

**Instructional and Research Technology Committee**  
**Meeting Minutes**  
May 9, 2003  
10:30 a.m.

Submitted by: Monica Rex

Present:	Dr. Shane Martin	Dr. Gerald Jakubowski
	Prof. Michael Brodsky	Dr. Kenyon Chan
	Dr. Edward Evans	Fr. Felix Just
	Ms. Lynne Scarboro	Dr. Thomas Zachariah
	Mr. Don Sutton, VP Collegis	Dr. Mladen Milicevic
Absent:	Mr. Joseph Harbouk	Dr. Allen Gray
	Ms. Pam Buckles	Mr. Brian Coughlin
	Dr. Reza Azarmsa	Ms. Alissa Zito
	Mr. Chris Weir	Mr. Nick Miller
	Mr. Adam Wood	

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Dr. Martin called the meeting to order. The meeting minutes for April 11 were accepted and approved.

Dr. Martin said that the goal of this meeting was for the committee to make strong recommendations on what the top priorities are, in a consensus. He introduced Mr. Sutton to lead the discussion.

**Final Report Academic Computing**  
**An Update to the 2001-2004 Strategic Plan**

Mr. Sutton said that this report was compiled from interviews with the Academic Vice President, Deans, Associate Deans, Registrar's staff, Director of the Library, ITS members and selected staff, Faculty Senate and as a result of a Faculty Survey (137 responses at a low 40% rate). Mr. Sutton said that the report sought longer term goals. Short-term goals revised and updated annually. He said that he had suggestions for initiatives based on the findings – some of which are already underway, some short-term and some long-term.

Mr. Sutton said that the report outlines seven goals and their initiatives. He said that measuring progress is important and that goals can be broken down tactically into activities. "Who owns it? What are the benchmarks? What is the funding?"

Goal 1: (Classroom) Mr. Sutton said that institutions need to do baseline metrics for each classroom and lab to determine what equipment is needed, available, used and in what condition. (see appendix B). Having the baseline makes it easier to see where you are the following year. He said that some things in the report may be surprising -- such as the usage of Blackboard is low and at a low level of

functionality. Classroom support is getting better and needs to improve further. Some technology would be used more with a greater knowledge of how to use it.

- Goal 2: (Documenting Usage) People want to know more about how to integrate technology into teaching.
- Goal 3: (Web) The development of the website was a major issue. People agree that it can improve and that a portal would be valuable. Ms. Scarboro said that web updating and the need for a portal was to come out of several committees as top priorities.
- Goal 4: (Integration) Dr. Jakubowski said that one of the issues with Blackboard integration is that a list of students has to be put in manually, but if it were integrated with network information a list could be downloaded into it. Dr. Martin said that putting information in twice is something that should not need to happen.
- Goal 5: (Governance) Mr. Sutton said that a number of these issues are currently being implemented. He said that the faculty needs an opportunity for input and that a public forum might work for that. He said that copyright is also a big issue and that the university needs to provide some guidelines and a place to call in for questions on those issues.
- Goal 6: (Training and Support) Mr. Sutton said that he heard often at the Faculty and Dean levels that too much time is required to assist students in using software and that training should occur somewhere else. Also he said that faculty wants to know to what extent MACs are supported because some students will require competency on MACs in their professions. Some Faculty felt that that training should occur within their college vs. at IT workshops. It needs to be communicated what can be done in terms of affordability and so on.
- Goal 7: (Assessment) There needs to be an understanding of where students are when they come and what it is expected that they know by the time they leave.

## **Survey Discussion**

Dr. Martin asked for a further discussion of the Faculty Survey results. He said that 40% was good return rate and that ITAC should see the results of the survey. He asked what other points were raised.

Mr. Sutton said that the Deans and Department Chairs do not feel that they are motivated, encouraged and supported in using technology. He said they find that there is peer support for using it but that scheduled workshops are difficult to make time for. 68% do not use Blackboard at all. Those that do use it for content and announcements. Dr. Jakubowski said that 32% using Blackboard seems high. Dr. Martin said that probably reflects that those who use technology already are likely to fill out online surveys. Mr. Sutton found that 63% said personal motivation is the reason for using technology. He said that release time did not come up as a large issue. Prof. Brodsky said that even though release time doesn't show up, it does come up all the time. He added that there were more training workshops available ten years ago than there are now.

Mr. Sutton said that individual written comments were good and that he would forward those. Ms. Scarboro asked that Mr. Sutton distribute the notes on the former discussion regarding top priorities. Mr. Sutton said he would send those around. Dr. Evans asked if the Student Survey was done. Mr. Sutton said that he wasn't able to get to that. Dr. Martin said that the message needs to get out to Faculty, Deans etc. that we want you to use technology and that we will support it. Mr. Sutton said that the interest is there but there is a communication issue. Prof. Brodsky said that communication about upgrading equipment is fine but that the more abstract items aren't addressed. Dr. Zachariah said that the communication issue is a big one. For example, if you want information on Blackboard there has to be a place to call to get answers. Dr. Martin said that ITS needs to post their list of FAQ's. Mr. Sutton said that he also heard often that Faculty wants a two-way conversation, to have input as well as to ask questions. Dr. Jakubowski said that training time needs to be in one-hour blocks to fit into faculty schedules. He said that Tutorial CDs could be produced for smart classroom and software instruction. These could be sent to faculty as a way of motivating interest. Mr. Sutton said there are different needs for the different schools in methods of training and content.

Dr. Milicevic said that the ITS Help Line takes a long time for response. Their work order process slows down the process. He said that if you have a question on software an immediate answer is needed. He added that broadcast messages from IT are too technical. They need to be communicated in simple language.

Prof. Brodsky said that classroom equipment repair and support needs to be a priority in the report. If the technology fails the instructor is forced to have a second lesson plan. Mr. Sutton said that did show up in the survey at the tactical level. Dr. Evans said that night hours and evening hours are needed for the Help Desk. Dr. Chan said that people need to know what realistic expectations are. What can the service level be? Fixing a computer is a priority but answering every question on software isn't something we can do 24 hours a day. If a smart classroom isn't operating than what is a realistic expectation about having it fixed? Should there be phones available to call in a problem? Collegis needs to communicate what the "service level agreement" is. Mr. Sutton said that there are different expectations in different areas. Dr. Jakubowski said that computer supplies and paper need to be managed in his department. Dr. Chan suggested that a "one card" swipe could be used to charge for copies made. Mr. Sutton said that these are tactical areas that will require review and priorities will change for those.

### **Restructuring Goals in the Report**

Dr. Martin said that having seven goals is too many and that this committee should be concentrating on three or four goals. Dr. Jakubowki agreed that the goals should be reduced, perhaps to five. Dr. Martin said that Goal 1 (Classrooms) and 2 (Documenting usage) should be shifted to the Resource Management Committee. Fr. Just said that some of Goal 3 (Web) needs to stay. Ms. Scarboro said that the Enterprise Committee was dealing with Goal 4 (Integration). Dr. Martin said that Goal 4 would be moved to the Enterprise Committee. He also said that Goal 5 (Governance) should go to ITAC. Mr. Sutton that Goal 5 will be struck and that the focus here is more on communication, though Goal 5 talks a lot about communication and Goal 6 (Training) is the means to carry it out. He suggested that ITS do more of the baseline and inventory, which they currently work on. Dr. Martin said that Goal 7 (Assessment) needs to be given to University Assessment. Mr. Sutton said that Goal 7 will require a lot of time to discuss. Ms.

Scarboro said that Goal 7 should be broadened. Prof. Brodsky said that a goal for Research needs to be added. Dr. Martin said that a draft of the Strategic Plan will go to the ITAC meeting on June 9 and that the committee should sign off on it. Dr. Chan felt that it may be an error to have it finalized by ITAC without the faculty seeing it in the fall. It is fine if ITAC reviews it, but there would be the sense from the faculty that it is imposed. Ms. Scarboro said that the timing is tied to budget decisions and that it could go to ITAC as a “report in progress” to be finalized in the fall. She said that it will be presented to the Board on Technology in October and that the tone of the report should be decisive at that time.

Dr. Jakubowski asked how can technology usage can be measured? Mr. Sutton said that it is not easy. He said that some colleges and universities have creative ways of doing that and he can share those ideas with the committee. Some method for measurement has to be used. Dr. Martin said that self reported data is valuable and could be integrated into the university’s annual evaluation process. Kelly Wahl’s assessments can be integrated with technology use and training.

Prof. Brodsky said that technology is addressed often in the report but teaching isn’t addressed much and research is not addressed at all. He said that it is important that they are in the report, especially with regard to support, training and equipment. Mr. Sutton said that in speaking to faculty instruction training comes up more than research. Prof. Brodsky said that he felt that is because people have given up on it. Mr. Sutton said that he would put research related issues back into the report from his notes. Dr. Chan asked whether Goal 3 (Web) should be in this committee since it gets into PR/Image issues. Dr. Martin said that Goal 3 should be restructured to emphasize how the web aids instruction and research.

### **Guiding Principles**

Dr. Martin said that guiding principles need to be incorporated into the report. He said that the report was missing a narrative on what the goals are in using Technology for Teaching/Instruction and Technology for Research. He said that we need to be clear on what the motivation is for the use of technology in those areas. Mr. Sutton said what are the principles -- “excellence in teaching, “excellence in research and creative work,” etc. Fr. Just added, “ease of use.” Dr. Martin said that the goal is to see technology as a tool, a means to an end.

Mr. Sutton said that he would restructure the report based on this discussion. Ms. Scarboro said that a forum discussion to collect faculty input is something we need to deal with.

### **Calendar Meetings**

To be determined

University Hall 4600 Conference Room

The meeting ended at noon.