CSUN | CALIFORNIA STATE UNIVERSITY NORTHRIDGE

Academic Technology Committee

MINUTES OF MEETING: 9/8/2023   APPROVED BY COMMITTEE: 10/6/2023
Submitted Exec. Committee: _____   Approved by Exec. Committee: _____
Submitted Academic Senate: _____   Approved by Academic Senate: _____

ATC Members Present: Jenn Wolfe (Chair), Sepideh Abolghasem, Jorge Balbas, Cecile Bendavid, Soheil Boroushaki, Paige Hajiloo, Joel Krantz, Stephen Kutay, Moira Saltzman, Wayne Smith, Myra Stewart, Ruby Uribe, Melissa Weininger; *Permanent Guest:* Helen Heinrich; *Executive Secretary:* Ron Philip; *Recording Secretary*: Celene Valenzuela; *Guests:* Ryan Conlogue, Chris Sales, Paul Schantz

1. **Welcome and Introductions** – Members and guests introduced themselves. Jenn Wolfe welcomed the Academic Technology Committee (ATC) members and encouraged participation.

2. **Welcome and Charge from Senate Executive Liaison Dan Weingarten – Stated that** as a standing committee, the Academic Technology Committee is responsible for making recommendations to the Senate Executive Committee as it relates to CSUN resources and policy as it pertains to instructional and research technology, including computing and instructional media and services. There should be consultation with the Liaison and other University standing committees.

3. **Approval of Minutes** – The minutes from the May 5, 2023 meeting were approved.

4. **Approval of the Annual Report** – The annual report from the 2022-2023 academic year was approved.

5. **VP/CIO's Report**

   a. **Technology Projects Impacting Faculty** – Ron Philip shared several upcoming technology projects impacting faculty during the Fall 2023 and Spring 2024 semesters and encouraged faculty to share the details with their college colleagues, including;

   Fall 2023

   Canvas Template – A new CSUN Template is now available in Canvas Commons. This resource was developed by Academic Technology and Faculty Development and is based on Quality Learning and Teaching (QLT) principles, universal design and accessibility, and equity-minded transparent assignment design. The template incorporates faculty feedback thus far, and we are continuing to collect faculty input via ftc@csun.edu.

   Student Technology Resources – The Instructional Technology team created a Canvas Module, CSUN Student Technology Resources, with links and information to a variety of resources. The module was designed as an easy way to access and share useful technology resources with students. Once the module is downloaded and added to a course, instructors can choose which pages they would like to publish. The module will be regularly updated with the latest version available in Canvas Commons.

   Intune - **Management of University-owned Windows Devices** – This summer, we began enrolling all university managed Microsoft Windows computers into a cloud

management system called Microsoft Intune. This will allow the management of these devices independent of the network they are connected to, whether at home or on campus. This will help ensure that the devices receive necessary software updates in a timely manner.

Name Project – CSUN is reviewing all internal and external campus systems to ensure that preferred names are used for all students, faculty, and staff.

Jenn Wolfe shared that she has had an issue updating her name with CSUN Postal Service. Ron Philip said he would contact CSUN Postal Services to understand their framework.

myCSUNsoftware powered by Apporto – The updated myCSUNsoftware landing page introduces and promotes a new pilot version of a software application delivery environment powered by Apporto. All previous apps remain accessible for students, faculty, and staff. The pilot offers a streamlined user experience without requiring client-side installations. In the near future it will also integrate seamlessly with Canvas courses. The previous myCSUNsoftware version remains available through both the landing page and mycsunsoftware.csun.edu.

Canvas LinkedIn Integration – Soon, an enabled integration between Canvas and LinkedIn Learning will empower faculty to seamlessly incorporate LinkedIn Learning content into their course materials. They will have the capability to assign these videos and track completion status for each student.

Wi-Fi Authentication – We are enhancing the security of our Wi-Fi authentication process by implementing the use of wireless certificates. This will also guarantee that a device can smoothly transition to another "eduroam" institution.

Joel Krantz shared that he was visiting a different campus and could not access the Eduroam network with his credentials. Ron Philip shared that anytime you visit an Eduroam member institution, including within the United States and Europe - the framework only works if you use your full email address as your user ID along with your password. This allows the credential log-in to be routed to the correct home institution for authentication thereby provisioning access.

Webdrive - Webdrive is currently running on an outdated operating system that no longer supports the latest security updates and features. This service will be updated to ensure a secure and reliable web presence. We plan to communicate with those who utilize this service as progress is made.

Website Relaunch, Phase 2 Continuation - The transition of a second set of campus webpages to the new CSUN site, including college homepages and many pages belonging to administrative units and centers across the University, is being planned for the fall semester. Users will encounter a modern look with a compelling visual design, enhanced ease of navigation for quick and efficient information retrieval, and a seamless experience on both mobile devices and desktop computers. Pursuant phases of transition work will continue in 2024.

Device Loaner Program - The Student Device Loaner Program continues this fall semester. The program's inventory includes 2,000 laptops, 1,100 iPads, 600 hotspots, 100 webcams, and 100 headsets. The distribution of these devices has transitioned to the University Library via the Library Technology Services desk located on the Main Floor.

For the first time, since the beginning of the program, within the first week of classes all laptops, hotspots, webcams, and headsets have been reserved by students.

Affordable Connectivity Program – CSUN is partnering with an external vendor that offers low- or no-cost cellular service to individuals who qualify for various federal programs, including PELL and WIC. This service is part of the federally funded Affordable Connectivity Program and provides 25 GB of mobile data along with a tablet for a one-time cost of $11. Additional data can be purchased on a monthly basis.

Box Enterprise Plus – CSUN has upgraded to Box Enterprise Plus! This transition has introduced additional functionality to our existing myCSUNbox platform. These enhancements include support for large files, enabling uploads of up to 150 GB in a single file, smart content tagging for files containing personally identifiable information (PII), and retention tools for automatic content removal after a designated period of time.

Upgraded Wireless Access Points – The Wi-Fi access points across campus are being upgraded to more current models, offering additional stability and an increased capacity for device connections per access point.

On the afternoon of August 31, 2023, during the first week of class, a phenomenal milestone was achieved. For the first time in history, we had 54,000 devices concurrently connected to the Wi-Fi network. The last highest record was in Fall 2022, when we reached 34,000. This represents almost a 60% increase, despite the student count remaining nearly the same. This data suggests that students are arriving with more technology than ever before. From an information technology perspective, it's crucial to comprehend this trend, evaluate the capacity of our current infrastructure at any given time, and identify any densely populated areas on campus, such as classrooms, student spaces, or specific buildings. Additionally, we must plan for the next five to ten years and collaborate on a system-wide basis within the CSU to facilitate sustainable growth.

Spring 2023

Maple Hall (Sierra Annex) Lecture Halls - The buildout of the Maple Hall classroom and lecture hall spaces is expected to be completed in the spring semester. The lecture hall spaces will feature technology similar to the recently upgraded 183 classroom spaces, with some added functionality. This includes rear-mounted confidence monitors, enabling instructors to view their screen without needing to face the front of the instructional space.

b. **IT Services** – Ryan Conlogue provided an overview of the information technology services that are available for students, faculty, and staff.

The technology services available for faculty include <u>Canvas Studio</u>, <u>Equatio</u>, <u>GoReact</u>, <u>Hypothes.is</u>, <u>H5P</u>, <u>Pronto</u>, Accessibility services, <u>Canvas Ally</u>, <u>myCSUNbox</u>, <u>Microsoft Office</u>, <u>myCSUNsoftware</u>, <u>Panopto</u>, and <u>Qualtrics</u>. Ryan Conlogue added that a few of these services were funded through HEERF, and that evaluation of these platforms will be conducted to determine further investing.

The technology services available for research include the <u>CSUN Amazon Web Services</u> platform, secure cloud base <u>myCSUNbox</u> storage, CSUN on premises data center services, hi-speed internet connectivity, access to SPSS, SAS, and R software through <u>myCSUNsoftware</u>, and the <u>Qualtrics</u> enterprise survey administration tool.

As it relates to the course accessibility technology services, the Canvas Ally tool helps faculty make materials more accessible in Canvas. Canvas Ally also provides students with accessible alternative formats for course content such as formats that are optimized for e-readers. Faculty can contact the Universal Design Center (UDC) for resources, support and training.

As it relates to services available for captioning, CSUN has many options available. Faculty can contact the Deaf and Hard of Hearing Services (NCOD) office to assist with approved accommodations.   For live lectures via Zoom for classes without an approved accommodation, contact the Universal Design Center (UDC) to explore options. Faculty can also use Panopto to caption videos automatically. For all other instructional videos, faculty is encouraged to contact the NCOD.

The technology services available for students include Canvas, the CSUN Mobile App, Device Loaner Program, DUO multi-factor authentication, LinkedIn Learning, myCSUNbox, Qualtrics, software resources, wireless connectively through Eduroam, and Zoom. Joel Krantz inquired about the process for students to access the LinkedIn Learning tool and whether their student account would be linked to their personal accounts. Ryan Conlogue explained that all students have access and can connect their account to their LinkedIn profile. However, the user has the option to create a separate CSUN account if they prefer. If a student chooses to link their account to their LinkedIn profile, they will receive personalized recommendations for their skills and position, as well as updates on what's trending on LinkedIn Learning based on LinkedIn data. Once their profile is connected, they may be prompted to log in using their LinkedIn credentials. One advantage of linking accounts is that upon completing a training, they will have their badge or certificate of completion displayed on their profile.

The technology services available for staff include Adobe Creative Cloud, digital transformation though eProcess+ initiative, LinkedIn Learning, Microsoft Office, Microsoft Teams, myCSUNbox, Qualtrics, and the Universal Design Center.

c. **Fall Prep Packet for Faculty** – Ron Philip provided an overview of the faculty Fall Prep Packet and invited faculty to join the Academic Technology email distribution list by subscribing to the newsletter. This way, faculty will receive event announcements and other updates from Academic Technology. The Fall Prep Packet welcomes faculty to the new academic year and provides a readiness checklist. It also includes information about the new CSUN Canvas Course Template and the Student Technology Resources Module, both available in Canvas Commons. Workshops available at the Faculty Technology Center throughout the fall 2023 semester were highlighted, including 'Design using Generative AI in Adobe Express'. Additionally, shared are tips and information on training on exporting and importing course content; adding elements to previously recorded videos; ways to engage students using Poll Everywhere; information about the FTC Tech Pantry, Faculty Media Studio, the Lightboard, and so much more. Ron Philip encouraged faculty to reach out to the Faculty Technology Center to build relationships and seek answers to any questions they may have. Faculty can also request the team to provide discipline-focused content and present at a department meeting on areas of interest related to academic technology.

6. **Department/College Roundtable**

   a. **AT 2023-2024 Discussion Topics –** Jenn Wolfe encouraged the committee to bring forth their diverse ideas and topics for discussion for the academic year.

Wayne Smith shared that there is a potential job action looming from both the faculty and staff. In discussions with the Faculty Association, staff members are feeling overwhelmed, even more so than about the pay issue. Faculty members can also experience overload. We, as faculty, learn the software and what we need to do since grad school. However, the first group affected is the staff, and the second round of effects ripples through the faculty. We could possibly discuss a resolution. If more time off is needed to learn new technologies or if there are adjustments needed in incentive structures, that's something to consider. It would be beneficial to contemplate how to support both faculty and staff. In a world where everything relies on technology, we're uncertain if they have the time or the motivation to adapt. Technology is a constantly evolving field. The topic of how we can support staff and faculty in an evolving technological landscape will need to be explored further. Jorge Balbas shared of the importance of training and providing access to budgets at the department and college levels for technology equipment for faculty. Budgets aren't keeping pace with the demand for new technologies in faculty roles. Introducing technology into the classroom, like an iPad or another tablet, for teaching and lecturing rather than relying on notes and a notepad is crucial. There always seems to be a shortage of funds for essential computer equipment. It's vital to stay current with equipment and its advancements. Cecile Bendavid shared that if faculty members are absent, it would be good to understand how will it impact the technology environment and what are the contingency plans? Will it be powered down?

7. **Discussion Topics**

    a. **Artificial Intelligence** – Ron Philip shared that over the summer there was a lot of collaborative work done between the Office of Student Conduct and Ethical Development, Faculty Development, and Academic Technology, in creating an article that could be shared with faculty in terms of guidance at it relates to the use of Artificial Intelligence (AI), with a special focus on academic integrity.

    Helen Heinrich shared that a working document, titled "Guidance on Maintaining Academic Integrity in an Artificial Intelligence World", was developed as guidance for faculty as it pertains to academic integrity and artificial intelligence, issues, and opportunities. The working document focuses on six key questions:

    1. What can faculty do to prepare ahead of the upcoming semester with AI in mind?
    2. If I do not permit the use of AI in my class, what should I do if I suspect a student used AI?
    3. Are third party detection tools acceptable to use?
    4. How accurate are AI detection scores?
    5. What is flagged in AI detection tools?
    6. What mitigation strategies can faculty employ?

    Helen Heinrich emphasized that the crucial point is to ensure that students receive clear communication regarding the use of AI, regardless of how faculty perceive it. This can be accomplished through inclusion of guidance in the course syllabus and open dialogue. Helen Heinrich further mentioned that at the end of the spring semester, faculty had numerous questions. Workshops were made available to address and prepare faculty, particularly on AI detectors, over the summer. While effective, it should be noted that these detectors are not fully accurate or foolproof. As technology advances, AI will likely become more difficult to detect in the future. Helen Heinrich also informed that Turnitin (TII) has AI detection functionality and is accessible to all CSUN faculty. Although it's been vetted for privacy and security, TII is not a 100% reliable AI detector. For all AI detection tools, faculty are advised to only include the students' work, without any personally identifiable information, as these tools collect data and may pose privacy and security concerns.

Regarding use of tools like Grammarly, Helen Heinrich noted that it was primarily used by students for instructional assistance. A study out of Stanford examined AI detection in an English as a second language exam, where essays submitted by students were assessed. The tool identified 80% of the submissions as generative AI, raising concerns about potential bias against non-English speakers. To address these issues, various mitigation strategies are available, and faculty are encouraged to attend Faculty Technology Center trainings for further insights. Ron Philip underscored the importance of caution when submitting data into AI platforms. It was highlighted that CSUN has a contract with Turnitin, which provides a level of legal protection for our data. When using platforms without such contractual protections, there is a risk associated with data sharing. Given the current trend of technology companies introducing AI functionalities, being cautious in these endeavors is crucial. Cecile Bendavid inquired about the proposed plan for copying the data and producing notes. What is CSUN's perspective on this and the utilization of Zoom. Ron Philip shared on the recent news related to Zoom changing their terms of service to enable users to adopt artificial intelligence (AI) features and share content with the company to train its AI models. Higher education institutions have a separate agreement with Zoom that supersedes Zoom's online terms of service and will not be impacted by this change. This was recently confirmed by the company in a Zoom blog post. In the post, Zoom reassured all its education customers that they will continue to follow all student privacy laws and that users of educational accounts do not currently have access to AI enabled features or have their content used to train AI models. CSU also has a master agreement with Zoom that protects the privacy of images and content. We have confirmed with the CSU Chancellor's Office and Zoom that CSU's Master Agreement also supersedes changes to its online terms of service. So, use of Zoom this semester will continue to be protected by the same contractual terms that have been in place since the CSU established the Master Agreement. Zoom has introduced generative AI features on a free trial basis to individual and corporate accounts to enhance the Zoom experience. These features offer automated meeting summaries (Zoom IQ Meeting Summary) and AI-powered chat composition (Zoom IQ Team Chat). Customers decide whether to enable these features and whether to share their content with Zoom to improve the service. Zoom also will inform users in its interface when generative AI features are active. These trial features are not available to CSU or CSUN at this time. Therefore, you will not see any ability to use these features or disable data sharing in CSUN Zoom accounts. This experience underscores both the importance of having technology providers that understand educational institutions as well as the contractual benefits of CSU Master Agreements. Jorge Balbas encouraged the committee members to listen to the three-part series podcast on AI on the Freakonomics Radio.

Jenn Wolfe shared that she received an email regarding the functionality of Turnitin, expressing concern about the tool's limited capability to accurately detect AI-generated work. Jenn Wolfe emphasized the importance of utilizing the contracted tools, understanding which these are, and highlighted their significance in providing protection, particularly in terms of privacy.

8. **Policy** – None

9. **New Business** – None.

Meeting adjourned at 2:57 p.m.