University of Alaska Southeast
Teaching, Learning, & Technology Roundtable (TLTR)
Agenda – October 19, 2017
Novatney Conference Room
3-4 PM
Toll-free number: 866-832-7806
On UAS Campus: 796-6677
Participant PIN: 8955736
Presenter PIN: 8955620

Call to order

Juneau: Maureen O'Halloran**,** Cody Bennet

Ketchikan: Ann Spehar**,** Kimberly Matsuura (Formerly Schulte)

Sitka: Susie Feero**,** John Martin (Natural Sciences)**,** John Ingman

Minutes from Sept 14, 2017 meeting

- Kimberly combined the meeting notes from two people and distributed via email.
- Maureen mentioned that information about Kaltura was accurate at the time, but things have changed.
- Approved.

Regional Technology Updates (Cody)

UA Learn Upgrade Schedule

- The UA Learn group had created calendar of expected schedule for updates. Initial schedule was hazy, Cody worked with group to update and give clearer picture of potential upgrade schedule. Target goal UA wide is to do upgrade on Friday before winter break so staff can be on campus while it is open. Revised version will be shared with TLTR. Upgrade day expectations: install on test instance then 6 weeks user testing. Faculty will have access to test instance. Last 2 weeks of test upgrade dedicated to fixing issues. On upgrade day the outage will begin 5 a.m. to 8 a.m. – depends on circumstances. 2 hours following 8-10 a.m. admin testing that things are as expected. 5 hour window 10-3 pm – let in Instructional Designers etc. Cut-off – by 2 pm they would be able roll back if needed.
- **Question** – last upgrade there was no helpdesk support right after update. No help was available on Saturday. McGraw Hill material was no loaded last time. **Answer** – Last winter break OIT maintains some helpdesk hours during winter break. Helpdesk in Juneau will not have staff hours per se but will have monitoring of system during breakout. Faculty who are concerned should reach out to Cody Bennett directly.
- **Question**: Saturday the 23rd – will calls be automatically be forwarded? **Answer** – No users will be able to press "1" and be forwarded to OIT but it is optional.
- OIT has pointed out Saturday the 23rd to January 03 is an official campus closure. Perspective of faculty – many are working on their courses over break.

- Last update in summer happened due to circumstances, in general updates are planned for when it will impact as few classes as possible, and that is why it is adjacent to winter break this time.
- Is there faculty representation on change management group – need to add faculty representation so they know how changes/updates affect.
- TLTR previously recommended "Stakeholders" group. In September meeting we recommended asking Michael Ciri to learn about status of governance group. **TLTR recommends to reach out to Michael Ciri. Kimberly Matsuura and Susie Feero have agreed to reach out.**
- Upgrade process – recognize people will be traveling, Cody and Helpdesk will be keeping an eye on incoming emails and phone calls. Note: addressing single user issues necessarily but will likely address issues like missing or broken plug-ins that affect multiple users.
- After upgrade – winter closure, campus re-opens Jan 3. Debrief among technicians to identify issues that may affect future. After that upgrade is complete.

Blackboard Slowness
- Have seen reports of slowness with different functionalities. Reports dating to beginning of fall, had subsided, have investigated various issues to try to figure it out. Not widespread until recently see consistent problem with attachments and certain tasks. On top of that problem yesterday entire system was slow and sometimes unresponsive. Yesterday (Oct 18) – configuration changes recommended by Blackboard were made, problem subsided – Bb technicians are not sure exactly what happened and are keeping an eye. Faculty and others encouraged to reach out to helpdesk to report any problems.
- **Comment on Blackboard slowness** – - bigger issue from slowness is also student issue – frustrating for students as well. Causes not only delay for student loading assignment but also students may miss deadlines, initiates email chain to rectify. (Information – was able to load file quickly just now). Agreement from other faculty – students may set aside 1 day / time to do work and slowness can impact them greatly. Response from Cody Bennett – please reach out immediately when you have a problem so helpdesk can respond as quickly as possible.
- **Comment** – is a good thing to send out region wide email so that faculty know when issues are system wide not limited just to a specific student or user. **Response** – have to have judgement on when to send out email – have to be sure its regional/system wide. Agreement that too much email is not desirable as it will become ignored.
- **Comment** – can take as much as 10 minutes to upload a file in this past week. **Response** – Oct 12 was when problem was noticed and Bb trouble ticket was initiated. Yesterday (Oct 18) was more significant.
- **Another Request** – Is there any way to create course shells ahead of Oct 30 when registration starts for students. Desire to copy and update course before students start registering. **Question** – is there a policy in the faculty handbook when courses become available??? Is it possible to make courses available sooner? Susie Feero will follow-up and see if there is policy and what is process. Agree that is desirable to create courses earlier. Currently classes are scheduled to be "live" in banner Oct 30 – it seems like it's not possible (at this time) to create the Blackboard shells before this happens.

CELT Update (Maureen)

Kaltura
- We have keys to turn it on, have space to store video, actual integration will require more collaboration with Kaltura, plan is to try to get integration done now and then do Spring pilot. UAS will need to pay its share of FTE based on rate UAA/UAF has already contracted. Shouldn't make a big difference except it will be spring pilot instead of fall. (Later clarified that it was always going to cost UAS around $6000 if Kaltura is adopted – just that now it looks like it won't reduce the cost for UAA and UAF who are already

paying much more. The purpose of the pilot is to get information to decide if it's worthwhile – it is not a done decision.

- **Comment** – need to consider economic value and then decide – this has always been the plan. Question is what other ways should money be spent. TLTR should look overall at various ways money can be spent.
- **Comments** that TLTR should be bringing forward ideas for new tools and make recommendations.

Other quick CELT updates:

- **Friday Oct 27 – noon:** Counseling and Advising "Providing Support for Students Mental Health" – Egan Room 103 and by phone see www.uas.alaska.edu/celt/ events list
- **Quality Maters Applying the QM Rubric** online course was cancelled due to low enrollment across UA.
- **Quality Matters** Improving Your Online Course – registration deadline is Nov 7 and there are already enough people so it will "go"
- see www.uas.alaska.edu/celt/ events list for more details of above
- **Tech Tuesday** – cancelled the last few weeks due to circumstances, will start scheduling again – see www.uas.alaska.edu/celt/idn/events/techtuesday for details and future updates
- **Adobe Presenter** license is being renewed. Plans for future workshops
- Please suggest other workshop topics (Screen capture is one idea that has been suggested)
- Brown Bag/Roundtable discussions
    - o Please bring up topics or suggest faculty with experience in an area they can share
    - o Susie Feero requested Regional TLTR reps to check with their departments to see if there are any faculty members willing to share accessibility teaching strategies or technologies. Please forward names to her, Kimberly (Schulte) Matsuura, John Ingman or Maureen O'Halloran

Adjourn
[At approximately 4:15 we decided to move remaining items to email or to "upcoming topics".]

Remaining items

UAS Resource Content
- To be addressed via email due to time constraint.

Blackboard Working Group
Upcoming Topics
- Common Topics to review/discuss for

Upcoming Meeting Dates
- November 16th at 3 pm