

eLearning Committee Meeting Minutes

Date: Wednesday, June 14, 2017
Time: 8:30 AM – 10:30 AM
Location: University Hall, Room 420B (collaboration room)

[Current Membership Roster](#)

Present: Eugene Rutz, Paul Foster, Tina Meagher, Mike Mitchum, Melody Clark, Joni Torsella, Jason Day, BJ Zirger, Emanuel Lewis, Kent Meloy, Warren Huff, Pat Reid, Patty Goedl

Guest: Don Rainwater

Apologies: Leslie Schick, Bryan Smith, Julie Breen, Dawn Clineman, Dave Rathbun, Ruth Benander, JP Leong, Steve McKinney, Cynthia Ris, Christine Street, Heidi Pettyjohn, Don Hodges, Bill Nicholson, Matt Rota, Pam Rankey, Sarah Schroeder, Greg Lloyd, Cecily Goode, Jeremy Martin, Michelle Conda, Mike Suit, Adam Chekour

1. Review and approve minutes (attached) (Paul Foster)

- i. Paul Foster requested a change to clarify funding details for captioning in the May minutes. With this clarification, Warren Huff motioned to approve the minutes; Eugene Rutz seconded the motion. The minutes were unanimously approved.

2. Student Printing System Update (see attachments – Don Rainwater)

- i. The old printing systems for labs, UniPrint, was installed 12 years ago. The service was intended to be fully cost-recovery but it never was.
- ii. Wepa is the replacement printing system and requires less IT involvement and overhead. The vendor supplies all of the equipment and provides support end-to-end.
- iii. A pilot started spring semester 2017 with Wepa print stations in three different locations. The pilot has been successful. IT Council recently approved adopting Wepa as the student printing system. Implementation will begin in fall semester 2017.
- iv. The task force met with student government for their input prior to starting the pilot.

eLearning Committee

Committee Co-chair

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The eLearning Committee reviews and makes recommendations on eLearning-related strategies, standards, technologies, and policies that support the university's Third Century goal to Excel in eLearning. The committee will be led and supported by co-chairs (AVP for eLearning Technology & Faculty Senate Appointee) who will also serve as the representatives to the IT Council.

The work of the eLearning Committee will be supported by the following subcommittees:

- Accessibility Subcommittee
- Learning Management System (LMS) Subcommittee
- Instructional Design & Pedagogy Subcommittee
- Online Learning Subcommittee
- Video and Digital Media

Meeting Schedule:

Committee meets the first Wednesday of the month:

- v. One major benefit to the Wepa system is that printing is universal; can retrieve a printed document from any Wepa print station anywhere in the country since the service is cloud-based.
- vi. Students will no longer receive an allotment of free prints per semester.
- vii. There will be a UCIT point-of-contact for each print station to provide support and act as a liaison with Wepa.
- viii. Contact Don Rainwater for questions.

3. eLearning Committee Co-chair Update (Paul Foster)

- i. Joni Torsella's term as co-chair expires in August 2017. Paul and Joni are meeting with Faculty Senate and consulting the IT@UC Governance bylaws to find her replacement.

4. DL Credit Hours Follow Up (Mel Clark)

- i. For online degree programs total credit hours are more than 37,000 hours.
- ii. 12 – 13 % of courses are fully online.

5. Common Read/UC Smartbooks – (Jason Day)

- i. Common Read access via UC Smartbooks was released about two weeks ago.
- ii. No major problems or calls to the Helpdesk so far.
- iii. Some books are not available to the public.
- iv. 1st year experience web page has additional information about Common Read and UCIT has KB articles online as well.
- v. Contact Jason Day for questions.

6. LMS Task Force Update (Paul Foster, Greg Lloyd)

- i. Next step is to finalize business case and determine total cost.
- ii. The Task Force has some preliminary numbers but actual costs will be determined after the pilot.
- iii. Estimated time table for pilot is in spring of 2018. Higher Learning Commission (HLC) visit and the bicentennial program are priorities for right now.
- iv. Expect Bb Ultra to be released in next couple of years.
- v. UC will have to transition to a new platform regardless of final product selection.

7. Personal Response System RFP Update (Mike Mitchum)

- i. See attachments. Next step is to meet with Purchasing to finalize RFP and issue it to the vendors.
- ii. The Task Force has been able to work with some demo equipment
- iii. Surveys have been sent to users to determine their PRS system requirements
- iv. After RFP responses, users will be invited to demo potential products.
- v. Timeline:
 - RFP issued in June 2017
 - Score responses in July 2017
 - Hold vendor demos in August 2017
 - Recommend pilot in spring of 2018.
 - Implementation planned for fall semester 2018.

8. ID/P Subcommittee Update & Fall Semester Preparations (Pat Reid)

- i. Pat shared a prioritized list (attached) from ID/Ps for suggestions to help prepare CEeL support team for fall semester.
- ii. The number one item is captioning, number two is support for Kaltura.
- iii. Mike Mitchum and the CEeL Technology team will review eLearning captioning and Kaltura support procedures and documentation and provide an update in next eLearning Committee meeting.
- iv. Pat is meeting with the ID/P subcommittee members this Friday and will discuss best methods for communicating fall support models. Staff from the CEeL Technology team can be available to meet with the subcommittee if requested.
- v. ID/P subcommittee does not have a definitive list of membership or anyone responsible for maintaining the list. They will discuss this at Friday's meeting.
- vi. Still need to find co-chair replacement since Kate York stepped down.
- vii. Mike will send out a survey to obtain sizes and will provide Canopy t-shirts for fall semester.

9. Captioning (Dave Rathbun) Note: Dave was experiencing technical problems with WebEx so Tina Meagher provided an update for him.

- i. Dave is working with James Saunders on developing KB captioning articles.
- ii. The eLearning team plans to add a tile to the Canopy page specifically for captioning.
- iii. There is a Bb course for captioning.
- iv. More information will be released next week about captioning after the Kaltura/Cielo retreat this week.
- v. Faculty are more concerned about captioning existing content rather than captioning future content. The CEeL team is collaborating with the Disability Services Office to ensure that staff and resources are available to assist.
- vi. Creating videos with captioning is easier to do if done in Kaltura.

10. Footprints to TeamDynamix (TD) Migration (Emanuel Lewis)

- i. Emanuel will add a link on the UC support page about 24/7 support for students.
- ii. Footprints is the old ticketing system; UCIT is migrating to TeamDynamix. It is a responsive mobile app.
- iii. Main impetus for change was to improve transparency and interactive ability for users submitting trouble tickets.
- iv. Placing a phone call to the Help desk is still available but tickets can be entered directly into TeamDynamix on the customer service portal.
- v. Significant change with migration to TD is that email tickets are no longer accepted. An email response directing users to TD is automatically generated if requests are submitted in email. Emanuel agreed to add a note in the email auto response to make it clear that an email to the Help Desk no longer generates a ticket. Users must resubmit their ticket in TD or call it in to the Help Desk.
- vi. June 5th was cutover date for all new tickets to be entered into TD.
- vii. Distributed IT units will cutover to TD on July 3, 2018.
- viii. Ticket status in TD will show history of tickets per user.
- ix. TD offers the ability for technicians to create notes/documentation about a trouble call which can be used to start a KB article and for subsequent calls about the same issue.
- x. Changes have been made on the Canopy 1-2-3 page about the new TD process.

11. Proctored Testing (Paul Foster)

- i. Examiity lowered the costs for proctored tests. Paul is meeting with Gary Casson, UCIT Manager for Strategic Sourcing, on Friday, June 16th, to discuss the contract.
- ii. Examiity does not have the LockDown Browser (LDB) feature.
- iii. CEeL staff will provide an Examiity demonstration in July. Paul will invite Examiity to campus to participate and ask them to explain their authentication process.
- iv. CEeL is still trying to determine if Examiity meets the needs of the whole campus but will execute a contract to accommodate the colleges who are already using it.
- v. UCIT will not renew the Respondus LDB contract this year because it was not used enough to justify the \$10,000.00 cost. Further, LDB does not work in a virtual machine environment, which contributed to the lack of use.
- vi. A model has been proposed to distribute funds to colleges using proctored services from the DL fees, but it has not been finalized.
- vii. Paul is continuing to talk with Examiity and other vendors to negotiate a more standard support model for an enterprise level proctoring application.
- viii. The DL fee for undergraduate students is \$22 per credit hour per semester. It is \$26 for graduate students.

12. Echo360 Update (Tina Meagher)

- i. Tina Meagher is working with CET&L and Pat Reid's team to push active learning components out by this fall semester.
- ii. They are targeting specific groups to help develop a support model for faculty who are using the active learning components.

13. Digital Communications Standards (Paul Foster)

- i. The committee has not met yet. They are still working on the membership. Annette Ready (formerly Annette Marksberry) is co-sponsoring this subcommittee.

14. Subcommittee and Project Updates (see attached forms)

- i. Accessibility Subcommittee
 - The eLearning Committee will discuss disbanding the Accessibility Subcommittee in the July meeting.

15. Adjournment

- i. The committee adjourned at 10:01 AM.

Proposal: Replacement System for Student Printing

Recommendation

The Managed Printing subcommittee of the IT Managers committee has been exploring options to replace the Uniprint student printing system with a cloud-based solution called “wepa”. After testing wepa printing kiosks in 3 locations during spring semester, we recommend that the University of Cincinnati proceed with a full implementation of wepa on campus.

Cost for basic printing service: \$0.00

About wepa

The wepa system uses high-capacity printer kiosks, installed at locations around campus, in conjunction with their cloud-based printing service to deliver high-quality black-and-white and color prints. wepa provides all of the kiosks, as well as all paper, toner, and maintenance kits. UC provides power and a connection to the Internet. Designated UC support personnel in each kiosk location are responsible for adding paper and toner, and for basic maintenance such as paper jams. In the event of a hardware failure, wepa will dispatch a service technician to repair or replace the unit.

Features

The wepa system offers many additional features that we aren't currently providing with Uniprint:

- Universal print queue. All print jobs go to a single, secure wepa print queue. Once authenticated, a user can print their job from any wepa printer, even at locations that are not on UC's campus.
- Mobile and web printing. Documents can be printed directly to the wepa system from any iOS or Android device.
- Cloud printing. Documents can also be printed from cloud storage providers, including Box, Dropbox, and Google Drive.
- Credit card support. In addition to support for our Bearcat Campus Card system, wepa also supports major credit cards. (wepa is PCI compliant.)

Additional Benefits

In comparison with our current Uniprint system, wepa offers the following additional benefits:

- No cost for their cloud-based, managed printing system.
- No cost for printers, including repairs and life-cycle replacement of equipment as needed.
- No cost for supplies, including all paper, toner, and maintenance.
- Non-traditional locations for printing are possible. Since the wepa kiosks are self-service and secure, we can place them in public locations to provide maximum benefit to students. For example, we would place a wepa kiosk in TUC, allowing students to print documents where they are, without having to visit a computer lab.

Charging

The wepa system charges students directly for printing. Payment is via our Bearcat Campus Card, major credit card, or prepaid wepa card. For black-and-white prints, wepa receives 5 cents per page for single-sided prints and 9 cents per page for duplex prints. And for color prints, wepa receives 25 cents for single-sided and 40 cents for duplex. Any additional amount above wepa's pricing remains with UC to offset overhead expenses.

Free prints would be eliminated at the University level. Since wepa is paid for every print, we (each printer owner) can't absorb free prints as we're doing now with Uniprint. Each college would have the option to provide some amount of prints for their students, as some are already doing under Uniprint.

The proposed pricing table is shown below. The per-page prices in Uniprint have never been increased, and the standard, single-sided, black-and-white price remains the same at 7¢/page. However, we will introduce a decrease in price for duplex prints to encourage paper conservation, as well as a large decrease in price for color prints.

Printing Price Comparison

	Old Uniprint Price	wepa Cost	New UC Price
Mono, 8.5"x11"			
- Single-sided	7¢	5¢	7¢
- Duplex	14¢ (7¢ per side)	9¢ (4.5¢ per side)	11¢ (5.5¢ per side)
Color, 8.5"x11"			
- Single-sided	50¢	25¢	27¢
- Duplex	\$1 (50¢ per side)	40¢ (20¢ per side)	42¢ (21¢ per side)

Implementation

If selected, we could begin the implementation of the wepa system immediately. The 3 pilot kiosks would remain in place, and we would start replacing existing Uniprint printers with wepa kiosks. In some cases, we will be able to consolidate multiple Uniprint printers into one or two wepa stations, based on usage patterns and overall print volume. Additionally, departments that are not currently using Uniprint for their student printing system could opt to switch to wepa, and we can work with those departments to determine locations and number of kiosks needed. As mentioned above, we would also identify non-traditional locations for wepa kiosks, including TUC and other high-traffic areas.

Cost Savings and Cost Avoidance

Switching to wepa for student printing provides opportunities for cost savings and cost avoidance:

1. For areas that participate in the wepa printing service, all costs for printers, paper, toner, and printer maintenance are eliminated.
2. By switching from Uniprint to wepa, all of the costs of operating the Uniprint printing system are eliminated.
3. We will also avoid the cost of any updates that would be required to add modern features such as mobile printing, web-based printing, and a universal print queue.

Over a five-year period, UC could save an estimated \$415,000.00 in Uniprint licensing, unrecovered free prints, and printer costs.

History

UC acquired the Uniprint print management system 12 years ago to address a serious problem with printing on campus. As computer labs grew in popularity, the free printing that we offered to lab users had gotten out of control. We had become more efficient by moving from dot matrix printers to laser printers, but students were not mindful of how much they were printing. For example, they would often print a multi-page document, find one mistake, throw out the whole document, and print it again. The Internet was still new to many people, so it was common for them to print everything they found online to read later.

Uniprint allowed us to control the flow of printing in our computer labs. Instead of going directly to the printer, print jobs were placed in a Uniprint queue. Students then had to go to a release station near the printer, select their print job(s), and release it to the printer. Mostly importantly, printing was no longer free. By placing a small per-page charge on printing, we were able to get the costs under better control. We also eliminated much of the waste — overall, printing in our computer labs dropped by 60% in the first year with Uniprint.

To help with the transition from completely free printing to paid printing, we instituted a “free prints” allocation. Each student who was taking classes in a given term received an allocation of printing dollars in their Uniprint account, allowing them to print a certain number of pages for free (100 pages when we were on quarters, increased to 150 pages when we changed to semesters). All of these free prints were absorbed by each printer owner who participated in the Uniprint system, with partial cost recovery based on a portion of “cash” prints.

Pricing for Uniprint printing has remained flat since the beginning. A standard black-and-white print costs 7 cents per page, and a standard color print costs 50 cents per page. Uniprint features have also remained the same, so while the system handles basic printing in computer labs very well, it doesn't have a lot of the modern features that wepa offers, including mobile printing, web printing, and a universal print queue. These features could be added to Uniprint, but at great cost. And the other costs of providing printing would remain, including equipment, supplies, and maintenance.

Service Definition

Service Catalog Service

Service Catalog Category

UCIT Enterprise Shared Services

Service Definition

Service Name:	Created:	Updated:	Updated By:	Version:
Student Printing	6/1/2017	6/1/2017	Don Rainwater	1.0

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Version History

Version:	Created:	Created By:	Change Summary:
1.0	1/26/2015	Brian Tyree	Created Service Definition

Service Definition

Service Name:	Created:	Updated:	Updated By:	Version:
Student Printing	6/1/2017	6/1/2017	Don Rainwater	1.0

SECTION 1: Service Description (What is it? How do I get it?)

1.1 Service Information

Role	Responsible Group
Owner	Don Rainwater Director, Systems and Device Management, Enterprise Shared Services
Coordinator	Name Title, Department
Support Level 2	Gurinder Ahluwalia, UCIT ESS SDM Lab/Classroom Tech Services Steve Crump, UCIT ESS SDM Lab/Classroom Tech Services Brian Johnston, UCIT ESS SDM Lab/Classroom Tech Services
Manager/Level 3	Craig Stoelting Team Lead, UCIT ESS SDM Lab/Classroom Tech Services

1.2 Service Summary

This service provides printing for students at various locations around campus, including computer labs, libraries, and other UC public locations.

1.3 Features and Functions

Printing from lab computers, mobile devices (phones, tablets), laptops, cloud services, USB devices, and other devices that are able to print.

1.4 Service Request Process

Contact the UCIT Help Desk to request printing services.

SECTION 2: Help and Self-Service (How do I get help? How do I use the service?)

2.1 Getting Help

To report an incident or request this service, support can be requested via:

- Submission form: <https://webapps2.uc.edu/ucit/sdportal/>
- Phone – IT@UC Service Desk – 513-556-HELP (4357) or 1-866-397-3382
- E-mail – helpdesk@uc.edu

Service Definition

Service Name:	Created:	Updated:	Updated By:	Version:
Student Printing	6/1/2017	6/1/2017	Don Rainwater	1.0

Self service is available through the IT@UC Knowledge Base at: <https://kb.uc.edu>

SECTION 3: Service Cost and Pricing

3.1 Service Cost

WEPA, the designated third-party service provider, provides all equipment and supplies (paper, toner, maintenance kits) for the student printing service at no cost. Students are charged for the pages they printing, using either their Bearcat Campus Card or a major credit card, and WEPA is paid from that charge for each page that is printed. UC colleges can opt to provide an additional printing subsidy for their students.

SECTION 4: Service Support

4.1 Eligibility for Service / Authorization for Obtaining Service

WEPA provides printers for campus based on overall print volume. Our initial deployment will focus on areas that used the legacy Pharos Uniprint, some targeted public spaces like TUC, and other areas that have expressed interest in participating.

4.2 Escalation Process

Requests for assistance should start with the designated contact at each printer location. They will be able to handle problems like paper jams, as well as restocking the printer with paper and toner. Problems that cannot be handled locally should be escalated through the IT@UC Help Desk.

4.3 Communication Plan

The IT@UC PIO office will work with Lab/Classroom Tech Services to define and develop integrated signage for the printer kiosk fleet, optional standalone signage that can be placed at each printer location, Knowledge Base articles.

Service Definition

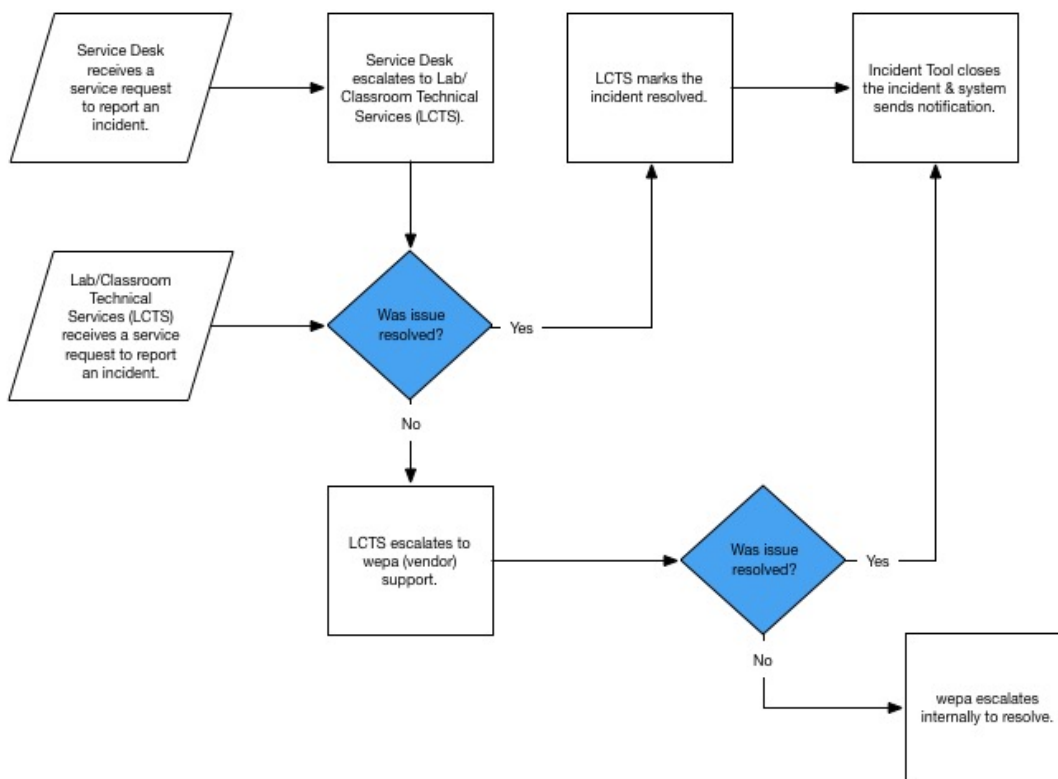
Service Name:	Created:	Updated:	Updated By:	Version:
Student Printing	6/1/2017	6/1/2017	Don Rainwater	1.0

SECTION 5: Service Delivery

5.1 Service Delivery Model

Support flowchart

WEPA SUPPORT FLOWCHART



5.2 Related Websites

List any related websites for your support area

5.3 Change Management

Define your role in the Change Management Process

5.4 Technical Specifications for Receiving the Service

To request a wepa printer kiosk, the requestor must provide the following:

Service Definition

Service Name:	Created:	Updated:	Updated By:	Version:
Student Printing	6/1/2017	6/1/2017	Don Rainwater	1.0

- Estimate of expected print volume for the designated location.
- Power outlet and network jack for the printer kiosk.
- Name and email address of each person in their area who will provide support for the printer kiosk.

To use a wepa printer kiosk:

- Visit a computer lab that has been configured to submit print jobs to wepa.
- Install the wepa client on your smart phone or tablet.
- Use the wepa web site at wepanow.com.
- Use a USB thumb drive or a cloud service like Box@UC directly from a wepa printer kiosk.

ELEARNING COMMITTEE ISSUE/ACTION FORM

AGENDA ITEM: PREP FOR FALL 17

INITIATOR: ID/P SUBCOMMITTEE

Check Here if Action Item X

Check Here if Discussion Item _____

Date of Meeting: _____ Estimated Time Needed @ Meeting 20 min

I. ISSUE/QUESTION/PROBLEM:

Per request of the eLearning Governance Committee, the ID/P subcommittee has developed a list of action items to prepare the colleges and instructors for Fall '17.

II. BACKGROUND DATA:

III. ACTION OPTIONS AVAILABLE:

Option A.

Identify responsible areas for captioning and task them with:

1. *Streamlining captioning and editing captions*
2. *Captioning KBs and directions – for both faculty and IDs.*
 - How to send for captioning
 - How to edit captioning
 - How to make sure captions are in Bb
 - How to add your own captions
 - What do you need to caption
 - How to get help with captions
 - Troubleshooting captioning issues
 - How to make your own captions
 - Audio description vs captioning – when and how

Task CEeL with the following:

Kaltura and WebEx

- Ensure KBs complete and accurate,
- Verify/develop KB articles
- Ensure named correctly.
- Develop videos for common KBs
- Develop KBs on introducing questions in Kaltura

Communication

- Make CEeL more visible – others don't know what we do
- Work out a seamless hand-off of problems – when Joey was on the Learning Technology Support he and CAHS had worked out a communication method for issues. Could we duplicate and expand?
- Training – make it more visible, and share between colleges
- New CEeL/eLearning projects – clearly defined rationale, description, outcomes & goals, etc.

More general comments

It is essential for the ID community to have a central meeting for sharing about problems and issues. Communication is a recurrent problem with UCIT and these meetings provide a place for IDs to share common problems they are finding in enterprise systems and to advocate for changes needed. This group needs to be a place to share issues, find out about what's going on, rather than just a working group to produce products – help bubble-up issues. This group can also be voice for faculty & students, and can provide the pedagogical aspect of tool use. None of the other groups are really providing a student voice.

IV. RECOMMENDED OPTION WITH RATIONALE AND IMPLICATIONS:

-

V. DISPOSITION (WHO DOES WHAT, WHEN) INCLUDING TIME FRAME:

TBD

VI. MOTION:

2ND BY (MEMBER MAY BE IDENTIFIED AT THE MEETING): _____

(Submit to Jane Haniefy, combsjl@ucmail.uc.edu by 5 p.m. the Wednesday before the meeting.)



LMS Subcommittee Monthly Update for eLearning Topical Committee

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Angie Robbins
Victoria Wangia
Student Government – TBD
GSGA – TBD
Paul Foster (IT@UC Advisor)
Jane Haniefy (PMO Advisor)
Lisa Capan (Bb Advisor)

May 2017 Subcommittee Summary:

The monthly scheduled maintenance window for Blackboard in May was completed successfully. The SafeAssign building block was upgraded to the latest version and the REVEL integration was enabled to be used in summer semester courses. The June maintenance window has been cancelled.

The committee is in the process of reviewing the update entity processing schedule for FY18. This includes when monthly maintenance windows are held and when courses and enrollments are created for each term in FY18. This will be voted on in June or July.

The subcommittee has three voting members that will be rolling off of the committee due to term expiration. To fill these positions a message has been sent to the associate deans of colleges that do not have a representative on the committee. Since we have received more responses than the number of available voting seats, the excess members will be non-voting members.

We presently have two open integration requests for Blackboard. The APA Style Central LTI integration has been approved by OIS and is waiting on approval from the knowledge base manager. The Baseline Rubrics integration is pending OIS review and knowledge base article approval.