

SENATE COMMITTEE ON INFORMATION TECHNOLOGIES (SCIT)
MINUTES OF MEETING
DECEMBER 6, 2011

[In these minutes: Strategic Sourcing Program Update, eText Pilot Project, Quality Matters, Excellence in Online Education, Vice President and Chief Information Officer Search Update, Non-Credit Registration Update]

[These minutes reflect discussion and debate at a meeting of a committee of the University of Minnesota Senate; none of the comments, conclusions or actions reported in these minutes represent the views of, nor are they binding on, the Senate, the Administration or the Board of Regents.]

PRESENT: Ted Higman, chair, Allison Jacobsen, James McDonald, Benton Schnabel, Sue Van Voorhis, Noel Phillips, John Butler, Brad Cohen for Ann Hill Duin, Neil Olszewski, Billie Wahlstrom, David Arendale, Brent Larson, Yuk Sham, Bonnie Westra, Nolan Shen

REGRETS: Sean Conner, Shashi Shekhar, Mary Vavrus, Tiffany Beauford

OTHERS ATTENDING: Bernard Gulachek

GUESTS: Timothy Bray, associate director, Purchasing Services; Robert Rubinyi, director, Distributed Education, Amanda Rondeau, director, Emerging Academic Technologies; Dean Mary Nichols, College of Continuing Education

I). Professor Higman called the meeting to order and welcomed all those present.

II). Professor Higman welcomed Tim Bray, associate director, Purchasing Services, who was invited to provide the committee with a Strategic Sourcing Program update.

Mr. Bray began by highlighting existing strategic system programs:

- Desktop and laptop standards. As of 2010, desktop and laptop standards were established, particularly for Dell products (business class machines). These standards were established in conjunction with the Office of Information Technology and the IT leaders alliance. The standards are very configurable and adherence to using the Dell standards are consistently over 85%. By having standards, the University will save money in terms of acquisition and support costs. More information about the standards can be found at <http://www.oit.umn.edu/umart/>.
- Server standards. In February 2011, the server standards were identified as part of the OIT Data Center Modernization Program.

Next, Mr. Bray shared technology-related projects currently in progress:

- Contracts with four new University-wide vendors who provide augmented IT staffing services have been established. Examples of the types of positions they fill include but are not limited to business analysts, data analysts, JAVA programmers, security analysts, etc. More information about these vendors can be found at

<http://uwidecontracts.umn.edu/>. Because these contracts are very new, communication about these services is still being developed and rolled out.

- Analysis of University print management spend in an effort to control print costs.
- Collaboration on selection of student laptops for colleges that include laptops as part of their tuition costs in order to capitalize on possible cost saving opportunities.
- Explore use of a consolidated e-procurement tool that would provide a common ordering process.
- Installation of a new spend analysis tool that allows users to determine spend by department, college, supplier, commodity, etc. This tool could help departments better and more wisely manage their spend. This tool will have the ability to do semi-annual refreshes versus only annually.

Questions/comments from members included:

- Some members of the University community are adding GPU to their computers so they are able to do computations. Would computers that have enhanced GPU still be considered conforming? Yes, stated Mr. Bray, these would be considered conforming computers as long as the initial model was a conforming machine.
- The University's lack of printer standards is problematic. Mr. Bray agreed and a discussion ensued about finding the right balance between printing locally versus centrally based on volume, confidentiality, etc.

Lastly, Mr. Bray turned members' attention to the Strategic Sourcing Dashboard, which graphically tracks the University's annual savings achieved by using the Strategic Sourcing Program resources.

Professor Higman thanked Mr. Bray for his presentation.

III). Professor Higman noted that the next agenda item is a presentation on excellence in online education by Vice Provost Billie Wahlstrom, Robert Rubinyi and Amanda Rondeau.

Before talking about excellence in online education, Vice Provost Wahlstrom announced that the University will be taking part in a Committee on Institutional Cooperation (CIC) led initiative to provide course materials in eText format during spring semester 2012. The University will be joining a number of other CIC and peer institutions, e.g., Berkley, Wisconsin, Ohio State, Cornell, etc., to gather data that will ultimately serve to proactively help shape the economics of the transition from print to digital formats. For this pilot, McGraw-Hill has agreed to provide MH textbooks for up to ten sections and 1,000 students. Students participating in the pilot will have no textbook costs for a course section, but will have the option of paying \$28 if they want a printed textbook in addition to the electronic version. More information about this initiative can be found at <http://www.elearning.umn.edu/etext/>.

Next, Ms. Rondeau, director, Emerging Academic Technologies, announced that the Office of the Vice Provost for Distributed Education and Instructional Technology will hold a Quality Matters (QM@UM) Kickoff for faculty and staff on December 15 from 3:30 – 4:30 in #402 Walter Library. Quality Matters (QM), explained Vice Provost Wahlstrom, is a nationally recognized, faculty-centered, peer review process designed to improve and certify the quality of

online course design. QM is being used by more than 400 institutions across the country for developing, maintaining and reviewing their online courses.

Moving on, Vice Provost Wahlstrom turned members' attention to a PowerPoint presentation on excellence in online education. From 2005 – 2011, the total number of online course sections increased from 340 to 1,447. With the exception of the Morris campus, the University has had a steady increase in the number of online courses it offers. During the same time period, the total number of enrollments in online course sections increased from 7,857 to 28,574 and the number of unique enrollments increased from 5,947 to 17,783. Due to the fact that a systemwide definition of what constitutes a hybrid was only finalized in the last couple years, these figures were not included in these numbers. The University has agreed upon two hybrid categories:

1. Primarily online – students come to a physical location a limited number of times and the remainder of the course is online.
2. Partially online – some in-class seat time is replaced by online components.

To ensure its online course sections are good quality education, Ms. Rondeau noted that the University is providing faculty with access to Quality Matters tools to improve upon and certify the quality of online course designs. To date, approximately 100 faculty and staff systemwide have participated in Quality Matters.

Ms. Rondeau then shared best practices for excellence in online education:

- Interactivity and learner engagement.
- Create an environment that allows students ownership of their learning. Students are much more likely to succeed if they clearly understand the course outcomes and how the assignments align with these outcomes.
- High levels of student inquiry; instructors as coaches.

Examples of each of these best practices were shared with the committee.

Next, Mr. Rubinyi transitioned the presentation from academic/pedagogy principles to technologies and tools. He highlighted examples of tools for building online content, instructor and student interactions, e.g., simulations, online labs, email, live chats discussion forums, webinars, group projects, etc. Mr. Rubinyi spotlighted some of the tools that are supported and/or are available at the University:

- eFolio.
- Moodle.
- Articulate (used by some faculty).
- UMConnect & Google+ Hangout.
- Blogs and iTunes U.
- VideoANT!

In addition to the online tools, Mr. Rubinyi, provided examples of University web (e.g., Digital Campus “Just for Faculty”), training (e.g., Quality Matters) and consultation (e.g., Center for Teaching and Learning) resources available to faculty.

To conclude, Mr. Rubinyi noted:

- Online teaching and learning does not have to be static and content driven.
- Interaction is critical: instructor, content, student.

- Academic technology tools can be used to support deeper student engagement in classroom, hybrid and online courses.
- Resources are available to support faculty in leveraging appropriate tools.
- Key URLs:
 - <http://digitalcampus.umn.edu/faculty/>
 - <http://www.elearning.umn.edu/>
 - <http://www.elearning.umn.edu/qm/>
 - <http://uttc.umn.edu/training/>
 - <http://www1.umn.edu/ohr/teachlearn/>
 - <http://www.oit.umn.edu/collaborative/>

Members' comments/questions:

- Explore allowing students to initiate UMConnect sessions.
- The software used for the Netfiles tutorial is great.
- VoiceThread is another tool the University should explore.
- Tools should be used to make students more accountable for online courses while not necessarily tracking attendance. Vice Provost Wahlstrom stated that the University is looking into CRM and related academic analytics, which can track data and feed it back to the learner thereby providing them with information about what they can do to improve their academic success.
- A helpful tool for some faculty would be a shared whiteboard/blackboard. While a great idea, noted Vice Provost Wahlstrom, such a device does not yet exist.
- Why haven't the number of Morris online course sections been increasing at the same rate as the other campuses? Vice Provost Wahlstrom stated that from the onset Morris had been a leader in terms of online liberal education, however, many of these courses were never revised. To increase enrollment in online course sections at Morris, the Office of the Vice Provost for Distributed Education and Instructional Technology has provided Morris with funding to revise some of their online courses.

Vice Provost Wahlstrom thanked members for the opportunity to present on this topic. Professor Higman thanked Vice Provost Wahlstrom and her colleagues for their presentation.

IV). Professor Higman briefly noted that there are three finalists for the Vice President and Chief Information Officer search that is currently underway. The position is expected to be filled relatively soon.

V). Professor Higman introduced the final agenda item, an update on the non-credit registration initiative and welcomed Dean Mary Nichols from the College of Continuing Education (CCE). Dean Nichols began by stating that she and Sue Van Voorhis are co-business owners of the non-credit registration project.

After a fairly lengthy needs assessment of the requirements of a non-credit registration system, stated Dean Nichols, an RFP was issued and a vendor has been selected. The vendor is ADP and the product is Cornerstone OnDemand, which has two primary components that the University is interested in:

1. Learning management system (spearheaded by Carolie Carlson in Human Resources).

2. Non-credit registration (spearheaded by a team of four units – CCE, Extension Services, School of Public Health, and College of Education and Human Development).

No date has currently been set for when the system will go live, but best guess estimates are that the system should be up and running sometime late winter/early spring.

Ms. Van Voorhis thanked Mr. Rubinyi from the Office of the Vice Provost for Distributed Education and Instructional Technology who contributed significantly to the non-credit registration RFP process. The product ultimately selected by the University is different than many models because it is a pay-per-registration model. Under this type of model, the University guarantees a certain number (90,000) of registrations. Despite the fact that units have to pay per registration, Cornerstone OnDemand is expected to save the University money because units will no longer have to pay to support their own systems.

Members' questions/comments?

- Will CCE's current system be replaced by the Cornerstone product? Yes, stated Dean Nichols.
- How will the system handle identities? Human Resources is working on this, noted Ms. Van Voorhis, due to the fact the learning management component requires an interface to accommodate both University employees as well as non-employees of the University.
- Is the software a service? Yes, stated Dean Nichols, and added that the Office of the Vice Provost for Distributed Education and Instructional Technology has been instrumental in helping support the implementation of the system.
- The system will provide a great opportunity tracking continuing professional education students, particularly in the health science fields. The system is transformational in that it will allow the University to reach people for the life of their careers.
- Are the bulk of the non-credit registrants professionals who need to satisfy ongoing educational requirements for licensure purposes? Dean Nichols stated that from CCE's perspective, the system will not replace online efforts, but will help with events (workshops, conferences) that are taking place on campus.
- Does the pricing for the institution get better once it has reached the 90,000 threshold for non-credit registrations? No, stated Dean Nichols, the University needs to have a minimum of 90,000 registrations, and once that number is achieved, the pricing stays flat. The cost-per-registration is approximately \$1.05.
- How will the learning management component of the system be used? Ms. Van Voorhis stated that it is her understanding that the learning management component will be used primarily for recording the training for institution members.

Hearing no further questions, Professor Higman thanked Dean Nichols and Ms. Van Voorhis for the update on the new ADP non-credit registration system, Cornerstone OnDemand.

VI). Hearing no further business, Professor Higman adjourned the meeting.

Renee Dempsey
University Senate

