

**IUPUI Faculty Council Technology Committee  
November 12, 2013**

**Minutes**

**Members Present:** Rachel Applegate (executive committee liaison), Tina Baich, Mark Bannatyne, James Clack, Barbara Friesth (chair), Andrew Gavrin, Barbara Gushrowski, Anastasia S. Morrone (administrative liaison), Fred Rees, Michelle Roberts, Theresa Walsh (meeting recorder), Ken Wendeln, Elizabeth Whipple

**Members Absent:** Brenda Burk, Ahmed Ghoneima, Kathryn Thedwall, LaQuia Walker

**Guests:** David Lewis, Dean, University Library; Rob Lowden, Associate Vice President, Enterprise Software

**Agenda:**

1. Endnote
2. Call to Order and Introductions
3. Review and Approval of the Agenda
4. Review and Approval of the October 8, 2013 Minutes
5. Update from Learning Technologies Steering Committee (LTSC)
6. Update from FC Distance Education (DE) Committee
7. Chair's Report
8. Oncourse
9. Brief Update on Student Technology Fee (STF) and Request to Draft Language for the Registrar
10. Action Items
11. Other Business
12. Adjournment

**Materials:** LTSC September 12, 2013 Meeting Notes

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1. *Call to Order and Introductions.* The meeting was called to order at 9:00 a.m.
2. *Endnote.* David Lewis, Dean, University Library reviewed the history of Endnote. The libraries and UITS agreed to fund Endnote. UITS pulled their support from Endnote gradually over several years. Funding was put together on a year to year basis through December 2013. The libraries on this campus have put together funding for Endnote; a campus license just for IUPUI, not university-wide. The cost is covered through the next academic year 2014/2015. This will be reexamined on an annual basis. The funding is split between the Medical Library and University Library with a contribution from Dentistry. If cancellation is reconsidered, David Lewis will come back to the FCTC to let them know. This is not a single school issue; the professional schools would hurt without Endnote. No other campus is considering continuing with Endnote.
3. *Review and Approval of the Agenda.* The November 12, 2013 agenda was reviewed and approved.
4. *Review and Approval of the October 8, 2013 Minutes.* The October 8, 2013 minutes were reviewed. A motion was made and seconded that the October 8, 2013 minutes are approved except for numbers three and four in the section under "The FCTC agreed on the following action items" which will be revisited before final approval. Anastasia Morrone will draft language to revise points three and four from the previous draft minutes.
5. *Update from Learning Technologies Steering Committee.* Anastasia Morrone said that the minutes from the September 12, 2013 meeting were posted to the Oncourse project site. Communication about eText is not reaching everyone. They are making roadtrips to the different campuses, and they

are working with the centers for teaching and learning. Etexts is added to the January FCTC agenda. For more information on eTexts see eText.iu.edu.

6. *Update from FC Distance Education Committee.* Fred Rees met Wednesday, November 6, 2013, with Judith Halstead, the Director of the IU Office of Online Education (OOE). The online initiative has three components: 1. Office of Online Education (OOE); 2. UITS; the Online Instructional Design and Development (OIDD) unit provides support for this initiative, to help build the courses; the OIDD team is working collaboratively with the centers for teaching and learning to support faculty who have been identified who should be designing these courses; 3. Tom Janke at the IUPUI Center for Teaching and Learning provides help for faculty with course planning. The online initiative is for all IU campuses. There is no effort to inhibit course development. The OOE is not sponsoring new course development. IU is seeking approval from all 50 states; authorizations for IU to deliver instruction to a student in that state. There are penalties for institutions in terms of funding who violate the Higher Education Opportunity Act. Fred Rees met with the DE Committee on Thursday (November 7, 2013) and had the opportunity to ask about faculty needs. When Judy Halstead has more information she will share it. Fred Rees will get more details and report back to this committee when he knows more. Judy Halstead has been appointed as administrative liaison to the DE Committee. The joint meeting with OOE/DE/FCTC is February 11, 2014.
7. *Chair's Report.* N/A
8. *Oncourse.* Anastasia Morrone introduced Rob Lowden who provided information about reliability; outages the beginning of the semester; and what his team did to address the outages. Rob Lowden provided an overview of where we are with Oncourse. In the last 10 months (January through October 2013) there were 11 hours 17 minutes of downtime (2 hours 15 min of this time was scheduled emergency maintenance). All outages are posted on the IT Notices website (itnotices.iu.edu). The scheduled uptime expectation (uptime for hours scheduled which includes scheduled emergency maintenance) is 99.9984%; increased by 409 hours/year (reduced the daily maintenance windows on many days to zero). Once a week, possible maintenance is done on Thursday mornings from 5:00 a.m. – 6:00 a.m. The first Sunday of the month is an extended maintenance window (Saturday night from midnight to 6:00 a.m.); this is used very infrequently. Typically this is for infrastructure maintenance, not necessarily Oncourse; it tends to take a bit longer, and doesn't change the application. All of the scheduled maintenance (including emergency maintenance) goes through a rigid change management process. In May 2013 Oncourse went through a major upgrade from version 2.7 to version 2.9. May is one of the least utilized periods, after the semester ends and before the summer begins. No outages in May, June, or July (not typically high outage periods). The start of semester is a key area of interest. Oncourse usage builds up during the day Sunday, Monday, and Tuesday; trickles down through the week until Sunday; and the cycle starts again. Fall 2013 had four notable incidents. On August 17, 2013 emergency maintenance was identified and put in. There were several different issues between September 3 and September 10; the worst was on September 8 with a 2 ½ hour outage. Each issue was addressed as it hit. The first issue was a memory leak in the chat tool, it was addressed; the second issue was a poor performing sql statement (added a 50% increase of resources); the third issue was a page display issue on the Gateway page (changes made to Gateway page impacted cache settings on the page; ultimately changed the frequency of reload of the cache settings). The FCTC discussed the Oncourse topic. Summary statements: the FCTC would like Oncourse users to be watched at some point (look over their shoulders to see what it is like as they work with their course sites); Oncourse Priorities Committee - no development issues this year; there was a recommendation to fix existing Oncourse issues before developing new functionality.

9. *Brief Update on Student Technology Fee (STF) and Request to Draft Language for the Registrar.*  
Barbara Friesth will draft some of the language and circulate it to the FCTC.
10. *Action Items.*
11. *Other Business.* N/A
12. *Adjournment.* The meeting adjourned at 11:08 a.m.

#### **Action Items**

- Review status of funding for new testing center (9/10/2013, Anastasia Morrone; revisit status)
- Review status of updates to FLAGS (Fostering Learning, Achievement, and graduation Success) System (planned enhancements from Summer 2013)
- Review survey data from Schools regarding use of Endnote (11/12/2013)
- Review status of end-user evaluation of Unicom services and deployment of clearly identified emergency phones (Dennis Cromwell; Barbara Friesth)
- Review updates to the Research File System (RFS)
- Complete summary of student technology fee (STF) impact on units, (Barbara Friesth)
- Conduct joint meeting of Distance Education Committee with IU Online Office leadership

#### **2013 – 2014 Topics**

- Follow up on Oncourse; statistics and reporting features for administrators in Oncourse (11/12/2013)
- Follow up on Next.IU.edu pilots
- Communication: What does the new communication model related to technology look like in the future
- Technology Transition: Would like a steady approach to technology transition (rather than shutting off and starting new) (10/8/2013)
- Campus, university, and statewide report on faculty usage of technology
- Adoption rate of IUanyWare
- Usage data
- Update on *Empowering People*, the second IU IT Strategic Plan, to include some discussion of what the existing assessment process is; implementation plans for all 72 action items
- New facilities (Big Red II, Data Capacitor II) and other new services

**Next Meeting:** Tuesday, January 14, 2014, 9:00 a.m. – 11:00 a.m., UL 2115E.

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*Prepared by Theresa Walsh and Barbara Friesth.*