

University Information Technology Committee

Minutes

Monday, 10-26-2020

9:30 a.m.

via Zoom:

<https://ufl.zoom.us/my/cacim/>

Present: Ray Issa, Juan Nino, Herbert Lowe, Mark McCallister, Eric Porges, Frank Bova, Alex Fox-Alvarez, Amber Emanuel, Bill Hamilton, Charley Widmer, Ryan Yang, Marshall Haning, Megan Leroy, Laurie Bialosky, Michael Bumbauch, Nico Cellinese, PJ Brucat, Randell Doty, and Stacey Ewing.

1. **Call to order** - Raymond Issa, Chair, University Information Technology Committee
 - The meeting was called to order at 9:31 a.m.
2. **Approval of 28 September 2020 Minutes**
 - The minutes were approved as amended to correct meeting start time scrivener error.
3. **Administrative Liaison Report** – Mark McCallister, Director of Academic Technology
 - Mark McCallister shared the [UF Data Guide](#) and discussed a best practice work flow. The document addresses how to successfully protect privacy and data retention with this exchange of information.
 - Is it helpful if this is written from a collaboration viewpoint?
 - Discussion was held regarding how to help define outcomes and eliminate the proliferation of or redundancy of apps. Please check with your instructional designer to help determine how best to do this.
 - Using the data guide when entering restricted data space and using the correct platform for data or pedagogical purposes were also discussed.
 - Faculty and UF IT classroom preparations for the spring semester:
 - UF is trying to provide maximum teaching learning opportunities in the spring and on campus course sections need to be at the same level as they were last year.
 - UF IT is ensuring that in classroom and remote students all have the capabilities they need for successful in-room conferencing. Classrooms centrally managed by the Office of the Registrar are presently set up for conferencing, with webcams, and UFIT is now adding a second monitor at the podium to enable instructors to easily view remote students on one monitor and classroom content-shares or the classroom speaker on the first monitor.
 - UF IT is upgrading microphones and cameras and increasing the quality of the audio pick up in the room to ensure that both the audio and the view of the

instructors and students work well.

- CDC guidelines have substantially reduced in-classroom capacity, so UF is adding more advanced cameras, and digital whiteboards, which are very simple to use, and which are enabled on sidewalls or backwalls, and which will enable instructors to see well.
- Microphone placements were discussed.
- Microphones have been tested with different masks to verify the intelligibility of the instructor.
- UF IT is working with college IT directors and numerous Associate Deans and Department Chairs to ensure all instructors' space needs are met and the approach is best for each variable discipline's needs.
- Large classrooms and lecture halls were already equipped with mediasite recording capabilities before the pandemic. Wireless belt-based microphone systems, handheld microphones, lapel microphones, and earworn microphone systems have been provided upon request to faculty using these classrooms to avoid equipment-sharing during COVID.
- The pairing of blue tooth sets with a cell phone or other device, and the required privileges for access to them in the classroom, were discussed. How faculty teach in a room and the technology available in the classrooms were also discussed, including blue tooth receiver and belt pack usage, toggling between PowerPoints, and if such items will remain widely used once we are no longer in a pandemic.
- The committee discussed how to help reduce the learning curve for instructors and how to access training for those who have never taught this way before, or perhaps even in a large classroom.
- View: <https://classrooms.at.ufl.edu>.
- Faculty can schedule a classroom visit with Classroom Support for a walkthrough.
- The current form can be used for such a request, and UF IT will update the site with a more specific form for scheduling a consultation in the classroom. Click Submit a Problem or Request and choose "Appointment"
- UFIT will be adding more opportunities starting next week for in-class consults for classrooms with HyFlex Technology with ID and trainers.
- Trainers and designers reviewed space last week to walk through instructional scenarios from the point of view of the instructor, rather than the technologist.
- Ryan Yang's team is working on posting additional information through videos and text on the website. UF IT will soon be adding short videos to the online resources.
- UF IT also will finish the upgrade work by end of year, and is available to help with refreshers and/or to spend time in the classroom with instructors, particularly if they want to remote-in or physically visit specific classrooms.
- In rooms coordinated by the Registrar's Office, UF IT is also updating

equipment lists.

- How IT is working with facility services to clean and have safe and effective transition between classes was discussed, including traffic pattern directives, using antibacterial wipes, etc.

- Committee members shared some recent experiences regarding how to best handle problems which may appear at the start of class.

- UFIT aims to have centrally managed inventory be as technologically flexible as possible, particularly as post-pandemic instruction will very likely continue to rely on hybrid teaching methods.

- The committee discussed that despite changes required by the pandemic environment and the challenging level of (increased) technological engagement between instructor, students, and IT, UF will ultimately continue to use its current technology and equipment after the pandemic.

- An inquiry was raised regarding expectations for UF IT support, given issues regarding the variability of UF IT responses, depending on where faculty physically work on campus (i.e. the UF Health Science Center or main campus, etc.) Mark McCallister clarified that UF IT provides guidelines within IT for staff, and although the length of response time, etc. is variable, UF IT continues to concentrate on improving the measurement of customer service, primarily through the IT ticketing process; diagnosing, reviewing shortcomings, and follow-up is completed by individuals at the UF IT Help Desk. Support responsibilities between UF IT and UF Health IT was discussed, as was reaching out to UF IT leadership with specific ongoing issues for further review. To help define what service level expectations should be for certain levels of operation, the committee noted that best practices and guidelines for faculty requests would be helpful. It was agreed a systematic approach is best and UF IT has projects underway to address such structural items. It was also agreed that a more 'concierge' approach would assist in addressing HIPAA (and other compliance-related complexities), and in sharing needed resources.

- Accessibility information and a software recommendation was requested due to Subject Specialists in the University Libraries recently receiving increased requests for closed captioned pre-recordings. Mediasite captioning is being used about 50% more this semester than last. Zoom has the ability to auto-transcript and AI-based stream captioning is also available through Microsoft. All automated captioning tends to be about 80-85 percent accurate, but varies greatly depending on speaker intelligibility, lingo, acronyms used etc. How to best meet standards for someone requesting accessibility was discussed. UF IT recommends that recorded content be captioned. Ryan will connect with University Libraries to provide additional guidance.

4. Other Business

- There was no 'Other Business'.

5. Adjournment

-The meeting adjourned at 10:41 a.m.