Learning and Research Technology Workgroup
Meeting Notes
June 7, 2019
Education, Building 02, Room 024 at 9:10 – 10am

Present: Sean Hurley, Chairperson, CAFES
Scott Hazelwood, CENG
Patricia McQuaid, OCOB
Bruno Ribeiro, CLA
Alison Robinson, AVP for ITS
Gregory Scott, CSM

Absent: Catherine Hillman, CTLT
Andres Martinez, CSM
Cesar Torres Bustamante, CAED
Jennifer Klay, CSM
Jeff Nadel, CENG

I. Approval of meeting notes from May
Approved.

II. Strategy for Sunsetting Technology
Matt Weber, IT Services, presented the strategy for decommissioning a service (a.k.a. sunsetting technology). The process is similar to that of requesting a new service. A business case is prepared to provide information about the service to be decommissioned (i.e. costs, estimated level of effort, alternative solutions, who uses the service and who benefits from the service). Careful consideration is given to the timing of decommissioning a service and the impact to Departments, such as changes to learning technology.

Question – What is the process for requesting a new service and funding? New requests can be accepted by contacting the Service Desk through the new Service Catalog; information will be coming online at www.tech.calpoly.edu. Bret Heenan, IT Services, works with customers during the intake process and governance. CITC’s in each Department are also available as Faculty’s point of contact; and CITC will represent Faculty through the intake and IT Governance process.

For both decommissioning services and implementing new services, the level of effort will determine where the project priority will be established within IT Governance. IT Services prioritizes work items from 0 – 80 hours of work; 80 – 240 hours is prioritized by the appropriate workgroup; work over 240 hours is reviewed by the ITMC.

With regard to software purchases, Faculty would like more communication about software license purchases so as to avoid single-license costs. For example, Departments purchase a license and other Departments, who might also benefit from a license, aren’t aware of the purchase.
Question – How will IT Services communicate to campus that a service will be decommissioned? Faculty would like to receive communication sooner when something is being decommissioned, and would also like the opportunity to provide feedback about decommissioning proposals. Workgroup members can help facilitate this communication by bringing information to their peers after the monthly meetings.

III. Learning Management System (LMS) Update
Campus is moving forward with procurement to update the current LMS to Canvas. The California State University (CSU) is working on a contract with Instructure, and will include security and data access requirements. Tonia Malone, CTLT, provided information to faculty about the change and how to access a sandbox environment in Canvas. The tentative project timeline plans for the new LMS to be available for early-adopters in Spring 2020.

Question – Will the new LMS be available for new Faculty to use in Fall 2019? The contract with Canvas is not yet complete, so it’s too soon to know if the LMS will be available for new Faculty to use in Fall 2019.

IV. Campus Computer Refresh (CCR) Update
The new approach taken this year for CCR was a positive improvement. IT Services provided eight computer models for colleges to choose from, and 339 computers were procured through three purchasing cycles. This new process allows each college to determine which computer to replace, and each purchase stays within the college. The Provost contributed an additional $300,000 for computer refresh this year.

V. Recap of Academic Year 18/19
This year’s workgroup has been integral to initiating the change for a new Learning Management System (LMS). Come Fall 2021, student access to learning and administrative systems will be completely digital and accessible from a mobile device.

The workgroup also helped to facilitate the roll out of a survey to Faculty about classroom support. Survey results will provide data about how many Faculty and Lecturers encounter technical support issues, and what kind of support issues.

Sean Hurley will continue as the Chairperson for the Learning & Research Technology Workgroup for the 19/20 Academic Year.