University Information Technology Committee
Minutes
Monday, 04-27-2020
9:30 a.m.
Via Zoom

Present: PJ Brucat, Ray Issa, Laurie Bialosky, Mark McCallister, Megan Leroy, Randell Doty, Ray Thomas, Charles Widmer, William Hamilton, Marshall Haning, Amber Emanuel, Eric Porges, Michael Bumbach, Stacey Ewing, Juan Nino, Nico Cellinese, Herbert Lowe, and Ryan Yang.

1. **Call to order & Introductions** – Raymond Issa, Chair, University Information Technology Committee
   - The meeting was called to order at 9:32 a.m. by Chair Ray Issa.

2. **Approval of 24 February 2020 Minutes**
   - The minutes were approved.

3. **Election of 2020-21 University Information Technology Committee Chair**
   - Ray Issa was elected.

4. **Administrative Liaison Report** – Mark McCallister, Director of Academic Technology
   - UFIT appreciates continued faculty input to help provide its best services and support.
   a. **Move to universal Online course delivery**
      - Faculty have done an incredible job of moving courses to online delivery. A number of colleges have instructional and design teams but for all others, calls are being routed to the IT help desk to triage course consultation and needs. UF has moved its instructional designers personnel into the UFIT system to help provide faculty consultations. Call volume increased three-fold but a significant reduction was seen in late April. Tight exam schedules and exam time conflicts have been contributing factors.
      - Additional resource websites, including e-learning websites for students, faculty, and staff were discussed, as well as remote worksite resources, including VPN instructions, videos, news articles addressing VPN usage and best practices, etc.

- The Provost Office is supporting honorlock for online proctoring for the spring semester. The ProctorU online software had been used previously but was found to be more financially restrictive and requires additional monitoring aid. Mark McCallister detailed some honorlock functions and because it generally requires less technical support, it is working relatively well despite the large demand.

- Brian Marchman, Assistant Provost and Director of Distance & Continuing Education, and Andy McCollough, Associate Provost for Teaching and Technology, can provide additional details and answer faculty inquiries.

- Students should stay in touch with their professors about honorlock triggers. UF is sensitive to those students with home space constraints, including scenarios in which a relative can unknowingly walk into an exam space or if a student's space is physically limited.

- Best practices of honor lock use was discussed by the committee.

- The Faculty Senate Chair noted that there has been some consideration of the use of IFAS resources around the state to assist students who don't have routers or high speed internet access.

- There have been some technology scaling issues given new global technology demand and usage.

- Since faculty, support staff, and students are starting from a known point moving into the fall, there should be an increasing level of familiarity and comfort with both general and UF technology and systems.

- UF recognizes that many of its students are the first in their family to go to college and many other students have families unable to contribute $0 - 5,000 for their college educations.

- Aid-A-Gator resources were discussed. Assistance is not provided on a first come, first served basis. Applications are reviewed by the office of Dr. Zina Evans, VP of Enrollment Management, with assistance from the Office of the VP of Student Affairs, D'Andra Mull, to gain a better understanding of

applicants' resources or limited resources. A committee triages Aid-A-Gator requests from students, and there is a separate triage for struggling staff. Some faculty are hearing of ergonomic concerns for staff working remotely.

- $1.3 million has been distributed by Aid-A-Gator to help students with technology needs, ranging from internet access to webcam purchases. Many iPad purchases have been made in lieu of needed webcams due to the latter continuing to be completely sold out and unavailable.

- The UF Office of Advancement has raised $1.2 million from alumni donors to help struggling students.

- UF has been allocated $31.5 million in COVID-19 assistance and has received $15.5 million thus far. These funds are not allocated for replacing funds which have already been spent.

- Issues related to increased student classroom engagement via Zoom were discussed, including difficulty for students to stay synchronously engaged in their schedule due to random household interruptions. It seems students struggling on campus continue to struggle online, so it is one of the reasons the Provost Office quickly moved to offer a S/U grading option. Strong students too are finding themselves in some very difficult situations. However, some faculty have noticed student enthusiasm to extend their stay in Zoom sessions via additional discussion and Q&A.

- Accessibility is an area UF must focus on moving forward, including working to get AI-based captioning on online communication tools, separate from hearing-accommodations for students through the Disability Resource Center (DRC). Transcription generally has 85-90 percent accuracy based on technology terminology and a speaker's accent or use of ACRONYMS. IT is working to ensure AI translation is being made available in all UF platforms, such as Zoom, Google Suites, etc. UF has an in-house captioning team supported by a contracted team.

- Mark McCallister shared some general metrics during the COVID-19

period:

- Campus wireless usage went from 40,000/day to less than 5,000/day.

- About 350 course shells were added during March.

- The use of Canvas increased to well over two million page views in Canvas per day.

- Mediasite video views went from less than 25,000 per day to over 30,000 per day.

- 72,000 UF Zoom meetings were hosted in March.

- In April, UF has hosted per day: 4500 Zoom meetings, 180 Microsoft Teams, and 30 Google Hangouts.

- Canvas runs a lot of database activity so things may slow a bit for large-enrollment courses. A mediasite catalog system can be used to help decrease issues during website uploads. Faculty should be aware that Canvas is not as good at handling mass amounts of media. There are currently about 25,000 Canvas uploads compared to the typical 17,000 in the past.

b. **Zoom**

-Zoom security was discussed.

-Two core concerns are being addressed - the first of which is within the platform itself as Zoom dramatically expands its customer base. Users discovered encryption and hacking issues. Zoom placed a freeze on feature enhancements while they addressed security issues.

-The second Zoom security focus is on UF's efforts to educate and instruct users with recommendations on how to best configure meetings with such resources as: the UF e-learning webpages which address the separate needs of faculty, staff, and students.

- To avoid 'drive-by' (uninvited Zoom drop-in's) and 'Zoom bombings', UF will change Zoom defaults between the spring and summer semesters to

require:

-- link-embedded passwords.

-- authenticated users. Zoom participants must either have a ufl.edu address (default) or be holders of an authenticated Zoom account address.

-- User settings reviews for use of wait rooms and other security enhancement features.

-UF is starting to use a webinar license to help accommodate and facilitate large, public meetings like the Board of Trustees, Faculty Senate, etc.

- Following an inquiry about third party use of information by Zoom, it was noted that anyone conducting UF business is to use a ufl.edu account which restricts how any UF data can be used, who can accesses it, etc. These standards and protections do not apply to any users using a Gmail, Hotmail, etc. account.

- UF is encouraging the community to make and stay abreast of Zoom updates. UFIT has met with it's directors to request that they prioritize Zoom security uses and instructions.

- There is a continuing, periodic, university reassessment process of risk assessment of university products through such entities as the Institutional Review Board (IRB), the Office of General Counsel, etc.

c. **Preparing for Summer online course delivery**

- Close cooperation has been established with IT, the Center for Teaching Excellence, and the Provost's Office for UF online course production. Meetings are held with Associate Provost Andy McCollough every Monday. Courses being delivered over the summer have been identified and those instructors have been contacted at least three times to ensure anyone without team unit instructional design teams now have one centrally. These steps will help to ensure successful online delivery beginning May 11. Currently, five percent of summer courses are now ready for delivery. IT

and the administration continue to remind faculty to be in touch with students before a course goes online. UFIT is positioning itself to have increased communications with faculty. Because of the emergency transition, individuals have been initially understanding, but there is now a higher level of expectation to provide maximum online course resources.

- An inquiry was made about studio recordings and UF video productions being essentially closed. The UFIT HUB studios were closed for safety.

- The Faculty Senate Chair noted that the re-opening of campus will occur relatively soon, particularly when testing, masking, and hand sanitizer becomes widely available. The re-opening will begin with Tigert Hall first, then labs and experiential learning, such as arts and performing spaces, etc. which are unable to deliver well online. UF may be a hybrid campus but this is not yet decided, and much will be determined by the Governor and the President. The Governor is expecting to make announcements late this week regarding the re-opening of Florida. Age, compromised and vulnerable populations are all key considerations in this discussion.

- Test and trace and possible applicable and available software are being evaluated, including one called CovidSafe, which is a University of Washington collaboration product.

- IT has been meeting daily to protype such tools along with MIT tools and approaches and there are still many unknowns, including the social acceptance of reduced privacy considerations.

- UF's re-opening remains in the full purview of UF medical professionals. Following an inquiry, it was noted that there has not been any information that faculty will need to test their students.

- The Faculty Senate Chair relayed that safeguards are in place using epidemiological protocols and UF Faculty Senate will remain actively involved in this discussion of these issues. Although there is currently a low death rate in certain age groups, scientists are learning that COVID may

cause major renal, respiratory, cardiac, and other health issues, so UF continues to work through many work scenarios, including from technology and support standpoints. Because of immune compromised individuals, from a technology standpoint, it is understood that the university is never going to have 100 percent of students always on campus, so the university is ensuring that all classrooms are enabled remotely. UF IT will be prepared for beyond fall since no vaccine is anticipated for an extended period of time.

d. **Adobe licensing**

-Adobe gave free licensing to all through May 31 so UFIT moved forward with getting campus enabled in the Adobe platform. They are removing that access May 31 so faculty should not assume students will have free Adobe access in Summers A, B, and C. However, UF has a highly discounted rate. A license can be obtained for about $14/month / $170 year.
-Two other free or very low priced apps which are very similar to Adobe are Corel (Draw and PhotoPaint) and the Serif Suite.

e. **WO365**

- Office 365 is an MS cloud platform which includes the usual products of MSWord, Excel, and collaboration pieces like Sharepoint, OneDrive, etc.
-As a hybrid, local cloud installation, UF is moving its email delivery system into the cloud and avoiding usage of on-premise equipment, which would require additional infrastructure expenditures. UFIT, the Office of Student Affairs, and a number of other UF offices have already moved to this.
- UF will require all students to sign up for two factor authentication by June 22nd. There is no faculty and staff deadline currently scheduled but they continue to be signed up in the onboarding process.

5. **Other Business**
   -The Faculty Senate Chair, Ray Thomas, reported information gained from its faculty survey. Faculty concerns and suggestions include: inadequate technology at home; the endorsement of 'resilience in teaching', including that all teaching faculty be provided a standard laptop to use in emergencies like hurricanes, COVID-19, etc., particularly as many faculty never intended to teach online and aren't savvy about software updates and upgrades; ensuring accessibility to IT staff while working remotely; having a standardized computer administered by UFIT to eliminate security and data vulnerability vs. having the flexibility to use personal computers/devices; reviewing headset adoptions to ensure strong audio quality, which is key in video communications; and addressing problems associated with the installation of other software not commonly used by UF.

6. **Adjournment**
   -The meeting adjourned at 11:03 a.m.