University of Alaska Southeast
Teaching, Learning, & Technology Roundtable (TLTR)

Meeting Minutes
Thursday, February 14, 2013
Chancellor's Conference Room
10:00 – 11:30 AM

Participants: Tony Martin, Kim Schulte co-chairs; Jason Amundson, Clare Bennett, Michael Ciri, Susie Feero, Lee Graham, Maren Haavig, Jill Hanson, Jarmyn Kramlich, Jon Martin, Dale Miller, Maureen O'Halloran, Hildegard Sellner, Bethany Wilkes,

1. **Call to Order**

2. **Review Minutes**
   Carol has made a few revisions to the section on external blogs along with some minor edits, and sent a file copy to Tony, Kim and Gillian Hays in the Provost's Office.
   See: http://www.uas.alaska.edu/tltr/meeting_minutes/2013/Jan3113.pdf

3. **Faculty Senate Report—Jon Martin**
   Student course ratings: A Faculty Senate conversation on this topic began during Fall 2012 on both content, and the difficulty in getting students to respond. Some faculty felt the library and information technology questions were not relevant; students may not understand what 'use of tech' means. Responses to course ratings have huge implications for tenure track faculty and Senate wanted to address this underlying issue by revising questions so faculty not using e-learning technology are not unduly affected. Senate moved the library and tech questions off the initial form but faculty can include them if they wish. The basic questions were revised; library and tech questions are not mandatory but can continue to be an option on the control panel thus allowing various responses and greater flexibility for faculty. Michael mentioned the need to address institutional data questions as for library and IT. He felt there was a good series of meetings; mandatory questions vetted by FS with the ability to add questions specific to their courses. ITS has built most of the system and the remaining issue is one of timing; phasing out old system with summer session, and put the new system in place in August for Fall Semester 2013.

   Faculty evaluation binders as e-portfolios: Faculty Senate is seeking input from TLTR on the idea of using a secure e-portfolio in lieu of the current paper & binder system. An ad hoc Faculty Senate committee is looking at some tools (vendor's products). From Jon's perspective those most supportive are faculty off the Juneau campus—it's hard to review and update the paper-based system. Concerns relating to an online system includes security of information on the internet; loss of material if vendor goes out of business, etc. There are also the challenges of transferring paper documents to an online system although retaining paper with the option of an e-system is another possibility.

   Tony suggests that any approach reducing the work for evaluation committee folks will be supported. The key consideration is the amount time it takes faculty evaluators to do their work. Michael referenced discussion of faculty e-portfolios in 2003 and longevity of outside vendors was a big issue then as well. UAS ITS developed an in-house product to avoid some of these issues but the project never took off since not many were ready to adopt the new approach.
   Jon indicated that FS is looking at some vendors and considering 'Option C' the in-house option given their concerns regarding what happens when vendor goes away-this data is a person's career; verifying this is not a public portfolio but that is secure with access for faculty and evaluators only. E-portfolios for evaluation material allows those teaching e-learning courses a more effective way to reveal course contents, activity and pedagogy

than snapshots on CD/DVD within the 'paper/physical' system. Susie pointed out the importance of any system containing options for converting data/materials to different formats so faculty have what they need.

4. **Mac Support** [See also follow-up email from Michael Ciri]
   Comments from TLTR members—

   Kathi – Wants Mac equipment so she can see what faculty see; Macs are widely used, and often these docs, etc. don't show up on Blackboard.

   Jon – Conducted an informal survey to determine how many of his students were Mac users. Among the 23 who responded 39% were Mac users but it's difficult for them since they can't get video to show up. Jon has asked Jeff Johnston for a Mac. re Macs – number of students using Macs – sent out survey re computers his students using – 23 people – 39% Mac users; difficult when put up video, Mac users can't video to show up; Jon asked Jeff for Mac.

   Susie – Uses Macs and is happy to help others from the Mac perspective. At a minimum the Help Desk should have access to Mac browsers, operating systems, latest Mac version of Windows 8. At one level Mac support equals support for Mac users from the Help Desk—what are the consequences of using that tool, establishing a knowledge base among tech support staff and awareness of issues with BB and other resources with different browsers and general computer use. [It appears that this level of support is available.]

   Maureen –Macs are currently defined as non-standard equipment; they are heavily used in K-12 and not getting their share of IT funds for equipment rotation/replacement.

   Bethany – The Library provides support for printing, access e-books and other online resources. Students use both Macs and PCs although there seems to be an upswing in Mac use especially iPads and the like. Software vendors struggle to keep up with trends, to assure products work on multiple devices – challenging all around.

   Learning center – most Mac issues relate to connecting to printers; they call the Help Desk if they can't figure it out. IT instructions flyer was recently updated and is working well.

   There is a need for all faculty to evaluate how their materials will look on BB. Can we create a testing environment, perhaps a check out laptop and provide resources to test things exhaustively

   Jason – The software for his research runs on Linux. He could use same computer for teaching and research; or add research funds to UAS PC support to get an Apple

   Maureen – Perhaps it it's not all or nothing – could departments who need Apples get partial support for Mac expenses if there's a valid reason.

   Lee – From an educational point of view it isn't a Mac or PC issue; we're trying to fight a tide that has already engulfed us. Alaska is a K-12 Apple state. There are implications in this for SOE—if we don't teach prospective teachers how to use Apple/Mac equipment we are not doing our job

   Maren – Business students use PCs since these are most common in the business world. If she has trouble opening docs they usually turn out to be on Macs. She refers them to the Help Desk; students don't call back so they much be getting the help they need.

   Kim – When students show up with Mac problems she sends them to Help Desk; this seems to work well.

Michael: Help Desk staff sometimes ask if they can tell someone they need a new computer. They help everyone including someone recently using a Galaxy tablet to access the discussion board and will search Google for solutions if they're not familiar with the problem or equipment. The Help Desk supports as many computers/software as possible – they support various operating systems; known configurations that don't work very well (IT staff: Can we ask them not to use Safari - or whatever it is?). ITS purchases less commonly used equipment so Help Desk staff can be experienced with a variety of hardware; they have a philosophy of supporting whatever students use. In the past computers were funded solely by departments but did not have an equitable result—employees need at least a basic level of equipment although everyone recognized there will be specific needs of disciplines and departments. When we say we support PCs, we're saying that IT has invested in systems to minimizing risk to the institution and to individuals; when a school/department buys alternative equipment they also need to address security issues.

Lee – Objects to term non-standard – in business windows is standard; in education in Alaska Mac is standard. The group was quick to agree and suggested **'institutionally managed'**; is central ITS managing the hardware or are the schools/departments.

Jill noted that the question of whether departments or IT manage the equipment needs to be discussed and answered but is not really the purview of TLTR. However, TLTR might develop suggestions for faculty regarding tools question in the cloud that allow faculty to move seamlessly between environments as necessary depending on formats of students' submissions.

Michael – Mentioned direction from TLTR that IT continue to support as many browsers, operating systems, and equipment as possible. This is an important issue – are there ways that faculty who have a clear programmatic need can get the equipment they need – 'a way Jason can get a Linux box to run his research queries'

Lee – Updates for Apple hardware need to be fairly frequent (more often than 6 years); she mentioned faculty concern regarding the lack of a replacement cycle when deans purchase equipment for their departments. She adds her support for the IT Help Desk—Ward, Cody, and Joel ROCK!

Claire – Students she refers to the Help Desk come back singing Cody's praises

Michael – Will change the language on the IT website to refer to IT hardware as 'centrally managed' or 'departmentally managed'.

5. **Other Business**
   E-Live Update, Michael: Ciri re e-Live – negotiate reasonable cost for extending one more year – hopefully long term decision by early Fall 2013; MCiri will draft memo that will go out from CIOs

6. **Next meeting**
   Feb 28 9:30-11am
   Tony will check with Marnie to be sure she can attend, and get her on the agenda. Tony will draft a letter regarding Mac support to go through the Provost to the deans in response to their memo.