

IUPUI Faculty Council Committee Annual Report 2011-2012

Committee Name: Technology

Chair: Barbara Friesth

Members: Mark Bannatyne, Brenda Burk, James Clack, Barbara Friesth (chair), Andy Gavrin, Barbara Gushrowski, Connie Justice, Hadi Kharrazi, Mike Kubek, Suk-Hee Lee, Paula Magee, Sandra Morzorati, Peter Nalin, Michele Roberts, Kate Thedwall, Thom Upton, LaQuia Walker, Elizabeth Whipple

Liaisons: Garland Elmore (UITS, Administrative Liaison), Anastasia Morrone (UITS, Interim Administrative Liaison), Kathy Marrs, (Executive Committee Liaison)

Meeting Recorder: Theresa Walsh (UITS)

Action Items:

1. Monitoring University IT Security Policies. The FCTC has worked closely with the Office of the Vice President for Information Technology in reviewing several IT related policies. The majority of the policies were a review from previous versions. The following is a list of the policies and recommendations from our committee:

IT-01 Appropriate Use of Information Technology Resources (approved May 2006):
<http://protect.iu.edu/cybersecurity/policies/IT01> - no specific changes

IT-02 Misuse and Abuse of Information Technology Resources (approved May 2006):
<http://protect.iu.edu/cybersecurity/policies/IT02> - no specific changes

IT-03 Eligibility to Use Information Technology Resources (approved May 2006):
<http://protect.iu.edu/cybersecurity/policies/IT03> - no specific changes

IT-07 Privacy of Electronic Information and Information Technology Resources (approved January 2008):
<http://protect.iu.edu/cybersecurity/policies/IT07> - Recommended to amend this policy to also include a reference to the security policy, IT 12

IT-11 Excessive Use of Information Technology Resources (approved May 2006):
<https://protect.iu.edu/cybersecurity/policies/IT11> - no specific changes

IT-19 Extending the University Data Network (approved September 2008):
<http://protect.iu.edu/cybersecurity/policies/IT19> - no specific changes

IT-20 Wireless Networking (approved September 2008):
<http://protect.iu.edu/cybersecurity/policies/IT20> - no specific changes

ISPP-26 Information and Information System Incident Reporting, Management, and Breach Notification <http://policies.iu.edu/policies/categories/information-it/ispp/ISPP-26.shtml> - Only one concern expressed about the financial ramifications of the investigation, and concern that compliance with the policy may be compromised by the financial concerns. They acknowledged the concern, but felt that unit "ownership" of the incidents was still the best policy.

ISPP-27 Privacy Complaints <http://policies.iu.edu/policies/categories/information-it/ispp/ISPP-27.shtml> - there was a recommendation to develop centrally provided training materials/workshops for faculty, staff, and graduate assistants related to privacy and security.

2. The committee also discussed a variety of technology related issues as outlined below:

- A. Network issues (9/19/11) were discussed, specifically a wired network outage, and some instability issues in the wireless network. Actions taken were to have technicians review wireless connectivity and speed in specific buildings that were identified as having intermittent problems (SL, LD, NU, and Informatics). An update related to the wireless network issues was provided 1/23/12. There was significant improvement in the network from the beginning of the fall semester, though there continued to be some signal issues in certain areas, as well as density (large number of users connecting in same place) issues with large lecture venues and public gathering spaces. UITS continues to monitor these issues, and sent a request that IT professionals notify them of any new issues.
- B. Communication issues between faculty and UITS were discussed at some length during the course of the year. The following were the actions taken related to communication issues:
 - A short communication about IT notices will be ready by the end of March and sent in early April. Meanwhile, UITS is using existing channels for communication.
 - The campus centers for teaching and learning will ensure that faculty are aware of UITS services. A suggestion was made for UITS to send an email to all new adjunct faculty. Sue Workman, Associate Vice President for Client Services and Support, Office of the Vice President for Information Technology, noted that for best practices, a reference card could also be used.
 - UITS solicited best practices for systemically communicating with faculty on how to obtain support. Many excellent suggestions have been submitted. IT professionals have until April 15 to submit more. UITS will compile these suggestions. Templates and other resources, possibly included reference cards (magnets), will be made available to IT professionals in early summer.
 - The Oncourse error tracking window no longer appears and instead, the user simply receives an error message.
 - UITS expressed concern about the accuracy of a dashboard because there can be issues that arise that are specific to an individual that would

not be captured on the dashboard. An alternate strategy is to promote the use of the IT notices services that already provide this type of information.

- C. Super Bowl Readiness (12/12/11). The group discussed technology, communication, and readiness for the Super Bowl. Communication related to specific school closings were to be communicated via the Registrar's website. The group also recommended that the Center for Teaching and Learning (CTL) emphasize specific strategies around the use of distance accessible strategies during their mid-January Super Bowl Teaching Strategies workshops.
- D. Rollout of telecommunication service changes and end user evaluation of the services (1/23/12). Dennis Cromwell, Associate Vice President, Enterprise Infrastructure, Office of the Vice President for Information Technology, introduced the topic of the rollout of telecommunication services changes. The primary intent is to have all campuses move from a phone-based model to a voice over IP (VoIP) model. A discussion ensued regarding communication related to the project and end-user evaluation. Dennis Cromwell summarized the following action items: develop a formal evaluation and feedback process; develop communication and more formalized rollout plans; identify telephones (red phones) to provide a plan for where they are being put. When the rollout plan is ready, Dennis Cromwell will bring it forward to a Faculty Council meeting.
- E. Student Technology Fee (STF) Spending and Transition to UITS (3/19/12). An updated report of the use of STF was provided to the FCTC. Two testing centers will have been renovated by the end of summer 2012. A concern about the funding and availability of test proctoring was discussed. Howard Mzumara, Director of the Testing Center, submitted an IUPUI general fee proposal for additional proctoring funds to address the proctoring issue. There was a suggestion that UITS meet with student government and the IT ambassadors to hear from students about what other technology needs they have for the use of the fees. The FCTC will be asking for feedback related to the impact of the STF transition as well.
- F. Several updates were provided over the course of the year related to Oncourse tools and load testing, electronic textbook options and adoption, support for mobile technology, Kuali Coeus, and video-conferencing options. In addition several new or upcoming technologies were presented to the committee, including virtualization of desktops and IUanyware, Electronic Advising, Academic Roadmap, FLAGS System, and Sharepoint.
- G. The use of a tracking log to track ongoing issues presented to the FCTC was under consideration by the committee this past year. A sub-group of the FCTC began the process of designing a tracking log, but the project was not fully completed. The committee will re-visit the desire to fully develop the log this year.

Action Items to be carried over to 2012-2013:

1. Review status of wireless network and any changes from the previous year.
2. Continue to monitor communication issues related to technology updates and changes.
3. Review status of telecommunication rollout, evaluation plan, and readiness to present to the Faculty Council.
4. Follow-up on final transition of STF spending, impact on units, and student feedback.
5. Review of available software (IUanyWARE, standard builds, EndNote) selection and use.
6. Review status of new testing center.
7. Make decision on committee use of tracking log.