

NDSU INFORMATION TECHNOLOGY

Delivering core solutions and propelling innovation

**NDSU IT Council Meeting
Monday, Oct. 19, 2020, 2 p.m.
Online, using MS Teams**

Meeting Notes

Present: Marc Wallman, Jason Blosser, Enrique Garcia, Dean Gross, Maggie Latterell, Mary McCall, Joe Mocnik, John Morrison, Robert Pieri, Steve Sobiech, Kristi Steinmann, Kimberly Wallin; CeCe Rohwedder

Unable to attend: Ed Deckard, Matthew Friedmann, Carlos Hawley, Dane Skow

1. Members were welcomed and introductions were conducted.
2. Budget update: there is still a deficit in the student tech. fee account. CCAST received funds for the compute cluster. We received funds for the network core upgrades, and for upgrades to the network and wireless. We'll potentially receive up to \$5M to install card access in all the residence halls and exterior doors of academic buildings on campus – we'll find out by Oct. 29. In the next leg. session, we'll ask for funding to improve our Internet2 connection, in coordination with UND.
3. Feedback on Hyflex experience:
 - A. Dr. Pieri reported that the problem he'd had with the smart boards has been resolved, with Daniel Erichsen's assistance. The hands-on freshman class he's teaching is a bit challenging with the distance students. His lecture course works well with the Hyflex model. It would be helpful to have remote instructor control of classroom cameras.
 - B. Dr. Gross is teaching an undergraduate class of 64 in VanEs 101 – there are no cameras there, so he brings the one from his office and tries to scan the classroom to take attendance. It takes him 15-20 minutes before class to get the room set up. During a Respondus exam in class, there were problems with the typing noises being disruptive; after a while, the in-class students got error messages of wifi being overwhelmed, while the remote students did not. Steve S. will look into this. Dr. Gross prefers synchronous Hyflex. His remote students like Hyflex – they appreciate the chat functionality.
 - C. Dr. Wallin is teaching an undergraduate class of 103 students, with about 45 attending in person. Two instructors are in the classroom at all time, which is helpful in keeping up with the chat. It does take about 15 minutes to get ready for class.
 - D. Dr. McCall will collect feedback from her college for the next meeting. Her husband is teaching a freshman-level class of 400 students, and it is going well technology-wise. It would be helpful to have remote control of the camera. The TAs take photos of the class and send to him. There have been challenges getting the technology ready for class when TAs have tested positive for Covid and had to quarantine. There was a Bb issue last Friday that disrupted test administration.

E. John spoke from a student's perspective. He attends class both in person and remotely. Originally there were challenges configuring the audio settings. Some professors don't mute their microphones when remote participants speak, which makes it challenging for the rest of the students attending remotely. Some students have mentioned that not all the rooms have microphones for the students. Students have appreciated the flexibility of attending remotely when needed and not missing class.

4. Spring semester preparations:

- A. In terms of what would be helpful for students, John pointed to the smart podium usage: some teachers struggle with them, so some instructions/training would be helpful. Also, more microphones in the rooms would be good for collaboration.
- B. Open forum events are being coordinated to prepare for spring semester instruction, in collaboration with OTL, the Provost's Office and Faculty Senate, among others.
- C. Dr. Pieri mentioned the difficulty of selecting topics for the Open Forum events: we don't know what we don't know, and different faculty have different needs. Highlighting troubleshooting would be helpful for faculty to know options when things go wrong.
- D. Hyflex provides more opportunities for instruction than anything else ever before.
- E. Dr. Gross mentioned that VanEs 101 does not have a Crestron unit – having one would be helpful, as well as cameras.

5. Overview of CARES Act funds: room microphones are a priority over cameras, per a meeting IT had with Registration & Records last week. ITS is averaging approx. five rooms per week coming online in terms of technological capability, and now that they are focusing on microphones, they may soon be able to prepare 10 rooms per week. In the next couple of weeks, cabling work will be caught up. All awarded funds must be spent this calendar year, but installations are expected to continue after the first of the year.

6. NDUS update: there have been some Bb problems that are being addressed.

7. MFA enrollment: everyone is getting enrolled. Last week there were some O365 issues that interfered with this.

[Dr. Wallin left the meeting, at 2:40 p.m.]

Enrique mentioned that one of our students recently got phished over the weekend and urged everyone to be alert to the fact that no one at NDSU or NDUS will ever call one of our constituents and ask for a second factor that was sent to their phone.

8. IT Division department updates: Jason mentioned that a Bb problem is currently being investigated; communications with campus are being coordinated. Kristi will send a campus update tomorrow.

9. Next meeting set for Monday, Nov. 16, at 2 p.m.

10. Adjournment