

**Information Technology Committee  
February 14, 2014 10:00 AM – 12:00 PM, Union South**

**1. Call to order and approval January minutes.**

Guri Sohi called the meeting to order. January minutes were approved.

**2. Bruce Maas updates**

UW System hired Sasi Pillay as CIO. Pillay is interested in being a good partner and would be interested in coming to an ITC meeting. Thursday 2/20 a report on Data Center Aggregation will appear in Inside UW (see <http://www.news.wisc.edu/22575>). Tentatively, there may be funds available for infrastructure investment (more on that later). The Chancellor's presentation to the Regents emphasized the importance of technology.

**3. Office 365 migration**

John Krogman reported on the Office 365 migration risk assessment by outside consultants. The Chancellor and others received the report two weeks ago, John received it last week. The Steering Committee asked for a response to the assessment, which DoIT provided. The risk assessment is valuable and contains relevant questions that do need to be addressed. One, for example, is the utilization of the campus active directory for provisioning. At the time the O365 project was started UW-Madison was not ready for this option but in the meantime we have continued to work on our active directory so now we would be ready to link them. The Chancellor remains supportive of the switch to O365. Based on some of the concerns, there will be a "re-calibration" of the project with a delayed timeline.

(Added note post meeting; see also article at <http://www.news.wisc.edu/22589>.)

Q: (Guri Sohi): What's the bottom line?

A: It depends on what choices we make.

Q: (Katrina Forest): What about risks identified internally? Are they being communicated?

A: All risks will have to be considered. A lot of time has been put in. This is a time to reassess and redefine the path moving forward. Campus administration is still supportive.

Q: (Rob Kohlhepp): I'm on Technical Advisory Group (TAG). We never saw the consultant's report or had an opportunity to respond.

A: We will first identify what areas campus leadership wants us to investigate, then engage TAG further.

Q: (Guri): Some risk assessment results came as a surprise. Were those parameters identified by internal people?

A: Technical teams were largely confident with our decision. But when we brought in outside folks regarding our implementation, some questions were asked. We're asking administration to confirm which areas to focus our attention.

Q: (Guri): Are counter positions being presented to the decision makers?

A: We used the Risk Assessment to examine what paths to go on.

Q: (Katrina): Leadership perspective is that they wouldn't have everyone view the report and worry about everything. The perspective of others is they don't have access to information. ITC could broker this conversation. People on the technical teams are concerned that they aren't being listened to. This is also a topic of discussion for next time, to ensure voices from TAG, technologists, lots and lots of

layers, are being heard. Each constituency doesn't know what others are thinking. I feel like things would go better if we could work on issues together vertically. Any suggestions?

A: You are right.

Q: (Rob): What do I tell my customers now? Should I go to Google mail?

A: What and when are we ready to communicate. Hopefully after this Wednesday's meeting (with the administration).

Q: (Dave Parter): The technical team was not listened to. Why not share the consultant's report with the technical team?

A. We need to wait until the Provost/Chancellor have a chance to digest the report and DoIT's response to it.

#### 4. My UW Redesign (Patrick Hare)

Chris Holsman introduced Annette Stratman, Phyllis Treige, and Michael Hare who are leading this redesign effort. Phyllis walked through the proposed functionality. The goal is to have it personalized for each user. Started from a mobile first approach. Also the design is moving from Tab structure to Favorites structure.

Q: (Katrina): Learn@UW and MyUW. More unified approach.

A: Faculty input needed. Got a few new faculty names from Faculty Senate. Only two faculty members showed interest in giving input. There are needs, but we need to know what they are.

Q: (Guri): Do you have analytics?

A: Today's architecture in MyUW is such that we don't have good metrics (using Google Analytics).

Q: (Guri): Approving Student timesheets is hard.

Q: (Rob): Yes that's a problem. Classified is even worse.

A: Hope is by generating these ideas we can improve the apps downstream. You can rate the apps. So there will be powerful motive to improve your apps.

Q: (Rob) Native app vs. web?

A: Do we want to continue native apps?

Q: (Dave): Some folks never use MYUW. A lot of people don't care at all.

Q: (Ballard): I am student, faculty, and staff. Please don't make these so different between each other.

Q: (Emmel): What will the default for a student's page look like?

A: We have a draft and worked with the DoIT Student Advisory Group.

Q: (Katrina): All my examples for improvement boil down to "fewer clicks". Fewer clicks would be good.

A: That is the goal. Make things needs-focused.

#### 5. Status reports from groups:

**CTIG** – (Rick Konopacki)

CTIG attempts to represent a cross section of IT with members from several divisions. With two CTIG members recently moved to DoIT we've decided to actively recruit new members including from those divisions that are no longer represented. We will be contacting staff soon.

CTIG will be sponsoring several upcoming campus IT presentations, including,

March: OCIS presentation on the Baseline Security exercise

April: Campus Network presentation

Future:

New campus software licensing

Campus Introduction to CISO, Lori McElroy

Presentation on new ITSM (Cherwell)

**NAG** – (Alan Silver) Steve Krogull talked about the data center aggregation report at the most recent meeting.

**MTAG** – January meeting included non-credit IT initiative, software library, and AE update.

**T&L Partners** – please see appended report.

**6. DoIT Student Advisory Committee (Mary Evanson, DoIT)**

Committee started in Fall 2006 to discuss products and services for students. 32 students on committee (approx. half at each meeting; four meetings mandatory) represent a range seniorities and areas of study. In order to get fresh ideas and to have all on an equal footing, a fully new group is recruited every year based on an ad in the Fall IT newsletter.

Topics include DoIT services, MyUW, Learn@UW, mobile UW, mobile device use on campus, computer labs/learning spaces, TechStore and Help Desk, technology use and buying habits, IT policies, security software, email/calendaring/chat, and non-DoIT products and services – enrollment management, libraries, e-text.

Ng suggested adding distance-learning and non-credit students.

Emmel suggested polling past members to see how they/IT have changed.

This committee does not consider SITIAC funding decisions.

Student Advisory Committee members commented that, “UW is so big it’s hard to find personalized experience. My technology use has doubled just from being on the committee. Just knowing what is available has been fantastic,” and, “I’m a grad student teaching students. I’ve learned about things and can bring to my students. I can speak for them on the committee. Give my students a voice.”

Mary encouraged ITC to take advantage of this group to gather feedback from students.

**7. IT issues from a perspective of students**

Matthew Awad and Jason Postweiler gave a Powerpoint presentation (available on the ITC web site). This was a result of input from a lot of students.

Most students have a very positive experience with campus IT resources. However, there were several recurring themes of concern: poor wireless connectivity with ResNet, some Ethernet ports don’t work, can connect only a few devices at a time. Printing was also an issue as most students don’t have printers and campus libraries have issues with networks and printing. There were also concerns with lack of computer resources available – laptops, iPads, scanners, etc., and software on campus machines (libraries) not being the latest version. There were also concerns that instructors require students to use software that might not be compatible with the type of operating system they’re running. Consider having required software installed on certain machines on campus. Provide expensive software to students at little or no cost. They also asked if digital textbooks can be put on reserve for students.

Another concern expressed was that MyUW Student Center is outdated and that there are multiple different resources for course management. Campus should consider increasing uniformity in course management resources. This was also expressed that WiscMail/WiscCal have some problems. There also need to be better ways of increasing the students’ awareness of IT resources; email is not a good medium as students delete email.

**Members in Attendance:**

**Faculty**

Gurindar Sohi, Computer Sciences; Physical Sciences  
Katrina Forest (Chair), Bacteriology; Biological Sciences  
Mathew Jones, Neuroscience; Biological Sciences  
Matthew Award  
Jason Postweiler  
Benjamin Emmel

**Academic Staff**

Mike Pitterle, Pharmacy

**Non-Voting Members**

Bruce Maas, CIO and Vice Provost for Information  
Technology  
John Krogman, Deputy CIO and Chief Operating Officer  
of DoIT

**Provost Appointments**

Clare Huhn, Representative of the Provost  
Bobby Burrow, Representative of the VC for  
Administration  
Alice Gustafson, Representative of the VC for  
Administration  
Nicholas Tincher, Graduate School  
Lee Conrad (for Ed Van Gemert)

**Campus Liaisons**

Rick Konopacki, SMPH; CTIG  
Bruno Browning, Letters and Science; MTAG

Alan Silver, Chemistry; Network Advisory Group  
Mike Pitterle, Pharmacy; Moodle Council

**Members Absent:**

Ellen Zweibel, Astronomy; Physical Sciences  
Meghan Mitchell, Art; Arts and Humanities  
Jon McKenzie, English; Art and Humanities  
Constance Steinkuehler, Curriculum and Instruction;  
Social Sciences  
Greg Downey, SLIS; Social Sciences  
Jennifer Bonifas  
Mike Pflieger, L & S

**Guests**

Judy Caruso, CIO Office  
Joanne Jones, DoIT  
Karen Hanson, DoIT/DEM  
Alan Ng, Continuing Studies  
Sara Nagreen, Math  
Chelsea Nestel, Student Advisory Committee  
Jeff Bohrer, DoIT AT  
Alan Wolf, CIO Office  
Tom Wise, FPM-SMO  
Mary Evansen, DoIT Communication  
Brian Rust, DoIT  
Phyllis Treige, DoIT  
Jeff Ballard, Engineering  
Rob Kohlhepp, Engineering

# Teaching & Learning Partners Report for ITC

February 14, 2014

## 1. Educational Innovation (EI) Highlights

- a) Seventeen new EI projects approved  
Projects focus on course redesign or creation of new courses or programs.
- b) Seven summer online courses funded for development during 2014-15  
Award includes design and development support through DoIT Academic Technology and/or support units from schools and colleges, including Learning Support Services (L&S) and MERIT (SoE). Courses will be delivered in Summer 2015. See addendum for complete list of courses.
- c) Mini-Grants announced  
Educational Innovation Mini-Grants are a resource for faculty, staff, teaching assistants and students who are making a difference in teaching and learning and/or who might benefit from a small grant to initiate or further develop an educational project that supports innovation in a school, college or department. Available through June 1. See <http://edinnovation.wisc.edu>

Visit <http://edinnovation.wisc.edu> for details. Contacts: Chris Olsen, Maury Cotter

## 2. Learn@UW Teaching and Learning Technologies

- a) Recent Desire2Learn upgrade  
Upgrade to D2L 10.1 was postponed one week to January 16 due to identification of critical issue affecting performance. Rescheduled date was determined by UW System's Learn@UW Executive Committee.  
  
New feature supports in-browser viewing of documents; bugs related to this feature fixed Jan. 30. Details about other new features, key changes, and more at <http://upgrade.learnuw.wisc.edu>.
- b) New Kaltura video platform coming in Spring 2014  
Kaltura will provide new hosting and streaming capabilities for teaching and learning. Kaltura at UW-Madison will have three components: Kaltura's MediaSpace application, integration with Desire2Learn, and integration with Moodle.  
  
The goal is to properly test and deploy all three components during the spring semester. The deployment is progressing but is coordinated with the entire UW System. Because of this, some milestones do not immediately impact UW-Madison. For example, many campuses are currently deploying the D2L

integration piece first in order to support faculty and courses from the earlier pilot.

c) McGraw Hill Connect

Project to integrate Connect, Connect+, and other McGraw Hill online systems with Desire2Learn and Moodle has made steady progress.

CIO office finalized an institutional agreement with MH that includes protection of our student data and intellectual property, reduces faculty liability, among other provisions. Integration with D2L and Moodle will provide authentication pass-through and grade synchronization capabilities. Learn@UW team is working this semester with 1-2 large enrollment courses on integration of D2L and MH Connect. Moodle service team is currently in testing phase. Contact Jeff Bohrer for more information

d) Moodle

A new math notation tool, WIRIS, was recently tested and installed to improve math editing capabilities. Current projects include: integration with Box, new drawing tool, and updates to Feedback Manager. Future project planned is direct submission of final grades to Faculty Center.

### 3. Professional Development

*Upcoming events for campus and IT community:*

**Design Summit III - Feb. 20**

<http://www.cio.wisc.edu/design-summit.aspx>

**Information and Technology Leadership event - March 5**

*Advancing IT through better recruitment, retention and advancement of women*

Debrah Keyek-Franssen, EDUCAUSE co-chair for Women in IT

<http://cio.wisc.edu>

**ComETS Distance Learning event - Feb. 27**

*Blackboard Collaborate: Pedagogical Approaches, Problems Solved*

<http://comets.wisc.edu/>

ComETS annual membership meeting held Jan 10, attended by 50+. ComETS Leadership Award presented to Theresa Pesavento, L&S Learning Support Services.

### 4. Reports from schools, colleges, departments

a) Digital Salon April 6-12, 2014

General Library System & DesignLab leading 5th annual Digital Salon. There are two opportunities for UW-Madison students to submit projects. Deadline: March 12. Contact Rosemary Bodolay. <http://go.wisc.edu/digitalsalon>

## Addendum A: 2014-15 Summer online course development projects

School/ College	Course	Faculty Lead	Support Partner	Notable characteristic
CALS	Life Sciences Communication 251: Science, Media & Society	Dietram Scheufele	DCS	High enrollment, social studies breadth requirement
WSoB	Management & Human Resources 300: Organizational Behavior	Randy Dunham, Jean Grube	DoIT AT	Curriculum to be redesigned in alignment with the School of Business KDBIN learning outcomes
EDU	Kinesiology 361: Motor Learning & Performance	Andrea Mason	MERIT (DoIT AT support)	Bottleneck course in Kinesiology major
L&S	Political Science 209: Introduction to Political Thought	John Zumbunnen	LSS	High enrollment; humanities breadth; Elements to be repurposed for WI K-12 teachers
L&S	Geography 378: Introduction to Geocomputing	Jim Burt	LSS	Serves Geography majors; Course for possible graduate program; Offers high demand content for industry professionals
L&S	Communication Arts 272: Introduction to Interpersonal Communication	Catalina Toma	LSS	Satisfies Comm B requirement
L&S	Communication Sciences & Disorders: Neural Basis for Communication	Gary Weismer, Michelle Ciucci	LSS with DoIT Learning Solutions	Will develop an interactive tool to explore brain structures. Tool will be relevant and available to other disciplines

For further information, contact Sarah Barber ([sbarber@dcs.wisc.edu](mailto:sbarber@dcs.wisc.edu)), Summer Term Director, Division of Continuing Studies.