CALIFORNIA STATE UNIVERSITY EAST BAY

INFORMATION TECHNOLOGY ADVISORY COMMITTEE

Sept. 16, 2024

TO:	Members of the Information Technology Advisory Committee (ITAC)
FROM:	Gr Keer, Secretary for 9/16/2024, ITAC
SUBJECT:	ITAC Minutes of Meeting
MEETING DATE:	Monday, Sept 16, 2024, 12-1:30pm through Zoom

ITAC Meeting & Communications Norms: All committee communications will be collegial, respectful, and non-personal. Our communication should be open and full for every member to be able to participate equally.

Attendees: Christina Chin-Newman, Gr Keer, Sweety Law, Sara McDaniel, Sarah Nielsen, Stephen Bok (Fall 2024), Taejoon Kim, Jake Hornsby, Eric Neumann, Gene Lim, Roger Wen, Manuel Saldanha

Absent: Ian Pollock, Twinki Mistry

Guests: Maureen Scharberg, James Murray, Ana Almeida, Mary Kendall, Matthew Tenner, Karen Mucci, Murray Horne

Meeting began at 12:07pm
Zoom host: Sweety Law

Minutes

1. Land Acknowledgement (long version) - read by Christina Chin-Newman and Sara McDaniels
2. Approval of the agenda - motion made by Sara McDaniels, seconded by Gr Keer, passed without dissent
3. Review of meeting minutes
   a. ITAC secretary: We agreed last year to test AI software to help record our minutes; Senate policy requires a human secretary - Gr will be today's secretary and the AI transcript will be used as an additional summary

b. Draft of [4/29/2024 ITAC minutes](#) - Sweety will email these minutes to the 23-24 committee members for approval, as the committee membership has since changed.

4. ITAC chair report

   a. Overviewed the 23-24 [annual report of committee](#) which was submitted to Academic Senate

   b. Presented proposed [meeting schedule](#) for AY 2024-2025.

   c. ITAC status change proposal was approved by majority vote (Yes:8; Abstain:2;Absent:2)

   d. ITAC Policy and Procedures Task Force will continue work this year

5. IT report made by CIO Jake Hornsby and Eric Neumann

   a. Update on Spring 2024 survey and the proposed Google Suite change to Microsoft

      i. There will be a point in the future where we cannot sustain both Google and Microsoft environments. ITS will work toward the end goal of getting out of the Google contract. The question will be what the timeline is, and learning to use Microsoft tools in the meantime.

         1. How are the survey results impacting decision making? Survey was intended to find out where people were concerned and where we should put our efforts in. Over half were concerned with data migration, and many were concerned with impact to operations, learning curve, impact to teaching. Features, cost, security were less important to respondents. It's really about the rest of the research about what we can do - the system as a whole and a majority is a Microsoft system. How do we better play with other campuses? There's effort and labor costs associated with maintaining two systems, and also AI. Wired telephony is provided in all offices and units - needs ongoing maintenance, cost, labor component. There's a lot of availability in Microsoft products that will add value to the students' experience.

         2. Has a decision been made? There is a time in the future when we will not run both collaboration suites from an operations point of view. Google will persist for some indefinite amount of time while we set up the Microsoft suite. There's no way to get rid of Microsoft. People are starting to realize that our budget situation is not a made-up phenomenon.

         3. Last semester, Jake mentioned that there would be training for faculty on the migration. Are those plans still in the works? Yes, we're trying to set

up prerequisite work - Having the full availability of the Microsoft Suite first so we can show what it looks like when we move over. Working to integrate it back into the LMS so you can choose which products you use. We'll see how that adoption goes and have online training and seminars. Remediation work - will be hiring students to fix and repair documents, which comes at a good time due to new federal accessibility requirements. We will need to review faculty materials for accessibility.

4. Question about timeline because of concerns around ongoing collaboration with colleagues who are using Google documents. Jake says sharing documents works the same with Microsoft as it does with Google.

5. Jake wants to work with ITAC on timeline. Need to collectively figure out appropriate amount of time for all the various steps. Pretty confident that losing files is unlikely, based on experience of peers at other colleges. Email will migrate first, because everything else builds on it.

6. Cost of transition depends: If we go to the MS executive briefing center and get an overview of all the components, Microsoft might be able to give us a grant to help. Biggest cost will be getting everything synced together; then we will hire a consultant to do the migrations with the tools they built and all the validation. We'll have access to Google for a long time because ITS has cleared out about a terabyte of storage so we're under our limit but not by a lot; will continue to juggle and give folks better tools to manage large files. First year after migration we probably won't save money because of transition costs, but going forward we will. Will need to evaluate all our campus tools to decide what we want/need to keep for cost efficiency.

7. Has the university reached out to Google? Yes, we clarified storage tiers with them so we can avoid additional cost. If we were to not have done that, we would have been hit with a large bill starting soon.

8. Jake will give a presentation at the Oct. 1 Senate meeting with a slideshow and will present the report requested by last year's Senate.

ii. Jake suggested CIC notify faculty about the CO's courses about managing AI in the classroom. All students will have access to a full-fledged GPT for free. CIC is working on an AI policy.

iii. We collaborated with another campus to update OnBase. Collaboration like this can save us huge amounts of money especially on legacy

iv. Faculty teaching evaluations - We transitioned from a product owned by Scantron for student teaching evaluations and now it's incorporated into something we built on Salesforce. Evaluations data is now incorporated into Canvas for ease of access.

    1. Can ITS create something visual to make clear to faculty that this change happened and that it will make one of their tasks easier? Faculty who volunteered last year received training and materials about it. Faculty will get an email with a pdf, access to a website with data, and while viewing it they can download another copy. ITS did a presentation to the Chairs & Deans.

    2. Question about a department that hasn't received summer evals yet - have they only gone out to members of the new pilot? What's the status of summer evaluations? Those who are on the old platform still haven't gotten their evals because they take longer. Contact Roger Wen if you haven't received your evals yet.

v. Classroom support after 5pm - Eric reported ITS has updated 153 classrooms over the last few years which has helped with normalizing support levels. Pre-pandemic we were looking at about 15-16 tickets after hours per month. 11-12 per month during pandemic shutdowns. Currently sitting at about 2 per month. We have about 40 sections being taught after 5pm. In the past we've always had a staff member in the office until 10pm, and those hours have decreased over the years. The person in that position retired and we cannot fill the position. The concern is that person also did some event support as well. He would like to know how do we feel about the after hours support and is it something we can let go?

    1. Is there an in-between, with a student worker? Eric says he believes they're required to have an MPP on premise if students are working. This question is about on-campus use.

    2. What is the process now? You put in a ticket and someone will respond in the morning. This is specifically individual instructors in on-campus classrooms. Events are treated separately, but that is a big problem for us

still. Major rooms are checked every day and other preventative work is done regularly overall.

3. Will only be hiring in critical positions (accessibility, etc.) -- currently working with temporary employees and comp time. Looking into tools that require less support. No money that goes to any event or programs ever falls into the line item budget of IT. Staff that are working these events are salaried.

4. What is the nature of those 2 service requests? Maybe there's a way to proactively communicate with faculty to solve them. It's a mix of actual issues with the technology like it's disconnected or broken, or it's someone who's unfamiliar with the technology. We will and have done one-on-one time with faculty to show them the room and tech, especially if they're teaching after 5pm. Can also do this for departments or small groups. Easiest thing would be for ITS to contact all the faculty teaching after 5pm to offer training if they need it. Back to the Bay? Attendance is less than it has been in the past, but they have done it in the past. Get more value out of meeting one-on-one. Can we put out messaging that help isn't staffed after 5pm?

6. Business items deferred until next meeting
   a. Proposal to make ITAC a standing committee passed. Name change ideas invited - post to topics placeholder.
   b. Prioritizing topics for ITAC for the year - Here's the placeholder to add your ideas
   c. From the floor

7. Adjournment at 1:37 PM