

FETC Regular Meeting

2016-08-31 3:00 PM Tate Center Room 202

I. Welcome

As outgoing chair, David Desplaces introduced the makeup and role of the committee. The FETC includes 7 faculty as voting members and 3 ex-officio members, which are the TLT Director, CIO representative, and provost office representative.

II. Introductions

Present: Adem Ali, William Bares, Christopher Boucher, David Desplaces, Gary Jackson, David Parisi, Alem Teklu, and Zach Hartje (ex officio).

Each person listed as present is briefly introduced.

III. Chair and Secretary Election

David Desplaces: called for nominations for chair and secretary.

Alem Teklu was nominated for chair and William Bares was nominated for secretary.

Both were accepted by acclamation. Alem deferred to David to continue leading the meeting.

IV. Agenda for the Year

a. Review of committee charge

David Desplaces: pointed out that he is also on the Strategic Advisory Committee for Technology which had been appointed to advise the College's Chief Information Officer (CIO), previously Bob Cape.

David Desplaces: read the by-laws of the FETC.

David Desplaces described the FETC's purpose as being to gather feedback for the benefit of the entire community. How can we be most inclusive in soliciting feedback from the campus community?

b. Review of Annual Reports

David Desplaces: identified several key issues for the new committee to consider including:

1. What type of mechanism should we have for the community to direct issues to this committee? We might be able to add one question to the existing IT survey.
2. What equipment should go into technology-equipped classrooms?
3. Which classes are selected to be scheduled in technology-equipped classrooms?
4. Which classes get selected for technology replacements or new installations?

Recent budget cuts have reduced the number of rooms that can be updated each year. In the past, we ideally have updated 30 – 35 rooms per year.

Zach: added that in FY 2017, only 10 rooms could be updated at a cost of between \$28k - \$35k per room. Typically rooms are updated every 5 – 7 years. The College has updated about 130 rooms since FY 2012. The campus has about 230 classrooms. We now anticipate an every 8-10 year update cycle.

David Desplaces: asked where can we find a report listing the status of technology rooms and updates?

Zach: said the campus IT web page has a page that lists an inventory of available rooms and their level of technology installed.

The campus is planning to phase-in a new phone system using Voice over IP digital technology, which would make it possible to receive phone calls and voice to text on mobile devices. The FETC can serve as early adoption testers to help identify and fix issues in the same way that FETC members helped to test the recently released Yammer information feed.

Zach: spoke about the upcoming technology rollout of a new service desk application which would replace the current e-mail to helpdesk AT cofc system. IT anticipates have a beta version in several months and the FETC is invited to participate in testing. The new system will allow users to view the progress and status of support requests.

David Desplaces: asked if we know the name of the new CIO?

Zach: said that Mark Staples will be announced as the new CIO. Mark Staples, currently at Wentworth Institute of Technology, will join the College on October 3rd.

David Desplaces: asked about the reasoning behind the move to Voice over IP.

Zach: said that all state of South Carolina agencies will switch to Voice over IP so consequently, the College will switch. The service will require installation of new phone equipment. IT plans to replace faculty phones in May after the end of the spring semester.

Gary: How will the equipment be swapped?

Zach: said that there will be one Ethernet cable that will split to your office computer and the other to the new phone equipment. IT anticipates completing about 40 phone replacements per day. Spirit will act as the service provider.

Adem: Will the costs of the new phones be billed to departments?

Zach: said that yes, departments are currently billed for phone service. In fact some departments have disconnected unused lines to reduce their costs.

David Parisi: What will be the cost per line?

Zach: said that Voice over IP will cost \$12 - \$22 per month per line with a phone rental fee of \$2 per month per phone.

David Parisi: When I was at Rutgers, we did away with our phone system to save money.

Gary: Some faculty in English have opted out to save money.

David Parisi: My department pays \$200 per year for a phone I used about four times.

David Desplaces: said that even if we all did away with phones, that we should not expect money saved to flow back to the departments that gave up their phones.

David Parisi: It would be possible for a staff member could answer a single department line and route callers to personal faculty phones.

Alem: asked if it would be possible for faculty to receive Voice over IP earlier than May.

Zach: said that it would be best to wait until after the semester so that as much as possible all faculty are running the same system. There were some problems with the Office 365 rollout that went beyond its planned completion date prior to start of fall so some faculty were experiencing issues communicating over two versions of the College's e-mail system.

David Desplaces: suggested a Voice over IP rollout in summer II, which tends to be less busy.

David Desplaces: also asked if faculty need to be present for the phone replacements?

Zach: said no.

Zach: added that the IT quality of service survey was skipped this year due to the change in CIO. We might also consider using an app that integrates with Yammer to solicit input on technology concerns.

David Desplaces: added that from his sitting on the Strategic Advisory Committee for Technology appointed by the CIO, he sees more open issues related to distance education (DE).

Zach: added that the College has been moving gradually toward cloud-based services, which offers backup in case of natural disaster. The incoming CIO said that he plans to continue this advisory board.

David Parisi: pointed out that in past discussions of distance education in the Distance Education Steering Committee, faculty are concerned with who owns content that they create for their online courses.

David Desplaces: said that the College can take your content and pass it along to another faculty member if you are unavailable to teach that course again.

David Parisi: this type of policy on ownership of faculty-created course content is fairly standard.

David Desplaces: clarified that the College retains ownership of faculty-created content for one year. The motivation is for continuity.

David Desplaces: discussed evaluation of the quality of distance education courses as another open area which the FETC may consider. There are questions of rising numbers of students in distance education courses due to increases in course enrollment caps. Faculty time is also a concern since an online student may demand more faculty time in answering e-mails. What type of access should chairs have in reviewing your online course materials? Can chairs drop in anytime or do faculty know when a chair might browse their online course?

David Parisi: It would be worth being part of these discussions. The distance education steering committee reports to FETC.

Christopher: asked David Desplaces about how his enrollments in distance education courses have looked.

David Desplaces: said that his classes have started with about 26 then reduced to 18 after four weeks.

Gary: Which of our courses are chosen to be evaluated? Will an administrator choose to evaluate a DE version of a class that is sometimes taught on-campus by the same faculty?

David Desplaces: ended by saying that FETC should plan to meet once per month except December for the balance of the fall 2016 semester.

Meeting is adjourned at 4:15 PM.