

## **Committee on Information Technology Annual Report 2019-20**

To: Academic Senate, Santa Cruz Division

The Committee on Information Technology (CIT) is charged with advising on acquisition, implementation, utilization, and impact of instructional technology, information systems, software and electronic communication facilities, including wireless service. The 2019-20 academic year was focused on providing guidance to the administration and UCSC community on university and systemwide IT issues as described in the following report. Representatives from CIT additionally participated in the Advisory Committee for Campus Planning and Stewardship, the Canvas Steering Committee, the University Committee on Academic Computing and Communications (UCACC), and the Chief Experience Officer (CXO) hiring committee for ITS.

### **Collaboration with the Vice Chancellor for Information Technology**

CIT invited the Vice Chancellor for Information Technology (VCIT) Van Williams as a standing guest to attend the bi-weekly CIT meetings. During the 2019-20 year VCIT Williams updated the committee on a variety of Information Technology Services (ITS) activities, including multi-factor authentication, plans for IT restructuring, DocuSign, central software licensing of software packages, and more extensive use of Google Gold password authentication. Additional discussions focused on issues arising from the springtime switch to remote learning including storage and posting of video for asynchronous learning. Following a briefing describing ongoing changes to ITS governance and overall restructuring, CIT requested that there be Senate faculty representation on the planned ITS Steering Committee. CIT recommended that this representative be a member of CIT, possibly with a multi-year appointment in order to preserve institutional knowledge. CIT would like to thank VCIT Williams for his collaboration and for being open to CIT feedback and recommendations.

### **Campus IT Resources for Faculty Instruction**

CIT consulted with Faculty Instructional Technology Center (FITC) Operation Manager Leslie Kern on campus IT instructional resources (both support and technology) currently available to faculty. The primary outcome of the consultation was a preliminary list compiled by Manager Kern of multiple technologies and sources for support that are available to all faculty. CIT and Manager Kern have agreed to collaborate in 2020-21 to make a comprehensive inventory of these resources available to faculty and the greater campus community.

Through the University Committee on Academic Computing and Communications (UCACC), the CIT Chair was informed that there are several new UC wide resources that provide a platform for open data publication, preservation, sharing, and reuse of UC research data. In particular, this initiative (the “UC Data Network” (UCDN)) led to a new partnership with Dryad, a data publishing service that was designed by research faculty to host the underlying data for peer reviewed articles. CIT will stay informed on UC wide technologies facilitating research activities and evaluate means to inform campus faculty about these resources.

Campus shared computation clusters such as Hummingbird are available when computing and software resources are needed for classes and/or research. For high-end computing, the new supercomputer, lux, should serve as a model for how to implement similar clusters. CIT encourages Information Technology Services (ITS) to consider expanding lux to serve all campus computational needs.

### **UCSC Website Redesign**

Rob Knight, University Relations Director of Digital Communications, consulted with CIT on October 30, 2019, and provided the committee with an update on the UCSC campus website redesign project. Director Knight shared that Phase II of the project, where target audiences and associated needs were assessed, was completed in June 2019 and that University Relations' next goal is to implement web design in a system platform similar to WCMS. Director Knight noted that the project is currently on hold by request of the Chancellor, pending budget approvals. As in 2018-19<sup>1</sup>, CIT requested that a formal request be sent to the Senate Chair for Senate feedback on the redesign project, large scale changes, and/or platform selection options.<sup>2</sup> To the committee's knowledge, such a request has not yet been sent. In 2020-2021, CIT will want to follow up to ensure that official Senate consultation occurs.

### **Online Copyright Ownership**

CIT was invited to comment on proposed revisions to the systemwide Presidential Policy on Copyright Ownership. In its response, CIT requested clarification about online course copyright ownership, specifically in relation to the use of "Significant University Resources"<sup>3</sup>, which could affect copyright ownership. CIT assumes that "Significant University Resources" do not include things like support from FITC and Learning Technologies, but noted that this ambiguity should be addressed in the policy. The committee encourages the Center for Innovations in Teaching and Learning (CITL) and other campus groups to raise awareness about the final revisions to the Presidential Policy on Copyright Ownership, particularly as it related to online instruction.

### **Postmortem Email Access**

During the spring quarter, CIT received a request from the Committee on Emeriti Relations (CER) inquiring about the feasibility of creating campus policies to govern faculty postmortem email access. CIT consulted with the VCIT on the topic, and were informed that drafting an IT procedure policy is feasible. However, CIT notes that such a policy is complex as it includes academic freedom/privacy considerations, etc. VCIT Williams has agreed to collaborate with CIT in summer and fall 2020 to draft a policy that will be submitted to the CP/EVC who may vet with Campus Council and send to the appropriate units for feedback and vetting, including the Academic Senate.

### **IT Remote Instruction and COVID-19 Concerns**

CIT shared their concerns regarding COVID-19 and remote instruction with the Senate Chair and Executive Committee (SEC).<sup>4</sup> During a time of potential budget cuts, CIT would like all IT work

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<sup>1</sup> Renau to Knight, 11/28/18, Re: CIT Consultation on 10/17/18

<sup>2</sup> Sadjadpour to Knight, 10/30/19, Re: CIT Consultation on 10/30/19

<sup>3</sup> Sadjadpour to Lau, 10/16/19, Re: Systemwide Review of Proposed Revised Presidential Policy on Copyright Ownership

<sup>4</sup> Takayama to Lau, 5/08/20, Re: Covid-19 and Remote Instruction Concerns

to be visible so that it may be appropriately evaluated and appreciated. CIT notes that we are all especially dependent upon IT staff and services during these times and would caution against removing or reducing budget from these essential services.

To help ITS make their work visible, CIT encourages faculty and staff across campus to consistently make use of the ITS ticket system. Especially during these pressing times, it is important for the ITS team to get credit for the critical work that they do in keeping our campus up and running.

Regarding remote learning and learning, CIT emphasized that: (i) CITL has been providing incredibly useful and necessary resources for faculty during this time of pivoting to remote teaching and learning. (ii) More best practices recommendations may be needed for faculty and staff conducting Zoom sessions. (iii) More best practices may be needed to assist faculty in designing and hosting synchronous and asynchronous lectures. CIT also expressed several broad concerns regarding video recording classes and discussion sections including privacy issues and compliance, as well as resource constraints on storage of recorded materials, and the lack of student engagement with online instruction, and how these engagement issues might persist if some teaching moves permanently online. CIT also expressed concerns about inequities with regards to access to technology and the impact on teaching and learning. In general, CIT recognizes that more support is needed for staff and faculty research continuity in handling the COVID pandemic, particularly as it pertains to the shift to remote teleworking.

#### **Additional Notable ITS Issues in 19-20**

During the 2019-2020 academic year, ITS rolled out many upgrades and new systems. The new multi-factor authentication roll-out of Duo did not have any notable issues across campus. In the future, CIT members would like to see information regarding how to troubleshoot possible DigiPass disconnection accompany the DigiPass when they are given to UCSC campus members. The committee may want to make this recommendation to the VCIT next year.

UCSC engaged in a major UCPATH roll out this year, which may have caused some issues with graduate student payments. This year, CIT was made aware of issues with timeliness and incorrect check amounts. At this moment, it is unclear if those issues were caused by UCPATH or by other steps in the payment pipeline.

Both members and the VCIT found graduate student representation on this committee incredibly helpful this year. Members deeply appreciated the representative's ability to bring in perspectives from the graduate student community. Unfortunately, there was no undergraduate representative assigned to CIT this year. Members hope that next year's committee will have the benefit of both a graduate and an undergraduate representative.

#### **Recommendations for 2020-21**

The 2019-20 membership encourages next year's CIT to consider the following topics for the 2021-21 agenda. Most importantly, we encourage next year's CIT committee to continue working closely with VCIT Van Williams to ensure that the new ITS Steering Committee includes

CIT/Senate faculty representation. We also recommend working with the VCIT to develop a Statement of IT Principles regarding data collection, retention, sharing, and deletion.

The regular CIT consultations and communications with VCIT Williams have been invaluable during the 2019-2020 year and we strongly recommend continuing that tradition in the coming years. Furthermore, based on our positive experiences with having a graduate student member of our committee and our vested IT interests, we encourage both the Student Senate and Graduate Student Association to appoint student representatives for CIT annually.

We also recommend that CIT follow through with collaborating with the VCIT and ITS on postmortem email policy development and implementation and participate in ServiceNow user testing for ITS (to provide faculty user perspectives on the new system).

Finally, we recommend that next year's committee work with ITS, FITC, the Center for Innovations in Teaching and Learning (CITL), and other campus groups to raise awareness about IT resources available to faculty. In light of our remote teaching this year (and beyond), we have learned that it is critical for us to raise awareness about the collection of metadata, access and use of data in the LMS (Canvas) and remote teaching tools (Zoom), and making those security and privacy policies clearer for faculty.

### **Acknowledgements**

The CIT acknowledges and thanks VCIT Williams, UR Director of Digital Communications Rob Knight, ITS Enterprise Systems Team Lead Glenn Blackler, and FITC Operations Manager Leslie Kern for their collaboration this past year and looks forward to a continued working relationship in the 2020-2021 academic year. We would also like to thank Luca de Alfaro for consulting with CIT while on sabbatical, and for sharing his experiences with teaching technologies. CIT would especially like to thank Senate Analyst Jaden Silva-Espinoza for her invaluable guidance and support throughout the 2019-2020 academic year.

Respectfully submitted;  
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