

Distance Education and Learning Technology Committee Meeting

Wednesday, January 28, 2015 at 3:30 pm in Brewster B-104.

Present: Rose Bailey, Lida Cope, Wendy Creasey (Rep. of Chief Info Officer), Xiangming Fang, Timm Hackett, Mark Moore, Pui Ki Lam (Student Rep.), Clayton Sessoms (Rep. of Provost & VC for Academic Affairs), Monica Webb (Rep. of Faculty Senate), Karl Wuensch, Biwu Young (Rep. of Chancellor)

AGENDA

- 1) Minutes from the November DELTC meeting sent out for approval via email. (Approved – after the meeting)
- 2) Wendy Creasey – IRCC Update (the record of the meeting provided by Wendy Creasey)
 1. Internet Security: Mandate or Oxymoron (McCoy & Williams)

A presentation on the increase in security issues and the increased anxiety over data privacy and breaches. A general overview of the current environment. Shared information on good IT security practices such as effective password management, monitoring system activities, clear processes for event escalation, maintaining security patches, and the oversight of all of these things.
 2. Human Ecology Technology (Ramirez)
 - Up-to-date classrooms in their area, now they are turning their labs into hands on labs. Developing their clinical observational spaces, which are part of the therapy clinic and the Child Development Lab. They have instruction available with large monitors in cameras, so they can observe and make it part of instruction. Recently created a degree in forensic science. In the lab, they have a fingerprint machine and specialized software for blood and crime scene analysis, and facial recognition. They have the golden corral culinary center. It includes cameras and monitors. The college uses a significant amount of web and video conferencing which includes regional, national, and international engagements. With the h.323 cameras, they go into the public schools to observe student teachers. They use SharePoint workflows to create processes. For example, they have their own technology service requests, student sign-in for advising, tracking of visits for students, equipment checkout, inventory management, faculty collaborative sites, and meeting room requests using SharePoint workflows. They provide 18 trainings per year, marketing services through social media, and piloting Academic Works scholarship software.
 3. University Website Analysis (Daughtry)

Analytics of ecu.edu. FY14 50 million visits.

 - 8% Find People
 - 34% ECU homepage
 - 7% going to future and current students, faculty/staff, administration, academics...
 - An additional 25% of the traffic includes ICTS, library, graduate school, Arts & Sciences, admissions, education, arts and communications, College of Business, Recreation, ECU Physicians, financial services, HHP, news, FS Online, options...
 - The additional 15% is all other site visits
 - SEARCH Information – Users no longer navigate and try to figure out anymore they search first. Index 200,000 pages annually. Google.com indexes our site once per month. Our search picks up pages daily. We have over 1.8M searches annually. The

top search keywords are tuition, academic calendar, jobs, calendar, orientation, Joyner, financial aid, student health, registrar, human resources, employment, scholarships, career center, bookstore, Pirateport, and ITCS

- Departmental Websites
 - o Commonspot 2131
 - o CS Pages – 36,321
 - o CS uploaded documents 50,000
 - o CS images – 84,000
 - o CS contributors– 646
 - o Wordpress blogs – 5649
 - o Myweb paratepanel – 2727
 - o Faculty websites 1297
 - o Student sites 1430
 - o Winmedia sites 238
- Browser visits
 - o IE 33%, IE8 42%
 - o Chrome 24%
 - o Safari 22%
 - o Firefox 17%
- Mobile Devices on ecu.edu
 - 70% ios
 - 30% android
- Mobile Traffic
 - o 2010 < 5,000
 - o 2014 > 7.9M
 - o Total 16% of traffic from mobile devices
- Homepage Click Counts
 - o Email 30%
 - o Blackboard 22%
 - o Onestop 11%
 - o Search 6%
- In Commonspot, new templates have been developed. They are responsive and ADA compliant. There is a web redesign project where we have teamed with Creative Services where they create a design then we move content into those new templates. We have started with the colleges and the schools. The goal is to get everyone in ADA and responsive templates.
- Clean up – Identification of websites that have not been updated in two years or more, we are contacting the area and asking them to update the site or make the site inactive.
- CMS Review is beginning this semester.

4. Upcoming Clicker Changes (Murphy)

- NXT is being phased out.
- QT is the new device.
- Turning* is the current recommendation.
- Reviewed last year and recommendation was to stay with Turning Point.
- New changes, you will receive a license for a mobile device and the clicker OR just the mobile device license.
- They will be able to choose a one year or four year bundle.
- Students on the older modules they will receive a mobile device for free.

- Thousands of students use clickers annually. Feedback from SGA and students is to have one clicker used across campus.
 - Department Clickers – They will not need to move to Turning Cloud.
 - Software is not changing in this upgrade.
 - Each instructor will need to download turning cloud into their profile one time.
 - Poll everywhere. John Southworth has the information
5. Security Update (McCoy)
- Information Security Policy – In early draft form with the attorney’s office at this time.
 - Next time, Jack will request volunteers to work on draft.
 - New acceptable use policy. Integrate Mobile Device information into the AUP.
 - Annual IT Risk acceptance – This process will include distributed IT.
6. Web Project (Daughtry)
- Evaluating the ITCS website to make enhancements and improvements.
 - This year, focusing on the user experience. Conducting services, usability testing, focus groups, identification of stakeholders. The IRCC will receive a survey to ask for feedback on how you use the site and what you use the site for. We are researching trends and other good ITCS websites. The most important piece is the user feedback. We will be updating the service catalog, software downloads, etc.
7. Other Updates (Creasey)
- Adobe Audit Update (suspended)
 - Web Regulation – Removed from last two Faculty Senate Meetings due to part of the team being unable to attend. We will try again for next month.
 - McGraw Hill Contract – Contract now in place and we will make the building block available for summer.
 - Ed Tech Budget Request – End of year requests must be received by February 15th.
 - Global Classroom – Moving to Brewster B wing before the end of the spring semester. Larger classes will need to use centrally scheduled classrooms with similar equipment installed. We will provide support.
 - Information on I pads and other devices purchased at the bookstore will be distributed (purchased with institutional funds). They will be managed by device management software. If you are interested in managing your own devices Ray will be setting up a meeting.
 - Question on email, Jackson shared that it could have been the network. There were some issues on the network. They are correcting this by fixing a load issue. Wireless trends are there are more devices on the network.
- 3) Discussion:
- a. Office 365 was briefly discussed. Used by students; allows faculty to collaborate with students in their environment. It will be made available to faculty (possibly as early as this summer; currently in testing).
 - b. Wendy Creasey sent to the committee a link to the Student Readiness Survey. Should be discussed at the next meeting.