Emphasis of long-term and on-going planning. Need sustainability. Identify universal as well as distinct needs. Continual change. University-level, program-level, course-level challenges.

Steve: Examples from Kean Ocean, retrofitting computer labs (challenge of being too progressive or not progressive enough)

Rose: Laptop situations. Students refuse to buy them because they feel university should buy them. Work with Admissions, requirement? Can't afford, don't want to afford, or what they know about other campuses. Think about required materials.

Jennifer: Implicit requirement for devices, regardless of whether they purchase. Loaner laptops are needed. Student fees?

Joe: Laptop purchasing discussions. Mechanics and program-specific specifications. Possibly working with B&N. What types of devices? What needs within degree programs? Virtual lab initiatives. Dynamic resource allocation focused on a particular price point, tied into university system and architecture. Local computing power leveraged against a larger infrastructure. Cloud computing options? Anticipate change and embrace flexibility when considering technology. Consider a device simply as another course material.

Marshall: Consider cell phones as important, supplemental devices.

Rose: Students want to know what they should buy, hardware and software. Inform students of their needs. Having a Technology Advisor position. Service component for advice.

Joe: Yes, need for university approach. Work through needs for additional resources. Directed conversations that extend from standards and expand to next level (OCIS recommendations > OCIS servicing and tech support). Specialty servicing and tech support through Dell.

Rose: Set up a standard, but what if a student wants to diverge from the standard?

Steve: Reach out to individual schools and program to ask what type of programs they will need. Recycling program for tech? Trade-ins? Contract with a service provider for Macs? Let's think about areas to focus on for next week and prioritize items for next week. Identify basic minimum standards within each programs.

Joy: Representatives from each college and school. Everyone focusing on surveying each college. Gather feedback about basic hardware and software needs. Clarify what they currently have and also a wish-list of what they would like in an ideal situation.

Steve: Immediate action point – college-level survey of needs for discussion next week.

Greg: Need for training, both on faculty and student end. Centralized location for accessing training.

Steve: Training as a potential area of student employment. Joy will set up a shared drive.

MEETING ADJOURNED 10:00 AM