University of Alaska Southeast
Teaching, Learning, & Technology Roundtable (TLTR)
Agenda –October 11, 2016

Chancellors Conference Room
10:30-12:00 PM

Toll-free number: 866-832-7806
Participant PIN: 8104095

1. **Call to order @ 10:33am**

In attendance: Wendy Miles, Jill Hanson, Ann Spehar, Susie Feero, Robin Gilcrist, Jennifer Ward, Lee Graham, Michael Ciri, Glenn Wright, Mona Mametsuka, Cody Bennett, Maureen O'Halloran, all present.

2. **Minutes from September 26th meeting**

Wendy moved to approve. Susie seconded. No objections.

3. **Blackboard SIBL and data migration background: (Mona)**

SIBL stands for single instance Blackboard Learn. Mona's department is moving forward with finishing touches, their goal is to get faculty in and kick the tires asap so they can give feedback for any needed changes. There is a technical SIBL group (statewide?) working on data migration. Data validation for Spring and Summer 2016 courses for migrating over is happening now. Maureen is helping out with this. The timeline for a long term plan to move all courses over depends on a few things. In data migration the Collaborate system is separate and in the cloud, have to migrate it separately, they are waiting for info from Blackboard to help with that.

Faculty will be able to create their own test courses in a set up for our portion of the system to be as close to as it looks right now. Faculty could eventually export out a course and import to the new system to test it. Maureen has instructions on how to import and export and how to create a test course.

Question: Will we have to go through UAS Online portal? You can, or you can go through the SSO ribbon (MyUAS/ MyCourses) on the website – this is the mechanism used by many students is the MyUAS top of the website. If you need to test a class offered prior to 2016, faculty will need to export it then import it themselves (earlier than spring 2016 won't automatically be migrated by IT Services).

Ciri: Priority to get most recent data migrated over, ultimately would like to migrate it all over - just don't know what the case will be at this time. Once term is active (around November 1st) all course shells for 2017 created, hopefully the content also. Difference between export/import and copy might not be that different for most people, depending on the course.

O'Halloran: Safari should be set to NOT unzip files in this process. Goal is to take course copy and make SIBL version the *only* version to avoid multiple sources of the data. The only question is WHEN the courses are able to be copied over. Safer to wait or do a manual export/import during the time. Also IT will need to have a data freeze window during the transition of the course over to SIBL.

INPUT needed from TLTR: What type of communication will faculty need on this transition. Faculty are appreciative of the previous email from Cody. It is key to let us know what is happening. Preference for periodic updates when there is actual news to communicate are more useful than a regular (weekly) notice.

Ciri: There will be a point where old system and new system will overlap - most seamless connection will be through UAS Online portal. Discussion about how to provide links for students when they will have their current classes (Fall 2016) *and* new classes (Spring 2017). The discussion seemed to point to NOT providing the link to UA SIBL in MyCourses links UNTIL the point where it stops being confusing with the separate instances.

Hanson: Can we put the ribbon on temporary hiatus until these issues are resolved? Ciri: We know many students are using the ribbon because the Help Desk reports it back and there is not a workload issue with it being there. Quantitative data on how many users go through this way is not readily available but it could be something that IT could provide in the future. Basically the question is how to make it the easiest transition for student access to the new Blackboard, not a time or workload issue.

4. **Helpdesk: (Cody Bennett)**

Hello. Everyone welcomed Cody back to UAS. He is managing user services with Help Desk as part of that. He reported that the general consensus was this years' was the most gentle start of a fall semester. Not the usual case. He is here for the faculty. They are working towards unifying the help desks, with broadened hours. A new option is becoming available to get transferred to OIT help desk with additional hours of support. He is working together with OIT / other help desks. It had been implemented but there was a mistake where the additional support was broken. When you call our help desk you should get dropped into the queue or be prompted to press a number to get transferred to OIT (when our help desk is closed).

Right now all campuses are really working hard on SIBL and thus there is less attention able to be put onto the help desk integration.

Graham: Is there a shared knowledge base (digital) between the campus help desks?

Bennett: Looking forward to this integration. New ticketing system / tool, could have knowledge base component. User Services also covers Juneau campus classroom support, regional media services, and help desk.

Wright: If there were issues with classroom technology, would Cody be the person to go to? Yes start with Cody.

5. **What do we know? What do we not know? (Ciri update)**

With the UAS External Review of IT, migration to Google Apps, Strategic Pathways, Help Desk integration, note that now we have less independent control of our UAS IT environment than we have had in the past. Now we are in an advocating role. Trying to keep processes the same while the background is quite different.

SIBL will hopefully be up by the end of the week. A lot of attention is being paid to data migration system-wide. Our licensing of the old system ends this year (fiscal?).

What we don't know is what will the box look like? Shut it down over Christmas? A weekend? We don't know how downtime will work in this new environment. How equipped are we for the beginning of the semester when all students system-wide are accessing the system? We don't know. What will UAS be able to do vs. what will we advocate for and what will the venue be to do this? There is IT Governance work but no committee worked out yet. One section should be academically focused, this was a faculty senate made recommendation. There is a change management process but that is not governance. Who gets to decide changes, do faculty decide? consult? Want a building block - does UAS have autonomy to make changes or do they go to a body to make a decision? UA Blackboard governance team / board is what is anticipated.

Spehar: Link the local / regional concerns and connect it to the statewide decision making. "Federated decision making" - so that not every decision needs to be made in consultation.

Feero: We don't need to emphasize fear factor aspect, we can move forward without alarm. Ciri: True. It is well recognized a decision making process is needed and has not been created yet, but not meant to start a fire or cause alarm.

Google Apps migration has been the most surreal email migration Ciri has ever been through. UAS IT had effectively two weeks to do it, which was thought to be "un-doable". Critical parts of running it enterprise across the system are not even built yet for all of UA. For example, with Google Docs, there is no clear guidance provided on how to appropriately use the tools, what types of data are safe to put there. Google Docs can have issues with data sharing / security, access/ownership. They are working on UA-wide guidance, try to provide guidance to departments. For example there is no workflow to prune Google Docs accounts. In using the tools in collaboration in substantive fashion if users want the info to have a long lifespan, then please talk to IT about how to use it appropriately.

Question: To what level should help desks be integrated? A Unified Help Desk had the least defined scope of Strategic Pathways, but basically: 1) help desk would commit to a hot transfer of calls coordinated hand-off, 2) work put forward to leverage better after-hours support, (3) single-ticketing and knowledgebase system. There was a presidential mandate for this. CITO's met, revisit in November, and figure out when will we have the institutional resources to make this happen. Doing cross-training of the help desks.

IT part of Strategic Pathways Stage I, will Cody/Mona positions still exist? Discussion has moved away from statewide positions only/instead of UAS positions. One result was a removal of embedded IT professionals (UAS already did that). UA-wide mandate to find budget cuts yet mandate to improve/enhance IT Services.

Question about federalized model / focus on specialized excellence. UAS IT are the specialists on self-service (ELMO), we should get recognition for that, process to create computer accounts for all UA system. Ciri will advocate for that. Unified should not mean one office in Anchorage. Telephone support only doesn't work. Distributed support desks good idea.

6. **Upcoming Agenda items:**

   ● CELT Update: (Maureen)

Briefly, things are still a little in flux. Latest idea we still need to identify that instructional design exists, name it the Instructional Design Network (?). Sitka is hiring an instructional designer. Maureen is leading the charge for Monday Morning Mentor, tech sessions. She just joined Blackboard Learn training network, a bunch of cohort courses, she is unzipping those to use and offer to faculty. These courses would require a commitment to being in a few week session. She is also looking at a statewide training calendar, e.g. for Google Apps training.

Since August 15, Maureen has worked with 45 different faculty, 115 different contacts. A lot of one-on-one contact and try to make more cohort opportunities. A session related to the One Campus One Book initiative, worked with Jonas. And ALT-Text Open Source textbook initiative. Maren Haavig is the faculty liaison with CELT, may be looking for another liaison for next semester.

   ● Google Apps

7. **Adjourn @ 12:02**

Upcoming Meeting Dates: Robin and Kimberley will send out potential meeting dates.