

LETTS Committee

Faculty Assembly / Learning, Education, Teaching, Technology, and Scholarship

[Website](#) | [MS Teams](#) | [Zoom](#) 3rd Fridays 2:30 – 4:00 PM

Membership

- Brad Hinson (chair) | School of Education & Human Development

LETTS Committee

- Jiban Khuntia (vice chair) | Business School
- Amy Hasinoff | College of Liberal Arts & Sciences
- Lorrie Evans | Auraria Library
- Charles Musiba | College of Liberal Arts & Sciences
- Lindsey Hamilton | College of Liberal Arts & Sciences
- Storm Gloor | College of Arts & Media
- Sandy Zook | School of Public Affairs
- Maryam Darbeheshti | College of Engineering, Design & Computing
- Manish Shirgaokar | College of Architecture & Planning

Ex officio

- Katie Linder | CU Denver, VC for Digital Strategy & Learning
- Sharon Grant | OIT Project Management
- Crystal Gasell | OIT Academic Technology
- Ted Geissler | OIT Technology Support Services

Guests

- Jason Drysdale | ODE Director of Online Course Development
- Sheard Goodwin | Office of Information Technology
- Vivian Shyu | CLAS Director of Online Education

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- September 17, 2021 Agenda Setting / Logistics
- October 15, 2021 Antonio Farias / Proctorio @ 3:15 - confirmed
- November 19, 2021 Katy Linder / Digital Education – *tentative*
- January 21, 2022 Tod Haggerty / OIT CIO – *tentative*
- February 18, 2022 ThinQStudio & OIT / Pilot Pedagogies – *tentative*
- March 18, 2022 Kate Miller / Accessibility & Procurement – *tentative*
- April 15, 2022 Ted Geissler / Classroom Infrastructure – *tentative*

Agenda for Friday May 20, 2022 (2:30 -4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

LETTS Committee

- Approval of minutes (not)
- Updates
 - Digital Education
 - OIT - Research Support Services (RSS)
 - OIT - AHEC Classrooms – Summer Upgrades
 - OIT - Outlook/Teams
- Looking Ahead
 - AHEC Classrooms, cont'd
 - OIT Changes, cont'd
 - Proctorio, cont'd
 - Digital Education, cont'd

Agenda for Friday April 15, 2022 (3:00-4 pm via Zoom)

This meeting will start 30 minutes later than usual to synchronize/accommodate the ThingStudio unconference.

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes (not)
- Updates
 - Digital Education – April 19th Session
 - <https://www.ucdenver.edu/offices/provost/office-of-the-provost/online-education/digital-strategy-task-force>
 - OIT Changes - Research Support Services (RSS) - Data Servers
 - AHEC Classrooms – Summer Upgrades
- Outlook/Teams discussion with Tasha Carlson (OIT)

Agenda for Friday March 18, 2022 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- [Approval of minutes](#)
- Updates/Discussion
 - Digital Education
 - Outlook/Teams Integration
 - OIT

LETTS Committee

- Projects
 - Proctorio Next-Steps
 - AHEC Classrooms – AHEC - Discussion

Agenda for Friday February 18, 2022 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes (not)
- Updates/Discussion
 - Digital Education Taskforce
 - Minimum Viable Classrooms – AHEC - Discussion
 - OIT
- Projects
 - Proctorio Next-Steps
 - Procurement Next-Steps
 - AHEC Classrooms Next-Steps

Agenda for Friday January 21, 2022 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes
- Updates/Discussion
 - Spring Launch
 - Digital Education Taskforce
 - OIT Org/Leadership Changes
 - EduRoam – Sheard
- Projects
 - Proctorio Next-Steps
 - Procurement Next-Steps
 - AHEC Classrooms

LETTS Committee

Agenda for December 17, 2021 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes
- Updates/Discussion
 - Digital Education Taskforce
 - Proctorio
 - OIT
- Spring Pilots
 - Slack Grid (Pilot)
 - Hypothes.is (Pilot)

Agenda for November 18, 2021 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes
- Updates/Discussion
 - Digital Education Taskforce
 - AHEC Classrooms
 - Proctorio

Agenda for October 15, 2021 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes
- Ex Officio Welcome
- Updates/Discussion
 - Faculty Assembly
 - Digital Education
 - OIT
- 3:15 – 4:00 Digital DEI & Proctorio w Antonio Farias, Vice Chancellor for Diversity Equity and Inclusion

LETTS

Committee

Katie L, Brad H, Lindsey H, Ted G, Crystal G, Sharon G, Sheard G, Jiban K, Lorrie E, Charles M, Manish S.
Sandy Z, Jason D, Maryam D, Antonio F,

Agenda for September 17, 2021 (2:30-4 pm via Zoom)

<https://ucdenver.zoom.us/j/96750155456>

- Logistics / Meeting Pattern
- Setting This Year's Agenda (Brad)
 - Digital Education @ CU Denver (Katy)
 - Ethical Ed Tech: Procurement
 - Digital DEI – Proctorio (Charles, Antonio, ThingStudio)
 - Accessibility (Brad)
 - Pilot Pedagogies
 - Hypothes.is (Crystal, Brad)
 - Slack (ThingStudio)
 - Ally (Kate, Crystal)
 - Adobe (Crystal)
 - Knowmia Replacement (Crystal)
 - OIT @ CU Denver
 - CIO Plans / Search
 - Classroom Infrastructure/Support (Ted Geissler)

September 17, 2021

In Attendance: Brad Hinson, Jiban Khuntia, Amy Hasinoff, Lorrie Evans, Lindsey Hamilton, Storm Gloor, Sandy Zook, Maryam Darbehesthti, Manish Shirgaokar, Katie Linder

This was a faculty-members only meeting to set priorities and agenda items for 2021-2022, and welcome/greet Katy Linder, Vice Chancellor of Digital Strategy & Learning.

Agenda

- Logistics / Meeting Pattern
- Setting This Year's Agenda (Brad)
 - Digital Education @ CU Denver (Katy)
 - Ethical Ed Tech: Procurement
 - Digital DEI – Proctorio (Charles, Antonio, ThingStudio)
 - Accessibility (Brad)
 - Pilot Pedagogies
 - Hypothes.is (Crystal, Brad)
 - Slack (ThingStudio)
 - Ally (Kate, Crystal)
 - Adobe (Crystal)
 - Knowmia Replacement (Crystal)
 - OIT @ CU Denver
 - CIO Plans / Search
 - Classroom Infrastructure/Support (Ted Geissler)

Open Discussion: LETTS Logistics

Welcomes and introductions to onboard new-members and introduce LETTS focus-areas, processes, and priorities.

Brad provided an overview of carry-over agenda items from last year, including Digital Education, Ethical Ed Tech, Proctorio, Pilot Pedagogies, OIT, and ODE.

We quickly reviewed the kickoff survey and committed to expanding meetings to 1.5 hours, regularly on 3rd Fridays from 2:30 – 4:00, and to continue emphasizing asynchronous (flipped) committee work. The survey suggested Ethical Ed Tech (data-ethics, DEI, accessibility) and Digital Education as top priorities. A LETTS secretary has not yet been identified.

There was open discussion about the LETTS purpose, focus, and function. Although our ex-officio colleagues were not in attendance, there was emphasis on their importance and collegial contributions to our work.

Antonio Farias, Vice Chancellor for Diversity Equity and Inclusion will be joining our next meeting to discuss Digital DEI and Proctorio.

Open Discussion: ODE Changes

This week included an announcement of fresh changes in CU digital-education and the Office of Digital Education (ODE), essentially decentralizing the CU System model and placing digital strategy with respective campuses. The fresh arrival of our VC Digital Strategy & Learning (Katie L) coupled with this news suggests a digital restart on the downtown campus. Details will emerge from an open and inclusive process of conversation and ideation. Katie will be facilitating, and plans are in-progress.

There are concerns about the well-being of our ODE colleagues, who are certainly disrupted - again.

There is concern about the ODE model returning and not changing. ODE has grown exponentially in size and has promised significant enrollment returns, which have not emerged. ODE has a high cost of operation with a low return-on-investment. Likewise, ODE structures come from previous leadership and previous visions; that damaged faculty relationships and may be considered a 'failed experiment'. How will things be different this time?

Katie Linder

Conversations with ODE colleagues are ongoing and expected to continue throughout this process. ODE is embedded distinctly in these discussions.

Likewise, we will more intentionally engage with our learners in this process. Student voice will be elevated and incorporated as we define directions and strategies.

There are some key differences this time, including a shared-vision embedded in the new strategic plan, and an emerging shared-vision for digital education. Our environment and priorities have shifted. Enrollment and fiscal sustainability remain important, but not more so than the humanistic and holistic goals of our strategic plan and campus culture.

'Failed experiments' have value; as we learn from them, make corrections, and move forward.

This is no longer exclusively about online courses, rather it is about being a hybrid campus. Digital education permeates all modalities, faculty, and students; and our approach should be much more holistic.

Katie noted conversations with stakeholders about then and now. There have been some disconnects between ODE and faculty. Many are frustrated and dissatisfied. It seems there was a disconnect in shared-understanding and shared-vision that fueled division. Strategies and priorities were set by ODE, with which many faculty disagreed, e.g. 8-week formats. Beyond details, the issue seems to be a disconnect and lack of shared understanding. Katie described the notion of a playbook for digital education, representing a more intentional shared-understanding and reference-point for all parties – so we are connected in concept, strategy, and possibility.

One area of need where Katie will need LETTS input is regarding data. Our data is incomplete and unable to fully inform our thinking and strategy. We need a data strategy and to consider things like data-ethics as we also leverage data informed decision making. Our systems have data that could help us, and we need to figure out how to responsibly acquire and learn from it.

October 15, 2021 (2:30-4 pm via Zoom)

Agenda

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes
- Ex Officio Welcome
- Updates/Discussion
 - Faculty Assembly
 - Digital Education
 - OIT
- 3:15 – 4:00 Digital DEI & Proctorio w Antonio Farias, Vice Chancellor for Diversity Equity and Inclusion

In Attendance: Katie L, Brad H, Lindsey H, Ted G, Crystal G, Sharon G, Sheard G, Jiban K, Lorrie E, Charles M, Manish S. Sandy Z, Jason D, Maryam D, Antonio F,

Minutes

Approval of minutes

Ex Officio Welcome / Introductions

Katie L. provided an update and fielded questions on the Digital Education Taskforce that is forming. The group leverages a stakeholder model and includes faculty representatives from each School and College as well as representation from OIT (Crystal G), LETTS (Brad H), Student Success, and the student body. Deans were asked to nominate, with final inclusion based on a diversity of roles and viewpoints. The group will convene as soon as next week and work through mid-Spring with a goal of producing an actionable report with concrete recommendations.

Brad H. provided an update on conversations about AHEC classrooms and infrastructure. AHEC Wi-Fi and classroom technology are inconsistent and not reliable. Teaching and learning are broadly impacted, and our ambitions for progressive hybridity need a more solid foundation. Brad & Colleen Donnelly met with Ted G. in September to brainstorm ideas for improvement of the AHEC classroom experience. Ted is exploring from the OIT perspective. Brad reached out to the Metro Faculty Assembly requesting discussion, alliance. Brad has a Nov. 3 meeting pending with AHEC leadership.

OIT Ex Officios confirmed that CU Denver OIT staff are not allowed to support CU Denver faculty in AHEC classrooms. Sheard G. shared that from a network perspective there are agreed upon territories about who provides service, where. This can be frustrating for end users to negotiate and for OIT staff at all the AHEC institutions. OIT representatives from CU, MSU, CCD, AHEC meet/discuss such matters, but

consensus is uncommon. An idea that we have a single WiFi network termed the AHEC WiFi has been considered, but not agreed upon. If done, there would be some inconvenience to CU Denver faculty in that VPN would be required even on campus. [StawStraw](#)-poll consensus was that this would be worth it, and not a problem.

There was acknowledgement that this is a political, fiscal, and complex scenario; but worth educating ourselves and pursuing improvement.

Crystal G. shared that Knowmia remains on schedule to sunset in June 2022. She is leading a team of reviewers with faculty representatives to select a suitable replacement. In-progress.

Sharon G. shared that in November our Microsoft license will expand to include some Business Intelligence (BI) capabilities. [Also, our Tableau license has fully migrated to the system office, but end-users should see no difference in service.](#) She would like to explain in more detail at the next LETTS meeting.

Jason D. reminded us that he and his colleagues in ODE are here, ready to serve and partner as always. Folks are invited to reach out anytime.

Antonio F. joined us at 3:15 to discuss digital DEI and Proctorio. Background was shared. This discussion was sparked last year by Shea Swaugger and remains unresolved; there is interest in resolving it. Proctorio is designed to prevent online student cheating through surveillance. This technology presents issues of racial bias, student mistrust, student stress, and faculty methods of assessment. Some programs/faculty are reliant on proctored testing and are uncertain how they could continue without it. The Proctorio contract covers CU Denver and AMC campuses; and is up for renewal in September 2022. The consensus was that we have this year to make some decisions.

Antonio spoke to notions of the student honor code being elevated and a campus culture centered on trust and integrity. He noted that *harm reduction* is a specific goal and movement of our DEI efforts and that the tools we select reflect our values. He has heard from many individual faculty on this matter and is pleased this conversation is underway with LETTS. He acknowledged its complexity, saying this is a pedagogical matter that the faculty should continue exploring. He noted it is also a matter of value projection and our greater character at CU Denver – choices like this signal our priorities to students and the outside world. Who do we want to be?

Open discussion... Proctorio is one of many technologies that cross ethical/moral boundaries. Proctorio has an immediate timeline at CU and a need for resolution this year, but the greater conversation is one of appropriate-use and selection. Modern platforms increasingly leverage artificial intelligence (AI) and data mining that compromise our core values. LETTS is committed to continuing this work from last year – focused on values-based technology procurement. This distinctly includes accessibility.

It was noted that this could be an element of consideration for the Digital Education Taskforce.

It was noted that certain programs/disciplines have greater use of Proctorio, particularly in quantitative fields and areas reliant on traditional examination. Mathematics and Business were noted. There is a

need to engage with these programs/faculty to better understand their needs; we cannot/ should not mandate a change in their pedagogy. They should be with us in this conversation.

It was noted that Proctorio does not truly/fully prevent cheating. There are workarounds and students who wish, can find a way. Instead of student policing, consider an elevated honor code, student trust, and alternate forms of assessment. Lindsey H. noted the Inclusive Pedagogy Academy within CETL that addresses these types of issues - they have noted success at developing deeper understanding and empathy for the student perspective. This was considered a strategy that might be expanded. There is a Math cohort planned for Spring 22.

It was noted that it is possible that Proctorio's features might be intentionally set to mitigate the negative elements.

Antonio emphasized his interest in supporting these discussions and this work, offering an open door to further discussion. He would like to remain in-the-loop as things progress.

Next Steps

- Katie: Are IRC faculty included in the Digital Education Taskforce?
- Brad: Meet with AHEC and report back.
- Crystal: Report on breadth/depth of Proctorio use. Which programs are most reliant?
- Crystal: Report on how Proctorio settings might be adjusted to mitigate concerns.
- Volunteers: Open discussion with programs reliant on test proctoring. (Brad... &?)
- Open question - - what are the alternatives to Proctorio specifically and to test-proctoring in general? Who might articulate the landscape?

November 19, 2021 (2:30-4 pm via Zoom)

Agenda

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes
- Updates/Discussion
 - Digital Education Taskforce
 - AHEC Classrooms
 - Proctorio
 - OIT Bits

In Attendance: Brad H, Lindsey H, Ted G, Sharon G, Sheard G, Jiban K, Lorrie E, Charles M, Manish S., Maryam D

Minutes

Approval of minutes

Digital Education Taskforce

Katie had a meeting conflict today, but Brad offered a quick update on group activities. The Digital Education Taskforce is meeting regularly with focused discussions and readings on a variety of topics. Topics are initially big-picture and aimed at ensuring shared understanding and shared vocabulary. We anticipate the focus to narrow toward details as the group proceeds. There was expressed interest in LETTS that this lead to something concrete and action-oriented; as opposed to verbiage. Brad shared that open conversations have been underway and more are scheduled with vested groups around campus. Input is being documented and will be incorporated into the group's thinking and planning.

AHEC Classrooms

There is increasing faculty discontent with AHEC infrastructure, which increasingly is a barrier to teaching and learning. Brad recently had meetings with AHEC personnel responsible for Wi-Fi and classroom technology. They asked if we could provide a detailed list of problems, so Brad sent an informal inquiry to various faculty groups – and compiled general feedback.

Sheard explained possibilities for EduRoam on the AHEC campus, which would present a single Wi-Fi network to users before redirecting them to their home-institution network. EduRoam requires VPN in all locations and may present some complications. (a) many do not know how to use VPN; (b) VPN is inconsistent on Macs. Sheard would like to extend this conversation with LETTS and others to fully understand / anticipate the challenges and concerns. EduRoam is tentative for Summer 2022.

AHEC classrooms (Plaza & King) are not funded on a capital outlay budget and do not have a standard replacement cycle. AHEC fixes and upgrades classrooms re-actively – based on need and available funding. AHEC spends apx \$10k on each classroom upgrade, when they do have funds. It is clear they

are doing the best they can with what they have, which is very limited. AHEC agreed to provide a classroom inventory so a budget model could be developed – that inventory is still pending.

Ted shared that CU Denver is further developing its classroom upgrade and replacement plans. They are investigating budget models and replacement cycles as well – with the intent of ensuring a stronger and more consistent baseline of classroom capability. Here too, there are costs and resource limitations to consider.

Brad shared that he is in contact with MSU Faculty Senate and pending with CCD – with interest in developing a collective push toward having solid classroom infrastructure.

Addressing comments about library WiFi – WiFi is managed by OIT not AHEC. WiFi upgrades were made in 2018/2019 (11 new access points, site survey, tuning by OIT). Future planning: Next-Gen WiFi (Cloud Managed) on the horizon FY22/FY23 with OIT for the Library. Developing lifecycle plan of 5-7 years with OIT. This is a very long way out for a student who can't access their course or take an exam in the library.

Proctorio

Lindsey, Amy, and Brad are opening conversations with high-use Proctorio programs – Math, Chemistry, Spanish, and select programs in Business. We are scheduled with Math already, and will reach out to other programs in the Spring. The goal is to open dialogue about pedagogical need so we may better understand the necessity – so that if Proctorio is replaced, disruption is minimized. Another strategy up for discussion, is the idea of a test-proctoring preparation course similar to IRB processes. A training would ensure faculty understand the implications and potential impact of these technologies – before they adopt. As proctoring technologies can be harmful to subjects, the IRB review process is a good model.

OIT Bits

Sharon shared that Tableau has fully/successfully migrated to the CU system. It should function the same as before, only under a new URL/location - which has been widely shared and communicated. If anyone notes problems, please let OIT know.

The visual-badge project will tentatively expand in the near future. This is the requirement that all bodies accessing campus facilities will share/show their student/employee badge at all times- as on a lanyard or similar. This has been pilot tested in the CU building on campus and will be expanded soon. This is with the intent of increasing safety and security on campus. LETTS expressed concerns around the culture change this represents and the invitation for inequitable enforcement. A new behavioral rule to be enforced by campus security guards and or campus police is concerning. Questions and recommendations included (a) automating badge keying/check-ins/outs - removing the human enforcement factor (b) having student run welcome desks – more friendly and less authoritarian (c) trustworthy resources for policed students to report inequity. Sharon assured that the folks planning and thinking on this topic are discussing all of these concerns – it is understood and concerns are shared. Input and feedback are invited, and campus community surveys/communications are forthcoming.

February 18, 2022 (2:30-4 pm via Zoom)

Agenda

<https://ucdenver.zoom.us/j/96750155456>

- Approval of minutes (not)
- Updates/Discussion
 - Digital Education Taskforce
 - Minimum Viable Classrooms – AHEC - Discussion
 - OIT Updates
- Projects
 - Proctorio Next-Steps
 - Procurement Next-Steps
 - AHEC Classrooms Next-Steps

In Attendance: Brad H, Jiban K, Charles M, Storm G, Sandy Z, Maryam D, Manish S, Katie L, Crystal G, Sharon G, Sheard G, Ted G, Amy H

Minutes

Approval of minutes – no approval of minutes – minutes not drafted for January 2022 meeting.

Digital Education Taskforce

Katie L. shared that the taskforce is nearing final stages in producing a strategic report/set of recommendations. The group is currently incorporating edits/recommendations on a final report. The report will likely be integrated with similar reports from sibling groups on campus, drafting similar vision/recommendation reports aligned with the 2030 strategic plan. There appears to be some natural intersections and themes across all reports, and a consolidation seems likely.

Katie L. further shared that discussions between all CU campuses with ODE at the system office, are ongoing. Katie has been asked to serve as the CU representative in discussions. One recent agreement among all parties is that instructional design shall reside at the campus level. This effectively dissolves the instructional design team at the system level, allowing potential for those personnel to transition to one of the CU campuses. Details are a work in progress and to be determined.

AHEC Classrooms

Brad H. shared that Ted G. has joined in the discussions with AHEC representatives about AHEC classroom technology. We have secured an inventory of classrooms and have discussed methods/protocols that work well for AHEC/Metro. AHEC can/will upgrade rooms to our specifications if we have funding and specs provided – as Metro does. All parties agreed that CU and AHEC need better communications and should continue with this dialogue and coordination. Planning for summer classroom upgrades are being planned now and the window is active.

Future meetings have been planned to further develop a plan with/for AHEC so that our AV teams are more connected and integrated with AHEC AV teams. More meetings pending.

North Classrooms

In meetings with AHEC (above), Brad H. inquired about the opportunity to upgrade some CU classrooms this summer, if funding were available. AHEC indicated yes, possible. Brad reached out to the provost about a small sum of monies (\$125k) to kickstart a classroom upgrade this summer, and he agreed. We are tentatively targeting classrooms on the 3rd floor of North Classroom. The project will be run somewhere between Doug Sicker (OIT) and Katie Linder (Digital Ed). Planning meetings of vested parties are pending.

Minimum Viable Classrooms

Brad shared the AHEC project as context for a minimum viable classroom - a baseline configuration for a reasonably functional/hybrid classroom. Establishing a baseline expectation within LETTS/FA will empower the faculty to ask, negotiate, expect a baseline capacity to teach digitally. Invitations to brainstorm what a baseline classroom might entail were invited. Brad will draft a proposal for LETTS review and consideration, before taking to full FA discussion.

OIT Updates

Crystal G. shared that the Knowmia replacement project remains in-progress. The initial goal of June is likely not to be achieved because the time it takes to work through procurement and transition of videos from Knowmia to another platform. This potentially means another extension to Knowmia. Hopes remain for this summer.

Sharon G. shared that OIT is planning a transition from the 'H Drive' or Isilon to MS OneDrive, and solicited feedback on potential impact and concern. After some confusion on what 'H Drive' is and means – it became clear that such a transition will have a significant impact for some. Questions were raised about storage of secure data (research) on OneDrive. Our understanding is that OneDrive is secure (HIPPA) but Sharon will double check. The timeline is not immediate, but OIT would like to begin communicating the shift with all affected parties to gather concerns and impacts not yet anticipated.

Learning, Educational Technology, Teaching, and Scholarship Committee (LETTS)

Summary Activities

LETTS continues open dialogue on technology matters impacting pedagogy, particularly with representatives of the Office of Information Technology (OIT), the Office of Digital Strategy & Learning, and the Auraria Higher Education Center (AHEC). Discussions and actions focused on appropriate classroom technologies; ongoing changes and challenges with OIT services; test proctoring intersections with DEI; technical disruptions; and ongoing evolutions with strategic digital education on the downtown campus.

Detailed Overview

Classroom Technologies

Responding to persistent and growing faculty complaints about AHEC classrooms, we initiated a dialogue with AHEC IT personnel on budget, conditions, upgrades, and overall classroom inventories. On campus, there are multiple networks, multiple help desks, and multiple states of classroom technology – as we are shared with CCD, Metro, and AHEC. This produces significant inconsistency, support inefficiencies, and tech failures. The faculty and student experience suffers, particularly under expectations for hybrid and hyflex teaching.

AHEC noted upgrade procedures in use with Metro and CCD, and recommended CU Denver consider the same, i.e. the home campus funds it and AHEC installs it. CU Denver OIT has not been openly communicating or coordinating with AHEC on such matters. We discovered that numerous classrooms on 3rd floor North Classroom have been the responsibility of CU Denver OIT for the past 7 years, but OIT was not aware because of miscommunication. LETTS established a standing meeting pattern between AHEC IT and CU Denver OIT representatives to open communication and coordination – now ongoing.

LETTS approached Provost Nakuma with an urgent request to rectify the situation in North Classroom, requesting budget for a rapid response to upgrade these rooms in Summer 22. The Provost agreed and assigned the project to OIT and Digital Education.

LETTS introduced and discussed the notion of a Minimum Viable Classroom, or a baseline technological capacity for any CU classrooms. This would entail multiple tiers of classroom design and capability, with a distinct baseline expectation. The baseline would include a total cost of ownership and standard replacement cycle for equipment, so that there is no aging and failing classroom technology. The baseline is something that could then be negotiated with AHEC as a minimum expectation. CU Denver paid AHEC ~~CD~~ \$7mil last year, there is a reasonable expectation that our teaching facilities be current and functional.

OIT Changes

Changes within and around the Office of Information Technology (OIT) are ongoing. OIT implemented a comprehensive reorganization this year, with a new leadership structure. The arrangement effectively splits OIT between the Anschutz Medical Campus and the Downtown Campus – a 70/30 split of OIT personnel – 70% going to AMC and 30% remaining Downtown. Each campus will retain independent leadership that will focus on the unique needs of each

campus, e.g. Doug Sicker for CU Denver. LETTS discussed the potential implications and inequities of this strategy with various parties and in various settings, including Jennifer Sobanet, Todd Hagerty, Doug Sicker, and David Lowry. There are assurances from all parties that no OIT services will be compromised for the Downtown campus and that the reorganization strengthens us to focus more on CU Denver's strategic directions.

Test Proctoring

As an extension of last year's focus on Ethical Enterprise Technology, LETTS focused on the ethics and implications of test proctoring technologies and pedagogies. Proctorio is the platform in use at CU Denver and the instigator of discussion, as it has established issues serving students of color. Antonio Farias joined LETTS for discussion on the crossroads of technology with DEI, specifically Proctorio. There is consensus that Proctorio and products like it are highly capable of student harm and distinctly run counter to our key strategic plan of being the country's first equity serving institution. There is also consensus that alternative approaches to assessment for digital and remote students are necessary and that we need to investigate alternative platforms, faculty professional development, and discussions about academic integrity. CETL is already offering workshops on inclusive pedagogy that overlaps in this space, and Lindsey Hamilton committed to the notion of extending and promoting in this direction.

Brad Hinson, Lindsey Hamilton, and Amy Hassinoff worked independently on possible next steps with Proctorio. We identified the programs on campus most using Proctorio, and arranged a meeting with one of the largest – Mathematics - to gather facts and perspective on its necessity. Math faculty are not all leveraging the platform, and many shared their own alternative strategies already in place. The department as a whole was open to a Proctorio alternative as well as exploring alternate modes of assessment.

Brad, Lindsey, and Amy recommended coordination with OIT/Academic Technology to create a self-paced training on test-proctoring that serves as a qualification for use of Proctorio. The training would ensure faculty understand the potential harms, the alternatives, and avenues for consultation; before Proctorio is enabled in their Canvas shell.

Technical Disruption

As we are so deeply reliant on technology and it is prone to Murphy's law, LETTS frequently engages in discussions on CU Denver infrastructure as an enabler and/or disruptor. This year we discussed WiFi upgrades, classroom technology (above), Techsmith Knowmia, MS Teams defaulting in Outlook Calendar, and the closure of the Research Support Services (RSS) unit/services in OIT.

WiFi – The wireless network infrastructure on campus is in various states of overlap with MSU, CCD, and AHEC wifi networks, causing user confusion and misdirection. Likewise, WiFi infrastructure is in various states of deferred maintenance around campus, e.g. the LSC WiFi is extensively out of date and underperforming. OIT is a part of an AHEC grant that would remedy some deferred maintenance and enable a broad upgrade to a service termed Eduroam. Eduroam would simplify logins/access confusion but would require VPN at all times. Grant pending.

Classroom Technology – see above.

Knowmia/Panopto– Integrated with Canvas and extensively leveraged by faculty, Techsmith announced last year that it is discontinuing the product. OIT Academic Technology has sense organized a faculty led search for a suitable replacement – landing upon Panopto. As of Spring 2022, Panopto licensing is working through CU Procurement with no anticipated date. Faculty are encouraged to continue using Knowmia until further notice, all Knowmia content will be migrated to Panopto when the time comes.

Teams Default – Online meeting disruptions began in Spring 2022, as Outlook meeting invites often included two video conferencing links – one to MS Teams and one to Zoom. Over winter break, MS Teams had been enabled to be **on by default** in all Outlook calendar meetings. LETTS opened a dialogue with OIT about disabling this default and after much debate and discussion; OIT elected to disable the default in May 2022.

Research Support Services (RSS) - This OIT team is dissolving because of an OIT reorganization, and as a result they are decommissioning any servers they normally support. These are web and database servers for hosting applications by the downtown schools and colleges, who have been advised that services terminate in Summer 2022. Schools and colleges are advised to bring any web/database needs in-house using their own staffing, funding, and infrastructure. RSS will aid with any transitions. At AMC these services are being offered to the full campus by the Medical School, which has extensive IT staff and resources to do so.

Digital Education

Changes with CU Digital Education were ongoing and openly discussed, with Katie Linder as an ex-officio member of LETTS and multiple members of the LETTS committee serving on the Digital Education Taskforce. As CU Denver recently hired Katie and is committed to rebuilding digital education scaffolding, this continues as an evolution and open dialogue about priorities and possible futures.

Membership

- Brad Hinson (chair / secretary) | School of Education & Human Development
- Jiban Khuntia (vice chair) | Business School
- Amy Hasinoff | College of Liberal Arts & Sciences
- Lorrie Evans | Auraria Library
- Charles Musiba | College of Liberal Arts & Sciences
- Lindsey Hamilton | College of Liberal Arts & Sciences
- Storm Gloor | College of Arts & Media
- Sandy Zook | School of Public Affairs
- Maryam Darbeheshti | College of Engineering, Design & Computing
- Manish Shirgaokar | College of Architecture & Planning

Ex officio

- Katie Linder | CU Denver, [AVC](#) for Digital Strategy & Learning
- Sharon Grant | OIT Project Management
- Crystal Gasell | OIT Academic Technology
- Ted Geissler | OIT Technology Support Services

ID	Start time	Completion time
1	9/7/21 14:32:45	9/7/21 14:38:59
2	9/7/21 14:59:52	9/7/21 15:01:58
3	9/7/21 14:44:04	9/7/21 15:15:21
4	9/7/21 16:39:02	9/7/21 16:41:47
5	9/7/21 16:46:08	9/7/21 17:03:00
6	9/7/21 23:56:17	9/7/21 23:58:27
7	9/7/21 23:59:58	9/8/21 0:09:23
8	9/8/21 9:18:35	9/8/21 9:20:09
9	9/14/21 12:51:01	9/14/21 12:58:22

Email	Name	Meeting Pattern
manish.shirgaokar@ucdenver.edu	Manish Shirgaokar	
amy.hasinoff@ucdenver.edu	Amy Hasinoff	
lindsey.hamilton@ucdenver.edu	Lindsey Hamilton	
jiban.khuntia@ucdenver.edu	Jiban Khuntia	
sandy.zook@ucdenver.edu	Sandy Zook	
Storm.Gloor@ucdenver.edu	Storm Gloor	
MARYAM.DARBEHESHTI@UCDENVER.EDU	Maryam Darbeheshti	
CRYSTAL.GASELL@UCDENVER.EDU	Crystal Gasell	
Lorrie.Evans@ucdenver.edu	Lorraine Evans	

Traditionally LETTS has met 3rd Fri Traditionally LETTS has met 3rd Fri Question

Yea

Yea

Yea

Nay

Yea

Yea

Yea

Yea

Nay

Traditionally LETTS meets 3rd Friday Ethical Ed Tech	Digital Education
3rd Fridays 2:30 - 4:00; 3rd Fridays 2:30	2
3rd Thursdays 10:00 - 11:30 ; 1	4
3rd Fridays 2:00 - 3:30 ; 3rd Fridays 1	2
3rd Thursdays 10:00 - 11:30 ; 5	2
3rd Fridays 2:00 - 3:30 ; 3rd Fridays 2	3
3rd Fridays 2:00 - 3:30 ; 1	1
3rd Fridays 2:30 - 4:00; 3rd Thursday 1	2
3rd Fridays 2:00 - 3:30 ; 2	1
3rd Fridays 2:00 - 3:30 ; I have a 4:00 5	4

Pilot Pedagogies	OIT	Other
3	2	4
3	4	5
3	3	3
4	1	3
4	1	5
2	3	4
4	3	5
3	4	5
5	3	5

ary for 2122. This individual records the minutes and is eligible for an Academic Assembly stipend. Also, this ind

ividual needs to maintain a strong attendance ...