

ITAC Meeting

Date: Friday, September 18, 2020

Time: 2:00 pm

Location: Virtual (Microsoft Teams)

Attendees: Humayun Zafar, Jeff Delaney, Svetlana Peltsverger, Kristine Hwang Kim, Jim Herbert, Veronica Trammell, Matthew Bain, Rifka Mayani, Stephen Gay, Tom Boyle, Casey Waldsmith, Lori Meadows, Megan Shain, Tsai-Tien Tseng, Brian Lawler, Amber Smith, John Johnson, Sasha Padilla, Ramazan Aygun, Mandy McGrew, Marie Day, Christina Coronado

Agenda

Old Business

1. Introduction of new officers
 - a. Humayun Zafar, Vice Chair
 - b. Lori Meadows, Note Taker (acting)
2. Elect new Committee Chair
 - a. Due to a recent reorganization, Chair Elect Alison Hedrick stepped down from her position since the Coles College already has ITAC representation
 - b. Call for volunteers to fill role of Committee Chair
 - c. Svetlana Peltsverger motioned to keep Humayun Zafar in position of Chair
 - d. Motion seconded
 - e. Unanimous vote
 - f. Motion to move Humayun Zafar from Acting Chair to Permanent Chair carried.
3. Call for volunteers to fill roles of Vice Chair and Secretary
 - a. No volunteers
 - b. This item will be added to the next meeting agenda

New Business

1. Teams vs Zoom vs Collaborate
 - a. Link to comparison chart:
https://apps.kennesaw.edu/files/pr_app_uni_cdoc/doc/Online%20Conferencing%20Comparison%20Chart.pdf
 - b. Chair mentioned we can't afford all three solutions; we could drop one. The question then becomes Zoom or Teams? Zoom integrates into D2L for classes, Teams does not. Teams integrates with Outlook, Zoom does not, etc.
 - c. Christina Coronado said you can add Zoom to Outlook. Collaborate is available as well

- d. Chair suggested formation of a sub-committee to explore options and figure out where we should go
- e. Dr. Delaney said if it's only a matter of preference of having a couple of features the other solutions don't, that is what he wants the group to vet through the university so that when we make a recommendation, we can tell the university that we took all of this input under consideration, and based on the majority this is the direction we would like to go as a university. This will help provide the backing we need to move forward; we have to make a decision and understand that some users won't be happy with that decision.
- f. People have strong opinions about which solution is the best; they all have strengths and weaknesses
- g. Dr. Delaney said we need to make a holistic decision, and a strategic decision for the university; it might not be that we pick only one depending on the circumstances

2. RefWorks or EndNote

- a. Now that we are R2, should we be using RefWorks or EndNote? We have users of both solutions on campus.
- b. We have around 5,000 RefWorks users, so it won't be an easy decision but we need to figure out which one to go with.
- c. Link to LibGuides: Citation & Literature Management: <https://libguides.kennesaw.edu/c.php?g=504018&p=3450271#s-lg-box-wrapper-29366570> . This is a guide to citation or reference and document managers, the tools that allow you not only to generate citations but organize and annotate documents and citations.
- d. Dr. Delaney said that RefWorks is funded annually through UITs using Student Technology Fee funds in the amount of \$25,000. Both RefWorks and EndNote are comparable in cost.
- e. Matt Bain inquired about economies of scale and who makes the determination that a solution should be enterprise-level.
- f. Dr. Delaney confirmed that UITs is responsible for that and for securing pricing and funding for enterprise solutions.
- g. Dr. Delaney said this is not an easy decision. The Office of Research asked for an enterprise version of EndNote but they really want the enterprise version so it would be ubiquitous. We have a large base of RefWorks users (approximately 5,000 users) and he doesn't think it would just migrate over. It would be a tough transition if we decide to change, or we may decide that we need to stay with RefWorks.

3. UITs Strategic Plan Review

- a. Chair explained ITAC's job is to review the plan and look for any issues that may exist and find different ways to approach those issues

- b. Dr. Delaney said UITS just updated its plan for the next 3 years. It's really an internal UITS strategic plan, but in the interest of transparency and openness, he wants to get more eyes on it to be sure we are serving the greater community and that we don't have any gaps in our plan that have been left out. He'd like for someone to review it and make recommendations if we need to add something, or a check mark and smiley face and we're done. We can either look at it as a whole or break it up into parts; it's 4-5 pages long.
 - c. Brian Lawler motioned assembly of a subcommittee to review the plan, raise questions for ITAC and maybe identify anything that needs to be discussed with Colleges and units.
 - d. Motion seconded; no discussion.
 - e. Unanimous vote.
 - f. Motion to form 3-person subcommittee to facilitate plan review and obtain feedback from their respective Colleges carried.
4. Workgroups and Subcommittees
- a. Dr. Peltsverger thinks discussions should be with the whole group because the Colleges have different needs in different areas. Subcommittees would not generate input from all stakeholders on campus; everyone should be part of the discussion and be represented equally.
 - b. Dr. Delaney suggested formation of a sub-committee to study the issues and go back to the Colleges and Departments to get input and feedback
 - c. Chair suggested using Qualtrics polls to accomplish the broader task and asked if the Committee felt it would be appropriate. He also volunteered to share his surveys with the Committee in case they could reuse them.
5. Updates from UITS
- a. Updates from Veronica Trammell, Executive Director of Technology Outreach
 - i. Workshop schedule for technologies on campus is now being updated monthly, putting it on the UITS website and the Technology Enhanced Learning Website. Check those regularly for updates.
 - ii. New service on campus – If you need to share sensitive information on campus, and need to get it to another recipient, we now have Secure Share. seureshare.kennesaw.edu will let you upload your file and send a file link to your recipient. You have the option to include a password and an expiration date.
 - iii. We have a new ticketing system in UITS. We moved from ChangeGear to ServiceNow. There is not a change to the user community; we just want you to know that the system emails you

receive will look a little different. It also has a link to help you track your support ticket that you placed with UITS.

1. Matthew Bain stated there are other USG institutions that are implementing ServiceNow holistically, for all ticket-based functions. Is that part of our roadmap?
 2. Veronica confirmed yes, we are in the process of bringing all ChangeGear customers over to ServiceNow.
- iv. New tools within D2L – GradeScope, designed to streamline and standardize paper-based and digital and code assignments. We have information in the documentation center as well as workshops to help you navigate through that tool. We have also deployed Blackboard Ally, which is also integrated into D2L. It helps you to provide a universal design for all types of learners, so our students will have the ability to view our content in different formats like .pdf, .html, e-pub, and electronic braille. There has also been an update to PeerMark, which is integrated into D2L. There have been updates to Microsoft Office; Microsoft Forms and Planner are now available. If you haven't had a chance to look at both of those, please visit the documentation center to learn about those tools.
1. Link to GradeScope documentation for instructors:
https://apps.kennesaw.edu/files/pr_app_uni_cdoc/doc/GradeScope%20D2L%20Quick%20Guide%20for%20Instructors.pdf
 2. In response to Brian Lawler's request for more details, Veronica explained that GradeScope allows the students to upload pen and paper problems sets so that it can be graded by the instructor. It also has an easy, online interface that allows for on the fly rubric creation and feedback. Dr. Peltsverger said it also lets you group students for grading. Training is available.
- v. We are continuing with Cybersecurity Awareness Day this year. It will be held virtually on two dates: 10/6 and 10/21.
- b. Dr. Delaney requested that Veronica go over the nature and level of integration of Teams, Collaborate and Zoom into D2L in case faculty are asked questions when they take the information back to their colleges.
- i. Collaborate is fully integrated into D2L; it was the first videoconferencing tool we introduced to the academic side of the community. That product has changed quite a bit over the last couple of years; they've tried to make it more Zoom-like and pared down the product a little bit.

- ii. Teams has a widget attached to D2L that allows you to put the widget into D2L so that your students can easily link to Teams. It does require you to pull your class list into your Teams environment for that to work.
 - iii. Zoom has a partial integration in D2L. It has a widget but it does allow you to automatically set your Zoom meetings in your calendar into D2L, as well as pull your class lists.
 - iv. Link to UITS Documentation Center:
https://apps.kennesaw.edu/portal/prod/app_uni_cdoc_publ/
- c. Update from Rifka Mayani, Executive Director of Enterprise Systems and Services
- i. We are undergoing a major upgrade in DegreeWorks. We've been working closely with Enrollment Services on the upgrade from 4X to 5.03 version.
 - ii. The upgrade will take place through 9/25 – 10/4, which is a very long downtime, about a week. That's the tightest we've been able to make the downtime working with our consultant vendor and Enrollment Services.
 - iii. This is going to impact Advising. Enrollment Services has been working with the Advising community and also sending communications out to students so that they are aware of the downtime.
 - iv. Today being the 18th, we are taking frozen audit documents for the students and putting them into Nolij, which is our document management system so advisors can look at anything prior to today's date. Anything that occurs during the downtime will have to be handled externally and the advisors have been notified of how to do that.
- d. Update from Jim Herbert, Associate Vice President of IT and Deputy CIO
- i. The digital credentialing initiative started in ITAC a long time ago.
 - ii. There was originally a working group; Dr. Peltsverger assisted with and led that group and it evolved. One of the things that came out of the group was that badging became less about the technology and more about the governance.
 - iii. Dr. Delaney and Jim talked to Provost Schwaig about this; she was very interested and formed a working group, asking Dean Blumentritt to head it up.
 - iv. The group was comprised of Dean Blumentritt, Dean Preston, Anissa Vega, Brichaya Shah and Jim Herbert in a divide and conquer approach. Jim's role was the technology piece; Anissa was working on the why of things; Dean Preston was working on the

- lexicon of categories and competencies; Brichaya was working on standards and word decisions; Dean Blumentritt was working on connecting to administrative functions.
- v. We engaged StratComm, who prepared mock-ups of the different types and levels of credentials.
 - vi. The mandate for this group was really to create standards for micro-credentialing at KSU; then COVID hit and then things settled down for a while as the team focused on returning to instruction.
 - vii. As of last week, Provost Schwaig has asked that we re-engage. We had our first meeting and things are starting to flow again. Jim thinks good progress is being made. We are looking at test cases but if anyone has any test cases they'd like to suggest, he can take it back to the workgroup.
- e. Update from Christina Coronado, Executive Director of Customer Support Services
- i. iPad Swivels have arrived. These are items that you can place an iPad and microphone on, and they will follow you around the room. We just got them in. We are planning the training, distribution, etc. so if you are interested in those, please send an email to service.kennesaw.edu. We have a limited quantity but we want to keep up with all the parts and components so the we can get the optimized use.
 - ii. Link to manufacturer's page for iPad Swivel:
<https://swivl.zendesk.com/hc/en-us/articles/360002455134-Classroom-Display-Setup-and-Tracking>
 - iii. Brian Lawler said College of Education students have to go out in the field and are required to film themselves. Will these tools be available for student check out? Christina said it would be up to Dr. Delaney but that we already have A/V equipment available for student check out. Brian said the Swivel would be better for their students since it follows them around. Christina said she would be open to a conversation after they have a chance to gauge demand.
- f. Question from Dr. Peltsverger: Why aren't we using our vendors' training?
- i. Christina responded that we need for our technicians to get their hands on it so they understand how to use it, so we develop our own. Also, sometimes we do a very customized training for the KSU environment.
 - ii. Veronica said we try to use the vendor training when we can; if it's just basic, we use theirs but as we become more customized and

- people ask for information and documentation, we try to create that.
- iii. We do try to at least a Getting Started Guide so that people will know how to get to the tools, and then based on the community, we build on that if necessary.
- g. Inquiry from Matthew Bain: He saw a recent announcement of the deployment of BitLocker coming to campus. He is in favor of it, but he asked if additional details are available.
- i. Stephen Gay, CISO responded and said we don't have a lot of additional details.
 - ii. Unfortunately, Microsoft doesn't manage keys the same way that Apple does, and we want this to be as seamless as possible. We want to make sure that if it's 2:00 AM, and you have a configuration change in your BIOS or something, that you have the ability to self-recover your own BitLocker key and resume working since the Service Desk may be closed.
 - iii. It's definitely on the roadmap.
- h. Discussion concerning the intent and function of ITAC
- i. Brian Lawler requested a copy of the ITAC Bylaws to get clarification on the Committee's decision making process
 - ii. Link to ITAC Bylaws: https://itac.kennesaw.edu/docs/ITAC_Bylaws-clean-11-18-19.pdf
 - iii. Brian Lawler requested confirmation of his interpretation of the Bylaws in that ITAC's role is not to make decisions like this, but rather its purpose is to facilitate dialog between the Office of the CIO and the Colleges and operational units, which this discussion is an element of, and provide a forum for faculty to make recommendations.
 - iv. Brian feels that the Committee's job is to not make the decisions but to facilitate. He thinks we should talk about the process first; last year, he thought the process for decision making was unclear throughout the whole year. He didn't really understand the purpose of the Committee. He thinks it's where the CIO comes and reports things to us and asks faculty for their input. He wants to establish what we are doing in the Committee early this year, and be thoughtful and enact that.
 - v. Speaking on behalf of the College of Education, Brian's faculty always really like to have a voice in things. The best way he could get some feedback on this is for him to bring it up to his departments, have them discuss it and provide some input that he would gather and report. That's what his colleagues would like. He

understands that not all colleges operate the same way his does; maybe a survey would work best for them. He asked the group the best way to approach these items.

- vi. Dr. Delaney confirmed the function of this Committee is to be advisory, and help IT make these kinds of decisions. We have a decision to make and we can make it in a vacuum but where would that leave us? We want as much input as possible.
- vii. Dr. Delaney liked Brian Lawler's idea of taking it back to the Colleges and getting their input and speaking 1 on 1. That is really the kind of feedback that is useful; that way you can get the caveats. Then, you need some kind of empirical evidence like surveys that shows the preferences of the group polled; this process is what helps us make a good, rational decisions.
- viii. Brian Lawler said it also feels like ITAC members would bring back information from their colleges to the ITAC meeting. It's not for our community to decide, it's to pass the information along to the CIO. Dr. Delaney confirmed this interpretation.
- ix. Matthew Bain asked Dr. Delaney what the timeline is for arriving at a decision on some of these items, and does it give them a chance to come back within their units and provide recommendations with the understanding that we can't get everything.
- x. For example, certain platforms are going to provide certain functionality. From the last ITAC meeting, Zoom vs Teams was discussed; the available security that was there. One platform might not have been sanctioned over another due to those concerns. Matt thinks it would be helpful to approach this from a standpoint of knowing there are 3 choices; they are all up for consideration; they have gone through an initial approval to make sure they would be suitable for use with university systems; even if there is a unit whose choice wasn't recommended, they may have a specific need for using it due to a specific need or function. We want to try and conserve resources and not duplicate efforts. Would it be okay for a unit to procure their own licenses that meet their needs in the event their solution was not selected?
- xi. Dr. Delaney said these are all good points. Timing - we went ahead and purchased the enterprise editions for these solutions; that buys us a year to decide. He hopes we could address that part of it for this semester as it will take time to prepare. That's why he is bringing it to ITAC this early, to allow some deep vetting.
- xii. If someone wants to use another solution, that's fine; but we need to determine what the enterprise version will be that will be

centrally funded. All three solutions have been vetted to ensure they are secure and not problematic on our network; as far as that is concerned we are okay with them running. That's how we got to where we are now: We have Teams and Collaborate, but more and more people were purchasing Zoom out from their department, or personally, or the free accounts and that kept building up and got to a tipping point, so we looked at the enterprise edition. That might fix the issue and then we can drop one of the others that won't be missed as much. But if we went with one that people didn't want or they wanted a different one, users are free to purchase a single license and use it in that way.

6. Other business
 - a. None

Meeting Called to Adjourn at 3:03 PM by Humayun Zafar.

Upcoming ITAC Meetings

Full committee meeting: October 16, 2020 at 2:00 PM via Teams

Full committee meeting: November 20, 2020 at 2:00 PM via Teams