

## LETTS meeting, January 18, 2019, Minutes

In attendance via Zoom: Brent Wilson (Chair, Education), Jiban Khuntia (Vice Chair, Business), Maryam Darbeheshti (Engineering), Alyssa Martoccia (Modern Languages), Troy Butler (Math), Storm Gloor (Music Business), Nikki McCaslin (Secretary, Library), Sheana Bull (Assistant Vice Chancellor for Digital Ed., guest), Jason Drysdale (Office of Digital Education), Jozianne Mestas (OIT, guest), Tony Fonzi (OIT, guest)

Minutes for November 16, 2018 were approved.

CU Online supports - grants, ID services, etc. (update from Jason)

Jason: Winter web camp went well last week. They have a big training calendar. There have been some role changes—Jason has a new title, Director of Instruction Design and Program Development. He is no longer doing on-going program technologies support- OIT has taken this back. Contact the OIT help desk for Canvas or other related technologies.

They have a new blog—The Online Design and Development team Blog (ODD blog). This will discuss trends, interviews, and engage with the broader design community.

Other name adjustments—CU Online is the student-facing brand of the Office of Digital Education and everything else will be branded the Office of Digital Education.

There are self-paced professional development Awesome Electives on the Canvas Commons. They are working to update them during the next few months. There will be more focus on pedagogy, not just technology. Web Camp focused on assessment. They are open to any faculty involvement in the creation of these self-paced programs.

ODE Liaison project: each person on the team will have an embedded contact within each school and college. They will launch this semester.

Course and program grants—there is a hold on new programs while they revise their approach to grants. Coming target dates will have two levels of program grants: normal expanded services grants through applications, and a second level specifically for high enrollment programs, applied for through RFP's. The goal is to help move into the Regents' mandated online programs. There will be fewer individual course grants.

Maryam: who will be evaluating these applications and how many can apply?

Sheana: there is a process to help prioritize programs with the highest volume and their commitment to training. They are also looking at marketing assessment and faculty readiness. She won't restrict people, but she must organize and prioritize grants with the highest impact, especially during the next 3 years. They have two goals here—increase online to 6000 students, and double graduate and undergraduate degrees. They must balance those 2 factors. They have a budgetary pro forma and need positive returns on their investment. The FRB committee will review proposals, but they would also like LETTS and faculty input on the review process for decision making.

Brent: reserve some money to direct to certain units which we know would use it well. Then use a more formal process for proposals. Bob Damrauer has split funds like that.

Sheana: she thinks this is a useful idea and will talk to Bob about how he structures that.

Alyssa: Bob also lets people make revisions to their proposals.

Sheana: they want to support successful programs and don't want to make the application process too stressful. There will be opportunities to come in and ask questions and writing workshops. There may also be future opportunities for funding, for those not funded in the first round.

Brent: Gear your metric to something sharable to the public, maybe via a video.

Sheana: their name change emphasizes what their core mission is. They are seeking relationships with different groups and she wants LETTS to be on their first line of communication. They are also building up their staff in marketing and student support.

Joizianne Mestas and Tony Fonzi (OIT)- hello and update on campus support

Tony will be the go-to for classroom support in the future.

They have an unusual agreement with Auraria campus—their team is responsible for hands-on classroom support for any CU owned building, except North classroom, where people are asked to call AHEC first. They are trying to streamline this process to contact CU technicians directly. Joizianne is transitioning to a different position and Tony will help update us. They are currently getting classrooms ready. Betty Charles is their director.

Brent—they are trying to get faculty feedback regarding classroom technology and support.

For February meeting:

Erica Larsen (w/Justin) for intros and brief report

Ally (Kate Miller - accessibility tool) - implementation plan?

Issues and concerns from individual units (from LETTS members, see below)

Committee Action Charge: Survey priorities, issues and needs from each member's unit to share at next meeting.

Next meeting will be February 15, 2019, 3:00-4:00 via Zoom.

Meeting adjourned at 3:43 p.m. Respectfully submitted, Nikki McCaslin, LETTS Secretary

## LETTS meeting, February 15, 2019, Minutes

In attendance via Zoom: Brent Wilson (Chair, Education), Jiban Khuntia (Vice Chair, Business), Alyssa Martoccia (Modern Languages), Troy Butler (Math), Storm Gloor (Music Business), John Ronquillo (Public Affairs), Nikki McCaslin (Secretary, Library), Sheana Bull (Assistant Vice Chancellor for Digital Ed., guest), Tony Fonzi (OIT, guest), Jorge Salinas (Ally, guest) Kate Miller (Office of Digital Education, guest), Corey Edwards (CU Online, guest), Erika Larson (Student Success, guest)

Minutes for January 18, 2019 were approved with correction.

Kate Miller and Jorge Salinas presented a demonstration of Ally, a Canvas accessibility tool. After a pilot was conducted on two campuses, faculty voted for a contract with Ally to assist with our inclusive and accessibility curriculum goals. Kate is our contact person and it is not too late to get it added to our Spring courses or we can also try it out in a sandbox.

Jorge: Ally applies remediation regarding accessibility and makes recommendations, such as better ways to format headings, make navigation tags, image descriptions, scanned documents, etc.

For instructors: Ally gives accessibility scores, specific recommendations and step-by-step instructions.

For Students: Ally helps students with alternative formats—They offer 6 different formats for content: OCR PDF, HTML, ePub, Braille, audio, and machine-translated versions. (These features, such as the translation service, can be turned off when desired).

Ally can give overall program accessibility reports, where issues are, and their severity. It uses standardized weighting to score accessibility (WCAG standards). They don't provide accessibility scores for the alternative formats. However, you can download the document and re-upload it to get a new score.

They've looked into videos, but they are tricky. Ally can't tell if subtitles are accurate or not, but it can tell if they are missing. They don't consider YouTube subtitles to be good, so they check for edited content. Ally has some limitations, but they are working on these. Context is important and AI doesn't address this. 25% of faculty do provide remediation to their content.

Brent: We need faculty to buy into this. They can collaborate and take a shared content approach. They can use Canvas Comments and shared files for collaboration. This should benefit both online and f2f instructors.

For the next meeting we will discuss the transition to Sitefinity web pages for all of our departments. There were concerns about the decision making process when OIT chose Sitefinity over Drupal. Brent would like to get a report from OIT about the transition. Russ Poole will join us next time to report on this and the strategic planning process.

Priorities, Issues and concerns from individual units: LETTS members are to make a list of these in our agenda page. Brent will make sure that the page can be edited.

Next meeting will be March 15, 2019, 3:00-4:00 via Zoom.

Meeting adjourned at 4:00 p.m. Respectfully submitted, Nikki McCaslin, LETTS Secretary

## LETTS meeting, March 15, 2019, Minutes

In attendance via Zoom: Brent Wilson (Chair, Education), Jiban Khuntia (Vice Chair, Business), Alyssa Martoccio (Modern Languages), Troy Butler (Math), Nikki McCaslin (Secretary, Library), Tony Fonzi (OIT, guest), Russ Poole (CIO for both campuses, guest), Sharon Grant (Organizational Change Manager, OIT)

Minutes for February 15, 2019 were approved.

Russ Poole gave our committee OIT updates: Sitefinity is not a Microsoft product. They had 3 finalists and eliminated one. Votes for the remaining two were continually spit down the middle and they followed the process that faculty assembly required: if the votes are spit 50/50 then Russ made the decision as to which was the best product for us. They are 35-40% through the transition. Russ can provide a current schedule of completion on request.

They have a team working on their strategic plan, projected to be done by the end of May. They are doing separate plans for the Denver and Anschutz campuses. Brent is on the review committee. Invitations to meet should go out next week. Budget requests need to go in during a certain window, so they need to have their plan done in time to request needed funding.

They anticipate no service interruptions to emails during the transition to separate campus email systems. Sharon Grant is our point of contact.

They are looking at Ally, the new accessibility software, and they have new policy requirements and review processes for procured software. Brent expressed concern about course security/"Trojan horse" type issues with this new software.

IT governance is being rebooted to become more nimble. They now report to the OIT cabinet, which includes chancellors from both campuses and three vice-chancellors. They want to leverage faculty governance more for their ideas and get feedback from Anschutz and Denver faculty members, or use LETTS or Faculty Assembly for input.

Next meeting will be April 19, 2019, 3:00-4:00 via Zoom

Priorities, Issues and concerns from individual units: LETTS members are to make a list of these on our agenda page. Brent will make sure that the page can be edited.

Erika Larson will join us in April.

Meeting adjourned at 4:05 p.m. Respectfully submitted, Nikki McCaslin, LETTS Secretary

## LETTS meeting, April 19, 2019, Minutes

In attendance via Zoom: Brent Wilson (Chair, Education), Jiban Khuntia (Vice Chair, Business), Maryam Darbeheshti (Engineering), Troy Butler (Math), John Ronquillo (Public Affairs), Nikki McCaslin (Secretary, Library), Sharon Grant (Organizational Change Manager, OIT), Justin Harmeo (Director of Financial Aid and Scholarships, guest), Erika Larson (Student Success, guest)

Minutes for March 15, 2019 were approved.

Please let Brent know if you will be continuing on the committee for next year or if you know who your replacement will be.

OIT strategic planning meetings are taking place and Brent is serving as our rep on this.

A link to LETTS End of Year report to Faculty Assembly is available on the agenda. Let Brent know if you need any changes.

Priorities, Issues and concerns from individual units: LETTS members are to make a list of these on our agenda page. Brent will make sure that the page can be edited.

Erika Larson and Justin updated us on Student Success initiatives and ways they use technology to reach out to students.

Justin: Regarding Chatbot, they are working with OIT to develop the technology in house. Dr. Janet Corral (Anschutz) has designed an AI product and pilot tested it on anatomy students. She and Russ are developing Chatbot. They will address the top 10-20 questions for each area. Jan Gascoigne is overseeing a student mental health aspect. There is a persona to guide students through a map of campus and the website. They are developing an avatar for student questions. This used to be a real person, but now they use AI. The data generated by student questions will be useful from both Navigate and Chatbot.

Erika: the chancellor has prioritized Student Success as the 1<sup>st</sup> priority. Some Student Success initiatives are not technology based, such as a math placement test and others. They have three goals: 1) by 2020 1<sup>st</sup> year full-time retention rate at 75% to sophomore year, 2) 50% graduation rate in a six year time period, and 3) transfer students at junior level graduate at 60% rate in 3 years. Navigate was developed by EAB (Education Advisory Board). The model was taken from healthcare but is easy to refer to other areas. Oct. 2017 was the initial use. It is currently in use by support staff advisors, but it can become available to other campus faculty if they have Academic Assist. Faculty have been mostly active with the early alert program. Erika gave us a demo of the program's features. They are working on a policy for texting students, instead of emails. We don't have a policy for texting students yet but are trying to develop one. There is an easy "schedule an appointment" link on emails.

Maryam: This is the same as SSC, which they piloted in Engineering. They don't have staff advisors in Engineering, only faculty advisors. The faculty don't have time to take notes. Are we including lecturers and adjuncts? The TA's don't have access. Does it include full and part-time faculty? A staff member can take the notes for the faculty, but the staff member has to use the faculty member's profile.

Brent: Do you have ways to access interventions?

Navigate has an intervention effectiveness tool. They have ways of tracking and reporting results. Erika and others can help faculty generate reports.

Our concerns and priorities will be made into a list to share with administrators and they can begin the next school year with those priorities.

Unless the chair convenes a special meeting in May, the LETTS committee is adjourned for the summer.

Meeting adjourned at 4:00 p.m. Respectfully submitted, Nikki McCaslin, LETTS Secretary

LETTS Committee – CU Denver Faculty Assembly

Minutes for 20 September 2019 (met 3-4 pm via [Zoom link](#))

Attending: Jiban, Lorrie, Maryam, Charles, Brent, and Sheana (ex officio). Minutes prepared by Brent Wilson with assistance from Jiban Khuntia. Minutes below approved 18 October 2019.

- Approved [minutes from April 2019](#).
  - Motion to approve by Troy, second by Jiban, approved by all
- Confirmed our meeting time: 3rd Friday for monthly meetings
  - Works for all present; Storm has a conflict but will work to resolve
- Priorities for the year
  - Partnership with admin - ongoing decisions and concerns (OIT, ODE, TSS, etc.)
    - Some flexibility; can invite others based on demand and situation
    - We also need to include plans for student life and other occasional visiting admins
  - [Issues and concerns](#) from individual units - continue discussion from last year
  - Central office (Pres Kennedy) - update on recent thinking
    - Fourth Industrial Revolution and changing scene in higher ed
    - \$15K degree in Data Science or backup area?
      - This will may be on hold given Pres Kennedy's concerns
      - We have hybrid classes that are already aligned with these models; we do not choose our competition (Troy)
    - Consultant to review online services system-wide (report end of December)
      - Concerns:
        - Outside management group
        - 5th campus (like CSU Global)
      - We want to weigh in on feedback sessions:
        - Campuses have such distinct missions and culture, best to have a federated system with local support where appropriate
          - ID/instructional support should be left to campuses
          - Student Success too (student populations are different across campuses) (Maryam)
        - Okay to centralize
          - Centralize marketing
          - LMS choice and basic support
        - Ownership and control of course content (Charles)
    - RFP for a new round of online program proposals may be coming
    - Support for graduate programs
    - Business school is leading out with MBA and MS programs



- Stackable credentials and strengthened community/ professional/employer ties - are we doing digital badges and credit for experience right?
- Bylaws review - next month
  - [Present bylaws](#)
  - [Proposed revisions](#) (working doc)
  - Plan to submit changes to Faculty Assembly for final approval
- Leadership - LETTS officers and chair in training
  - Vice-chair needs to be trained for leadership
  - Background for chair duties: FA includes several faculty standing committees. Chairs of those committees form the FA executive committee. The exec committee helps set the FA agenda and meets monthly before larger FA meeting.
  - LETTS chair also serves:
    - CFD advisory group (Center for Faculty Development)
    - OIT strategic planning, proposals refereeing, etc. representing LETTS
  - Let's not decide now. Send a note on your willingness. We seek nominations. We will revisit.
  - Troy expressed interest in leaders with a year's delay due to sabbatical and other commitment this coming Spring.
- With Chancellor Horrell's pending retirement, how can LETTS be productively involved?
  - Faculty assembly will be involved; we may go through them. (Brent)
- Updates from OIT - Sharn Grant (delayed until October)
  - Anschutz email and domain name
  - Strategic plan
  - InfoEd
- Next meeting: 18 October 2019.

# LETTS meeting, October 18, 2019, Minutes

In attendance via Zoom: Brent Wilson (Chair, Education), Jiban Khuntia (Vice Chair, Business), Troy Butler (Secretary, Math), Maryam Darbeheshti (Engineering), Tony Fonzi (OIT, guest), Sharon Grant (Organizational Change Manager, OIT), Lorrie Evans (Library)

- Minutes approved from [last meeting in September](#) (Troy motion, Jiban second)
- Leadership discussion: Troy will serve as secretary for remainder of year, Jiban will continue as vice chair, Brent will continue as chair. Leadership roles will shift next year as Brent plans to step down.
- Sharon
  - Discussed timelines for switches to accounts for C Anschutz. Prepare to see changes next year.
  - Old ucdenver emails will still work. One email account but old emails are simply brought into the new email account.
  - What will happen with students who transition between campuses?
    - Staff who work between campuses will transition to CU Anschutz.
    - No discussion on bioengineering students.
  - Discussed OIT Executive Summary and the alignment of six strategic directions.
    - Build Connections, Maximize the value of IT investment, Re-establish effective IT Governance, Collaborative Transformation, Align Technology Investment and Outcomes, and Expand Organizational Maturity
- Recent Faculty Assembly meeting updates
  - Pres. Kennedy attended and presented the strategic plan
    - Pedagogical innovation and Infrastructure/Efficiencies touch on LETTS priorities and we should stay connected to those in charge of those aspects of the plan.
    - Brent and Maryam came away impressed with Pres. Kennedy's strategic plan.
  - A consulting firm is likely to be hired soon to study the system-wide IT infrastructure.
    - Encourage participation from knowledgeable faculty in assessing our online offerings when the firms attend campuses.
- Review Proposed Bylaw Revisions
  - For next meeting, we will discuss changes and vote to approve. Come prepared to discuss and vote.
- Unit Concerns/Priorities:
  - Business is rolling out an 8-week MBA format
  - Mathematics and Statistics are developing several new courses related to the mathematics of data science that are intended to go directly online.
    - Should consult ODE instructional design consultant (Jason Drysdale)
  - Engineering is being asked to move courses online by the new dean.
    - Seek coordination/collaboration among different engineering disciplines and OIT.

- Brent brought up access to OER (open education resources) to inquire of any movement in using these resources from units. Members should consult with primary units.
- Next meeting: Friday 15 November 3-4 pm.

# Minutes for 15 November 2019

In attendance via Zoom: Brent Wilson (Chair, Education), Jiban Khuntia (Vice Chair, Business), Maryam Darbeheshti (Engineering), Tony Fonzi (OIT, guest), Sharon Grant (Organizational Change Manager, OIT), Lorrie Evans (Library) Because we lacked a quorum we deferred discussion and vote on the bylaws.

- Approved minutes from [October](#).
- Bylaws review - we briefly discussed the proposed revised bylaws.
  - [Present bylaws](#)
  - [Proposed revisions](#) (working doc)
  - We will submit changes to Faculty Assembly for final approval
- [Issues and concerns](#) from individual units - we continued discussion of individual schools and colleges.
- System strategic plan - Sharon Gilbert gave a report of the process for OIT. This work is ongoing and will guide OIT in its priorities and strategies in coming years.
- University leadership and governance - deferred until next meeting.
- ODE and other units - Tony gave a report on TSS priorities and recent performance. All is going well.
- [Two-factor authentication](#) for MS environment including Outlook (Sharon Grant)
  - Simulations/mock tryout with small groups of faculty and students
  - Single landing page with how-to videos and job aids
  - Roll out in phases
    - Awareness
    - Install the Duo VPN app
    - Go live 18 February
  - Communication plan - Sharon has a schedule of planned communications in a spreadsheet
  - Community support - 24/7 online forum
  - Both short info video and longer how-to videos - for a range of issues (e.g. Mac vs Windows or IOS vs Android)