Academic Technology Advisory Committee
Meeting: September 26, 2017
Library Collections Room
10:30 to 11:30 am
Minutes

Present In Person: Lisa Bazley, Dr. Cheryl Anderson, Neil Schroeder, Dr. Tisha Harding, Dr. Ron Washington, Dr. Jean Dols
Present On Zoom: Ana Gonzalez, Dr. Paulo Carvalho, Dr. Joseph Pizzimenti, Dr. Amy Crocker, Dr. Diana Garza
Absent: Dr. Denise Staudt, Dr. Glenn James, Dr. Stephanie Grote Garcia, Dr. Carlos Garcia, Dr. Rosa Cardenas, Dr. Cynthia Gonzalez Aquirre, Dr. Michael Clayton

Meeting called to order at 10:45am due to a delay by technical difficulties.

I. Participants were introduced.
II. ATAC Charge, meetings, and membership were discussed.
III. Faculty needs presented by each school. Written reports from schools not present were reviewed.
IV. Following major issues were identified:
    a. CHASS: Computers go to sleep after 15 minutes.
    b. SMSE: See list on agenda.
    c. School of Education: See list on agenda
    d. School of Nursing & Health professions: See list on agenda
    e. FEIK School of Pharmacy: Interactive Classroom Response Systems
    f. School of Physical Therapy: Interactive Classroom Response Systems, Need for training on 365 and collaborate
    g. School of Professional Studies: Printer changes and Printer Ink
    h. Rosenberg School of Optometry: Exam Soft & interaction with Blackboard
    i. HEB School of Business Admin: Virtual Lab
    j. School of Religious Studies: See list on agenda
V. Discussion of major issues included:
    a. Classroom computers go to sleep after 15 minutes
        i. Liza Bazley & Neil Schroeder agreed that this is related to routine set-up and a fix can be sent out to keep classroom computers active for 1 hour.
    b. Printer replacement/elimination of personal printers
        i. Neil Schroeder informed the group that a schedule for rolling out the Xerox multi-function devices to all university areas over the next year will be published soon. At the appropriate time, the first step in the implementation is to assess needs of the space which will include faculty and administrative input.
    c. Standardization of classroom equipment was noted, e.g. hdmi cables.
        i. Neil Schroeder and Liza Bazley spoke. As desktop and laptop computer models continue to evolve per Dell and Apple product lines, a focus on ensuring classroom technology keeps pace will be planned. UIW will also work to ensure the appropriate connectivity is provided with laptops during the transition period to new cabling and other technology.
    d. Concern that faculty have not been asked for their technology needs.
        i. ATAC has a faculty member from each school. The faculty should address their technology needs to their representative. The representative will be the conduit for their school's needs enabling needs of all faculty to be considered.
    e. Training
        i. ATAC representatives can obtain lists of classes available from Terry Peak. If class times do not fit the schedule of faculty, the ATAC representatives can arrange for group classes at their

facility by contacting Terry Peak. Training is specifically needed for Office 365, One Drive, and Collaborate). Deans have been sent an email listing scheduled courses for the fall and the offer to have Instructional Technology staff to come to the school. Nursing has suggested more advanced training and times that are on other days than Thursday or Friday.

   ii. Web sites and videos for training should be reviewed to assure that they are titled for ease of accessibility. Increase the advertising of these resources. Tutorials are located on IRD website (see more Links and look for Technology).

f. Interactive Classroom Response Systems

   i. Dr. Anderson will gather representatives from the schools to investigate the solutions for Response Systems by contacting the ATAC representatives. Turning Point was abandoned because pricing is now based on students purchasing their own license, movement of the system to the cloud was not backward compatible.   Echo 360, a video capture system used by FSOP, has a built-in response system but is not user friendly so a license for Poll Everywhere was purchased by Pharmacy (Dr. Helmut Gottlieb driving the initiative for Pharmacy). It allows students to do polls using their cell phones and has a free version.

g. Firewall catching legitimate faculty websites (especially those built around the weebly platform).

   i. Neil Schroeder noted that if faculty or staff members are blocked by the filter if they click the "unblock" link at the bottom of the page the link will be unblocked. Additionally if the matter is time sensitive users can call the help desk at 210-829-2721 for immediate assistance.

h. Exam Soft

   i. Exam Soft is currently being used by Optometry, PT, Pharmacy, Health Professions, and is being introduced in Nursing. Some issues are being experienced by the faculty and students. They include duplicate accounts for students and blackboard connections to Exam Soft. Dr. Anderson will gather representatives from the schools to investigate the solutions by contacting the ATAC representatives. (Update: our issues with the integration of Blackboard and ExamSoft have been resolved as of Friday, September 29).

i. Technology in Classrooms

   i. Instructional Technology Website has the listing of all classrooms with technology standards of room. Information is updated annually. (See Instructional Technology website and locate Classroom Technology Matrix).

   ii. Dr. Welkey was working with the Registrar and Ana Gonzales to add the technology that is available in classrooms to Banner.

j. Help Desk

   i. Help Desk is for break-fix. Students are not experts in instructional technology.

   ii. Help Desk should be trained to refer to Instructional Technology for selection of innovative approaches to technology.

   iii. Faculty should be able to call if in a class and tell the Help Desk that they are a faculty member in an active class and need immediate on the ground help. Few questions should be asked of the faculty member and a technician should immediately be dispatched OR the faculty member should be told that none is available (nights and weekends). Faculty should tell ATAC representative if this does not occur. ATAC representative should gather date, time, issue, and any other information available and report if immediate response was not provided.

k. Computer Functionality

   i. Equipment given to faculty should be a standard image with Office 16 and Windows 10. Equipment should work seamlessly with the technology and dongles will be provided as needed to achieve seamless technology.

   ii. Virtual labs, which can make software accessible on any computer platform and provides an opportunity for bring your own device classrooms rather than setting up standard computer labs, were discussed. If faculty are interested in using such technology, they should contact Instructional Technology staff.

   iii. New computer models are identified in the spring in coordination with vendor partners. This effort includes reviewing the current state of technology while anticipating future needs. There will be a transition period that will include necessary adapters to ensure the ability to connect to any classroom technology. Even as we finish our move to digital and HDMI most new models are now moving away from dedicated HDMI ports.

   iv. Users that still have issues or an unsatisfactory break fix experience should escalate to Christina Phillips, the Help Desk manager.

  l. Connectivity Issues Nursing Building

   i. Neil Schroeder investigating. We have conducted multiple tests and will continue to work with staff and in the environment with classes in sessions to attempt to identify issues as they happen and isolate the root cause.

VI. Dissemination of information from ATAC

  a. A MyWord portal page will be established by Dr. Anderson for all faculty to be able to access ATAC agendas, minutes, and membership.

  b. A distribution list for ATAC will be established by Liza Bazley.

Meeting ended at 11:45am.