

Information Technology Advisory Council (ITAC)

MEETING MINUTES

Meeting held at 9:00 a.m., Thursday, October 8, 2009 in EPC 304C

Members in attendance: David Anderson (Chair), Tabatha Becker, Cindy Brown, Chris Carruth, Jackie Crouch, Jan Kemper, Donna Moraco, Jerry Phillips, Morgan Shepherd, Sharon Stevens, Donovan Thorpe

OLD BUSINESS

IT Updates

1. Donovan reported that:
 - Permissions issues with **iTunes U** have been more of a headache than originally anticipated, but things are gradually being worked out.
 - The current normal functioning of iTunes U is:
 - Students can see all colleges.
 - Students can see departments in which they have a course and all courses in that department.
 - Students have access to the courses in which they are enrolled (or wait listed).
 - Instructors have access to all colleges and all courses.
 - Instructors use Podcast Producer workflows via Podcast Capture or podcast web services to upload content to any course they are assigned.
 - Cross-listed classes will only be listed once using "primary" (chosen at creation) course code
 - There are two levels of "Techs": College and Section level.
 - Techs use Podcast Producer workflows via Podcast Capture or podcast web services to upload content to any course at their level.
 - Techs have additional control to edit/manage content in any course at their level using the iTunes app.
 - Special (request) access controls
 - Send an email to webdept@uccs.edu (after most bugs are worked out this will change to IT-Helpdesk) to request a student to be added to a course manually (meaning they aren't officially enrolled), give a TA or additional instructions access to access or upload content to your course.
 - [Post-meeting note: Donovan provided a full summary of the iTunes U project via email. The text of that is provided at the end of this document.]
2. David (filling in for Jerry Wilson) reported that:
 - The sole source proposal for Ingeniux as our new **wCMS** has been approved, but we are still waiting for the PO to be cut.
 - Implementation of the new Cherwell **Help Desk** management system is being postponed until after the Blackboard training and integration.

3. David related that while **Podcast Producer** is the lecture capture system that was recommended as a campus-wide solution last year, we might also want to consider supporting **Camtasia**, for two reasons:
 - Since we have both Mac and PC users on campus, we should probably have solutions for both, and
 - Camtasia offers some additional advantages:
 - Individual licenses are \$139 (less with volume discounts), which is more affordable to PC users than purchasing a MacBook.
 - Work can be saved locally and edited prior to uploading.
 - Many instructors are already using Camtasia, and the TLC supports it and provides training for its use.

NEW BUSINESS

Blackboard

David reported that:

- **Administration Training** (for the back-end operations handled by our IT crew) will occur Oct 13-16.
- **Essentials Training** will occur Oct 27-30. This is the Bb-hosted “train the trainers” workshop, limited to fifteen participants. Those participants will be key people from each of the colleges, the Library, the TLC, IT, and NISSSC, who will then help with training faculty in using Bb.
- **Course Conversion Analysis** will occur the week of Nov 2. We don’t know exactly what shape this will take yet, but we anticipate that this will provide consultation on how to best migrate courses from all our current systems.
- **SIS Integration** will occur Nov 9-20. This will allow for automatic creation of course shells for every course offered each semester, automatic population and updating of course rosters, and login with campus usernames and passwords. We will integrate with our current SIS at this time, then again with the new system when it comes online next year.
- **24/7 Support** will be provided by a third party, Presidium. This includes a robust web-based help site, email, and phone support. (We are striving to get the contract signed with them prior to our projected Dec 1 start date to have Bb fully operational.)
- Once we are fully operational, **Campus Support** will be provided by:
 - IT – primarily for the basic functions of getting courses up and running.
 - The TLC – for online course development, best practices, tutorials, workshops, etc.
 - The aforementioned key individuals in each college for faculty support.
- We currently have a **Bb Test Environment** up and running. If anyone is interested in logging in and playing around, let me know, but be aware that there is no support available yet.
- In addition to all of the features built into Bb, there is also a plethora of third party applications that can be incorporated. In order to accommodate the synchronous audio and white board features used by the Math Online

program, we are looking into a license with **Illuminate**. Their \$3,000 basic package is for ten moderators with up to 100 students each; additional moderators can be added for \$120 each. At this level, Illuminate can not actually be integrated into Bb, but rather would be a link to their hosted site. If we reach 30-40 moderators we can explore a package that can be integrated. (Jackie noted that Adobe Acrobat Pro will be instituting a new pricing scheme, so this may be another alternative to consider. David, Jackie, and Radu Cascaval will meet to discuss this.)

- Bb has a built in plagiarism prevention service, **Safe Assign**. Given that, we will not renew our subscription to Turnitin when it expires next June.
- **Timelines**
 - We plan to have **Bb fully operational** by December 1, at which time faculty can begin to prepare courses for spring.
 - I hope to have our current **WebCT** courses migrated by spring.
 - We would like everyone using **eCompanion** (and other miscellaneous learning systems) courses to consider converting to Bb as soon as feasible, with the goal of completing those conversions within a year.
 - The College of Business has a target date of fall, 2011 to have its **eCourse** online programs fully migrated.
 - The final date to have abandoned eCollege is May, 2012, when the current contract expires.

The meeting was adjourned at 10:30 a.m. The next ITAC meeting will be held at 9:00 on November 12, 2009 in EPC 304C.

Please report any corrections or omissions to David Anderson at danderso@uccs.edu.

iTunes U Summary

Please keep sending feedback and let us know of any problems!

- Issues that have been solved
 - Permissions issues
 - Students browsing to their course
 - Instructors browsing to any course
 - Cross-listed courses
 - Workflows
 - 3 workflows: Audio Only, Audio/Video and PDF
 - removed the title page (until it works properly)
- Normal function - How our iTunes setup works
 - Cross-listed classes will only be listed once using "primary" (chosen at creation) course code.
 - Students can see all colleges.
 - Students can see sections they have a course in and all courses in that section.
 - Students have access to the course they are enrolled (or wait listed) in.
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 - Instructors use Podcast Producer workflows via Podcast Capture or podcast web services to upload content to any course they are assigned.
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- In progress
 - Public Features - each college, school and department will have a public features course. Content in this course will be viewable by all (anonymous, guest, campus logon).
 - ACL on workflows, currently anyone can upload content to each others courses.
 - Getting listed on the Apple Store - requires categorizing our content, fixing the workflow to include a title page.

- Ideas to brainstorm
 - Thinking about and/or testing a public features course with smart groups to pull in content from a private course.
 - Open all (most) courses to all students, requires no copyright work being published, maybe require instructors to go through a quick copyright training?
 - How to add closed captioning to the workflow process ????
 - Open podcasting to students submitted work (limit access to campus only).
 - In about two weeks I will start reviewing our documentation and make sure the 'Normal Function' information is available on our website.

Donovan Thorpe
dthorpe@uccs.edu
719-255-4290

Information Technology Department
University of Colorado at Colorado Springs
1420 Austin Bluffs Parkway Colorado Springs, CO 80918