

UNIVERSITY OF WISCONSIN--Milwaukee
Information Technology Policy Committee (ITPC)

Friday, February 4, 2022

8:00am-9:30am

Held virtually at: [+1 414 253-8850,,474749308#](tel:+14142538850474749308)

United States, Milwaukee

Phone Conference ID: 474 749 308#

Attendees: Chair, Roger Smith, AkkeNeel Talsma, Alexander Timmer, Ann Raddant, Barry Cameron, Gregg Jamison, Hanyong Park, James Price, Julie Reindl, Karolina May-Chu, Ora John Reuter, Peter Schwander, Phillip Sink, Suzanne Joneson, Tian Zhao, Ex Officio Laura Pedrick, Bob Beck

Not Present/excused: Drew Blanchard, Molly Schreiber, Lane Sunwall, John Roberts

Guests: Anna Dempsey-Fischer, Beth Schaefer, Adam Hundt, Amy Mangrich, Bobbie Jo Weber, Bobby Jo Morse, David Delgado, Chad Kraus, Chris Spadanuda, Christopher Cook, Dan Siercks, Ed Melchior, Erica Olson, Jim Kavanagh, Jay Peine, John Hubbard, Shane Dunlap, Keith Kunkel, Kevin Jahnke, Mary Luebke, Megyn McCaustland, Michael Grypp, Michael Keller, Molly Schreiber, Noelle Fredrich, Rachel Daniel, Scott Kleba, Tamara Edmond, Tim Brice, William Herrick, Bill Gaulke.

Meeting called to order 8:02am

AGENDA

1. Calling of the roll
2. Approval of Minutes – January 7, 2021 – Voted to approve, no opposed or abstentions
3. CETL Update (David Delgado)
 - a. Spring 2022 Semester update from David Delgado. CETL's support remained relatively stable. CETL worked with Dan Siercks to develop a dashboard tool to allow administrators to collect information from Canvas to assist students in being able to determine if their course was online or in person for the first week. Observer role technical issues were drastically reduced. Tracking of service requests reflected a 50% decrease this semester. Documentation was improved for instructors holding in-person classes that were online for the first week. Technical issues did take place which included issues with Firefox. No serious issues were experienced in enrollment in courses in Canvas.
 - Roger: Can you give us an update on New Quiz/Old Quiz? This transition is an upcoming service change with canvas. There will be a new quizzes tool, which has been available to us since our first use of canvas. Some instructors still use the classic tool, and will have to transition.
 - Tian offered several suggestions: Could canvas's people list be updated sooner, where students who have dropped the classes will be removed. Could reporting of students who are not actively participating in the class be done automatically using the 'last activity' attribute of the canvas?
 - How can instructors provide feedback to Canvas? A visible tracking

method is in development. It will cover the two types of feedback: one for external tools through its service management and one for feature changes and service modifications through business processes.

4. RFP for Student Evaluation System
 - a. Laura Pedrick gave an update on the RFP for a student evaluation system. 2 awards were made to Explorance for their product called Blue and one to Anthology. Two demos will be taking place next week. These are dedicated to student evaluation systems, and are not re-purposed survey tools. Qualtrix is the dedicated survey tool.
5. Kaltura Classroom and classroom technology updates (Kevin Jahnke)
 - a. Kevin gave an update on projects of particular note. Recent classroom projects and updates include: CRT 104, 108, 118, EMS E180, E190, END 103, 107, 127, LUB S250, and MIT B95. Kaltura classroom update: Kaltura classroom is a software-based lecture capture system for instructors. Software and webcams were installed in 300+ classrooms. Implementation was an effort between UWM IT, UW System and Kaltura. The installation went smoothly, and once this was in place in the fall semester 300+ core sections were recording regularly.
6. UWM Help Desk report (Noëlle Fredrich)
 - a. Jim Kavanaugh gave a quick level setting introduction, highlighting that UWM Help Desk is the 'front door' for all requests, many of which are resolved there, but many of which are then forwarded to other areas such as Classroom support, O365, Network support and Desktop Support.
 - b. Noelle Fredrich gave an overview of Help Desk including structure and staffing, the types of issues resolved (the top three being account based), 32k incidents were resolved in 2021, and the Help Desk supports a Knowledge Base resource which everyone can use.
7. Committee Liaison Reports –
 - a. Academic Planning and Budget Committee (Molly Schreiber)
 - Committee has not yet met
 - b. Data Governance Custodial Committee (AkkeNeel Talsma)
 - Meeting 2/3/22. Reviewed website and there are plans to launch early April. Canvas system warehouse to record data may be forthcoming. Mentorship charter for ITAC, and discussed the chair election in March.
 - c. Educational Technology Committee (Suzanne Joneson, Lane Sunwall, Ann Raddant)
 - Committee has not yet met. Deadline is February 18th.
 - d. Research Policy Advisory Committee (Peter Schwander)
 - Meeting 12/3/21. UWM retained the R1 status. Combining admin of OAR as part of UWM 2030 plan.
 - e. Office365 Governance Team (tbd)
 - Feb 13, 2022 will be the first meeting. They are seeking a faculty representative.
 - f. Web Steering Committee (Roger Smith)
 - Committee did not meet
 - g. Tech Users Group (tbd)

- Committee is focusing on relationship building

8. Meeting Adjourned 9:28am