Information Technology Council Minutes
September 8, 2020
3:00 to 4:30 pm
<u>Zoom Conferencing Meeting</u>

Chair Jeff Coiner called the session to order at 3:05 pm and a quorum was present.

Members Present: Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); Dr. Cameron Wickham; William Hader; Jarett Fickbohm; Kelly Dalton; Kevin Piercy; Michelle Olsen; Chelsey Giles and Ian Alaimo

Guests:
- Bart Kelley (Business Process and Reporting Analyst, Human Resources) in place of Lyn McKenzie
- Brian Leas (Classroom Tech Support Admin, Faculty Center for Teaching and Learning)
- Kristi Oetting (Coordinator of User Support, Division of Information Services)
- CJ Collins, (Coordinator of Information System, West Plains) in place of David Young

Also, Present: Theresa McCoy and Nicole Muse

Absent: Dr. Julie Masterson

Welcome & Introductions – Jeff Coiner

Approval of Minutes from July 7, 2020 were approved and published on the IT Council webpage.

LinkedIn Learning Partnership – Jeff Coiner

LinkedIn Learning is a resource with over 16,000 courses for the MSU community to experience. MSU has an agreement with LinkedIn through June 2021. Approximately fifty students in the Masters of Health Administration program, all   faculty and staff and up to 700 additional students can access LinkedIn Learning. West Plains faculty and staff also have access, and a small group of students are also using it now. We have about 200 individuals logged in and signed up and using the system. We will continue promoting and encouraging use of LinkedIn Learning.

Self-Service Password Reset (SSPR) – Kristi Oetting

Self-Service Password Reset (SSPR) is a Microsoft service that allows users to set a new password, or unlock their account if needed, by going to www.missouristate.edu/passwordreset. SSPR requires users to set up at least two of three approved verification methods (App, Phone, or non-Missouri State email) in Microsoft's Security info page https://missouristate.edu/securitysetup.

New employees and new students have SSPR enabled during account creation   since December 2019. Throughout the rest of the Fall 2020 semester, we will be activating SSPR for all other current students and employees not already enabled. Distributed IT support staff have been encouraged to communicate with the faculty and staff in their areas, and to proactively enable SSPR to provide targeted support. User Support has been activating SSPR for users as they assist with password issues or when providing other support. We are communicating about SSPR through Inside Missouri State, social media, and as users contact the Help Desk. You may reach out to the Help Desk with any issues or concerns.

MCHHS Sustainability Progress – Ian Alaimo

The McQueary College of Health and Human Services at the direction of the new Dean, Dr. Mark Smith was tasked to form a Sustainability Steering Committee in the fall of 2019; so, the college could work towards more digital and efficient processes. The committee was made up of various department heads, faculty members and staff representatives within the college.

The committee looked at ways to reduce pages printed, reducing total number of printers in college, and requiring departments to be moved to shared network printers when feasible. We also removed all physical fax machines and helped push through a digital faxing solution that works via email.

The latest big item addressed was the lack of digital signature solutions so services where purchases and users training on how to use these systems to improve the efficiency of the signature process and help address tracking and retention issues.

As part of the file retention review the committee reviews retention laws and policy for paper files and developed a process to shred and digitize all paper files within the college. This has had multiple benefits, but the most prominent ones are, retention, searchability and the decluttering and clearing up of space to create more offices or work areas.

File servers were downsized, and we focused on using the Microsoft Office 365 solutions already paid for by the university. This has assisted with security and helped towards eliminating some on premise servers which saved substantial funds.

We tasked FCTL with holding departmental bootcamps and assisted all areas in the college with moving towards digital testing and evaluations to try to eliminate the paper processes previously used.

The committee also recommended in fall of 2019 that we move to a laptop-based model for all full-time faculty and staff. The college purchased roughly 100 laptops and deployed them to all department heads and many faculty and staff. A single device per user helped with support overhead as well as giving the user the flexibility to take their laptop to meetings, campus, or home with the same user experience. We hope to be a fully laptop college within the next two years.

These and many other smaller successes helped the college be in a much better position for working remotely due to COVID-19 and are helping the college become more sustainability and efficient going forward.

Banner Updates – Theresa McCoy

Banner upgrades are must be routinely completed and on September 13 there were updates to the Banner database and infrastructure, along with the Human Resources and Finance modules. These updates are prerequisites to the third quarter upgrades scheduled for October 25th. Beginning Saturday, September 26 and concluding Sunday, the 27th, Degree Works, the Operational Data Store (ODS) and the Enterprise Data Warehouse (EDW) will be upgraded. Although this is a lengthy upgrade, the impact to the campus is expected to be minimal. Tentatively scheduled for October 21 is the Pinnacle software upgrade, which is used by Networking and Telecommunications.

Classroom Technology Upgrades in Response to COVID-19 – Brian Leas/Greg Rainwater

Due to COVID-19, the Office of the Provost invested over $700,000 to add web conferencing for 75 rooms. Another, approximately $50,000 was expended for additional microphones to better allow for social distancing. This work was completed immediately prior to the start of the fall semester. The Provost just authorized another $100,000 to add approximately 50 additional rooms for the spring. Input was solicited from the colleges on which rooms still needed upgrades. The rooms that were identified have been prioritized based on the needs of each college and the available equipment. A portion of the upgrades were funded through the classroom SCUF budget with the vast majority coming from the Office of the Provost.

Blackboard Metrics – Kevin Piercy

There have been no Blackboard Learn LMS performance issues reported for the start of the semester, even with the large increase in the number of online and blended courses, and the feedback from students and faculty has been positive. We would not have been able to accommodate the increased demands for the Fall 2020 semester or the COVID-19 response in Spring 2020 if we had not previously moved Blackboard Learn from the legacy university-hosted environment to the a cloud-hosted environment provided through our Software-as-a-Service (SaaS) agreement with Blackboard. This agreement is funded through the Springfield campus's Computer Usage Fee (SCUF), although it serves the entire University system, and is the largest recurring expense in the SCUF budget. The current five-year agreement lasts through June 2023 and includes both Blackboard Learn and Blackboard Collaborate.

Two additional LMS improvements were implemented for the Fall 2020 semester, stemming from collaboration between IT Council's Learning Management System Advisory committee and other stakeholders. First, the university-developed Class Dashboard application was enhanced to provide faculty members the self-service ability to assign individuals access to course roles such as Grader or Course Developer, while ensuring that appropriate security and privacy protections are in place. Second, the way course shells are created in Blackboard Learn was modified to improve assessment and course evaluation capabilities. Leveraging the capabilities in the LMS system for course feedback and evaluation increases student participation and response rates but requires course shells for each course to be present in the LMS. Previously, course shells were only created at the request of faculty members through the Class Dashboard, resulting in course shells not being available for all courses. Now, any courses without faculty created course shells will have a system-generated course shell automatically created the week before the semester starts. These system-generated course shells are not visible to students but are available for use in soliciting course feedback and evaluations from specific groups of students.

Reminders

Information Services Upgrades UPDATED 9/18/2020
- Sunday, September 13 – Banner / Self-Service 9 upgrades in Production
  6AM - 6PM downtime
- Saturday, September 26 and Sunday, September 27 – ODS/EDW and Degree Works
- Wednesday, October 21 – Pinnacle upgrade
- Sunday, October 25 – Q3 Banner /Self-Service 9 upgrades in Production
  6AM - 6PM estimated downtime

<u>Upgrade Days</u>
- Saturday, January 2, 2021
- Saturday, May 22, 2021
- Sunday, August 8, 2021

Next IT Council Meeting – October 6, 2020 from 3:00 – 4:30 pm via Zoom Meeting

There was no additional new business to discuss and the meeting adjourned at 3:58 pm.

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