Learning and Research Technology Workgroup
November 1, 2019
Education, Building 02, Room 024

Present:	Sean Hurley, Chairperson, CAFES	Alison Robinson, AVP for ITS
	Bruno Ribeiro, CLA	Kathryn Hammer, ITS
	Jennifer Klay, CSM	Will Thompson, Academic Affairs
	Gregory Scott, CSM	Dave Mason, Academic Affairs
	Keri Schwab, CAFES, Academic Senate	Al Liddicoat, Academic Affairs
	Zach Vowell, Kennedy Library	
Absent:	CAED	Scott Hazelwood, CENG
	OCOB	Patrick O'Sullivan, CTLT

I.   **Meeting Notes**
         Approved with correction to the question about the contract that was signed with Instructure, "…is the intellectual property protected?"

II.   **Classroom Tech Support Survey, Al Liddicoat, Academic Affairs**
         Al Liddicoat, Vice Provost with Academic Affairs, presented findings from a survey about classroom technology support. The survey was distributed to all faculty and lecturers, and responses were received from a good mix of tenure-line faculty and lecturers. Discussed a few take-aways from the survey:
-    Faculty requested greater consistency of technologies across classrooms.
-    Quick response time for tech support is needed, in person and by phone. Discussed how service is requested and ways to improve that process (i.e. single phone number available for all tech support calls, and distribute the call to appropriate support area).
-    IT Services (ITS) support hours almost completely match to the classrooms that they support.
-    Colleges and Departments typically offer reduced tech support hours and less standardized equipment. This impacts labs which are often led by lecturers who have less teaching experience and are less familiar with the lab spaces, thus creating a greater chance for issues in these spaces.

         Survey responses included descriptions of issues in classrooms. The information is compiled into a report and searchable by classroom number (if provided). Stand-outs from the written concerns include issues with equipment, connectivity or operations; wireless/network infrastructure; and missing needed equipment (i.e. adapters aren't available in a classroom or cables are rearranged).

         Next steps for Academic Affairs includes talking with College Deans about actionable items; ITS will be invited to the conversation. The current IT efficiency effort will bring data that can also be used for identifying resources or opportunities for partnering, service level agreements, and support.

ITS shared information about the classroom refresh program. A proposal was submitted to the CSU to refresh all classrooms. The cost estimate is folded into a bond that will be on the ballot. Also, another IT governance workgroup, FITRB (Facilities and IT Review Board), works to bridge the gap between classroom updates/remodels and technology needs. They work together to start that conversation at the onset of planning for new construction or classroom improvements.

III. **LMS Update and Demo, Tonia Malone, CTLT**

Starting December 9th, faculty and lecturers will be able to log into Canvas, the new LMS, to develop courses for Winter 2020. Information about moving to the new LMS is available online at https://canvassupport.calpoly.edu/. The current LMS (Moodle) and new LMS will be available through Summer 2020. By Fall 2020 only Canvas will be available. For help with the new LMS, email canvasssupport@calpoly.edu.

Discussed migration of material to the new LMS and support. Workshops will be offered in December after Fall quarter finals to help faculty and lecturers set up their courses in Canvas. More workshops will be available in Winter 2020 during regular CTLT business hours (M-F, 8am – 5pm). Phone support is also available 24/7 from Instructure, and the phone number will be listed in the LMS under the help menu. CTLT provided a new course template; some users have also found it helpful to preview courses that are shared in the Commons area of Canvas.

Providing accessibility is also important. Some functionality is built-in, and Cal Poly is looking into additional software.

Content will be saved in Canvas for 13 quarters, one quarter longer than stored in the current LMS. Foundational elements are in place: single sign on; and grades will be transferred into PeopleSoft (after the initial roll out). Also, governance will be organized to help support the new LMS. The governance committee will look at requests to be integrated with the LMS, and bring the requests to the Learning & Research Tech Workgroup for help with prioritization.

The question was asked if faculty and lecturers will be required to use the new LMS. The Academic Senate is working on a resolution related to the issue.

Action Items:
- Next meeting: Invite Renee Pera, VP for Research and Economic Development