

COMMITTEE ON INFORMATION TECHNOLOGY Annual Report 2016-17

To: Academic Senate, Santa Cruz Division:

Executive Summary

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 2016-2017 academic year was focused on identifying and addressing IT service needs for UCSC faculty and providing guidance to the UCSC community on university- and system-wide IT issues. The CIT reviewed IT security policies and implementation issues, learning management systems, and campus printing challenges, as described in the following report.

Updates on Campus Cyber-Security Monitoring

The University of California has acquired a new cyber-security monitoring system called FireEye in response to the cybersecurity breach at the UCLA Health Center. It is projected that the campus will implement FireEye in the upcoming year. The committee consulted with Vice Chancellor for Information & Technology (VCIT) Mary Doyle, Director of Client Services & Security Janine Roeth, and Director of Information Security Byron Walker to review the possible implications of the mandate for a system-wide monitoring system and to ensure that there will not be any cause for concern for faculty. FireEye has greater intrusive capability but the campus will continue to adhere to the UC Electronics Communication Policy. The committee plans to draft a communication with Director Walker to keep faculty apprised of the implementation of FireEye (slated for fall 2017), and share best practices for information technology security. For more information about FireEye, please see the ITS Systemwide Cybersecurity Initiative Site.¹

Campus Learning Management & Course Evaluation System

The committee consulted and provided suggestions to Faculty Instructional Technology Center Manager Leslie Kern to assist with the campus transition from eCommons to Canvas, the new learning management system. Anecdotally, it seems faculty are satisfied with Canvas and appreciate the straightforward interface, noting the marked improvement over eCommons. For more information about Canvas or the various faculty instruction services provided the Center, please visit the Faculty Instructional Technology Center website.²

The committee received a request from the Vice Provost of Academic Affairs Herbert Lee to provide a recommendation for the campus new online course evaluation system. Due to member turnover and short time frame for response, members were unable to thoroughly review the two systems and deliberate adequately to provide an informed reply. Members were not clear which system would offer the best utility and recommended providing faculty and students the opportunity to test the systems to gauge user experience. Ideally, the chosen system will be flexible enough to respond as course evaluation practices evolve.

¹ <https://its.ucsc.edu/security/systemwide-cybersecurity.html>

² <https://its.ucsc.edu/fitc/index.html>

In a consultation, the Director of Learning Technologies Jim Phillips informed members that the campus has begun to negotiate a contract with *College Net-WhatDoYouThink*, a course evaluation and survey system. Director Phillips reassured members the governance group involved in reviewing the course evaluation system had taken the committee's concern under advisement.

IT Support for Faculty

In the effort to ensure that faculty receive adequate information technology support, the committee consulted with Academic Divisional Computing Director Andrea Hesse. She leads the academic divisional liaison staff who provide information technology support to faculty. The committee would like to see the ITS divisional liaisons work more with faculty, specifically towards receiving uniform and reliable IT service. The committee suggested that divisional ITS staff attend department and divisional chair meetings at least once a year to meet with faculty. Members encouraged Director Hesse to coordinate with central ITS on purchases of software licenses to create efficiency gains. Earlier this year, Director Hesse shared with the committee that she attended the Dean's Advisory Committee meeting to initiate attending faculty department meetings. Next year we would like to consult with Director Hesse to understand how faculty needs are being assessed and learn how to best convey this information for faculty to collaborate with their ITS divisional liaison on projects that would provide high value. For more information about IT support within your division, please visit the Academic Divisional Computing website.³

Printing from Linux System

The committee received a request in summer 2016 to address the UCSC faculty's inability to print from their Linux systems to PHAROS remote printer/copiers. The committee consulted with the Copier Manager Bill Kasper and he was able to work with Computing Director Jim Gustafson and Senior Systems Manager Ramon Burger to resolve this issue at the end of the academic year. Instructions are now available to students and faculty on how to print to the network from Linux. Please contact Copier Program Manager⁴ for instructions.

Data Center & Space

The committee wanted to gain a better understanding of the options available on campus for computationally intensive research and associated data storage. After consulting with VCIT Doyle, the committee confirmed that data storage and research data services are dependent on specific faculty needs and their Division; such services are not provided centrally by ITS. The committee would like to continue to discuss how to provide storage and research data services so they are available to faculty across the entire campus.

Review of Draft Information Technology Policies

Review of Draft UC Learning Data Privacy Principles & Recommended Practices

³ <https://www.adc.ucsc.edu/>

⁴ Copier Program Manager may be contacted at dragon01@ucsc.edu

Director Phillips, who is part of the University of California Education Technology Leadership Group, requested the committee review a draft of the “UC Learning Data Privacy Principles and Recommended Practices”. The committee was supportive of the document’s overarching goal and believe it is timely given how third parties are seeking to monetize data gained through classroom activities. However, the committee was unclear about the expected outcomes and applications of the principles listed in the document. Members were concerned that the “recommended practices” sound vague and, without clarifying whether “recommended practices” are indeed required, it remains uncertain whether third-party service providers will adhere to the listed practices.

Systemwide Senate Review: Draft Electronic Information Security Policy Review

The committee reviewed the Office of the President’s revised electronic information security policy, which will provide the framework to govern the UC system’s electronic information. The committee raised serious reservations about the expansive scope of the policy and requested clarification on the limits of the policy’s applicability. Members also noted that the lack of clarity about roles may result in faculty unknowingly assuming security responsibilities; the revised policy should be specific about what violations might lead to sanctions and what qualifies as non-compliance. The committee recommended producing a plain-language summary of the policy that makes clear the essential requirements for faculty and other employees to be in compliance.

Systemwide Senate Review: Draft Presidential Unmanned Aircraft System Policy

The committee reviewed the Office of the President’s draft unmanned aircraft system (UAS) policy. Members are concerned the proposed registration process may incur a significant administrative burden and hinder faculty’s use of UAS in their research. We suggested maintaining a list of authorized UAS users to mirror the campus’ Institutional Review Board (IRB) process whereby researchers are required to complete an online training prior to conducting research involving human subjects and then submit research project authorizations to the IRB. Similarly, once individuals have received and completed their UAS training they would be eligible to be an authorized UAS user on campus and could apply to the appropriate campus authority for blanket coverage of research programs requiring multiple flights. Overall, the committee is concerned the draft policy on UAS is onerous and possibly difficult to enforce, and we suggest it be revised to improve the ease of use of UAS for research and teaching purposes.

Review Revised UCSC Electrical Safety Policy

The campus electrical policy development committee drafted an electrical safety policy to impose electrical safety measures. While electrical policy does not fall within the committee’s purview, members nonetheless reviewed the policy. Members suggested clarifying the terms used in the policy and to be explicit about faculty’s responsibilities for electrical safety in conducting their research. The committee had additional questions about the various appendices and recommended a careful revision of the electrical policy to ensure employees are able to understand and reference this policy.

Collaborating with the Vice Chancellor for Information Technology

The committee was pleased to work with now retired VCIT Doyle. She kept the committee informed of pertinent ITS issues. After learning about the VCIT’s pending retirement, the

committee became concerned that with a change in leadership there may be proposed changes that could be detrimental to students and faculty. The CIT therefore conferred with VCIT Doyle to become knowledgeable of current ITS vision and initiatives. Members felt it was pertinent to learn about ITS priorities and resources in preparation for the upcoming leadership change. VCIT Doyle was open and receptive to presenting and informing members about each of the ITS units, important projects, and budget details. She communicated that a primary challenge for ITS is the division's lack of resources for continuing costs; for example, funds for classroom and equipment are all acquired via one-time funding. Also, it has been challenging to retain employees (due to retirement, etc.) and hire new, qualified staff. The ITS strategy is to grow internally and find candidates who want to work and stay in Santa Cruz despite the high cost of living.

Director Phillips also presented an overview of Learning Technologies unit. His unit provides faculty services through the Faculty Instructional Technology Center and the Library's Digital Scholarship Commons. Learning Technologies is responsible for supporting eighty-five classrooms, twelve computer labs, Library's computers, and media system. Current important projects include the Math department's online classes, support of the hundred-seat active learning classroom in the Science & Engineering Library, and implementation of Canvas. Their unit has also responded quickly to the committee's inquiry about the slow computers in the Social Sciences 1 and Engineering 109 labs; the computers have been upgraded and the processing speed has increased.

In conclusion, the committee looks forward to working with the interim Vice Chancellor for Information Technology Brad Smith and being a part of the re-opened search for the Vice Chancellor for Information Technology. The expected focus of the CIT for the next academic year is reviewing the UCSC IT infrastructure and services that support faculty research in computationally-demanding science and humanities disciplines.

Respectfully submitted;
COMMITTEE ON INFORMATION TECHNOLOGY
Brent Haddad

Glenn Millhauser (F, S) Larissa Marinho Eglem de Oliveira, Graduate Representative (F)
Abe Stone, Philosophy (F, W)
Maziar Toosarvandani
Brant Robertson, Chair

August 31, 2017