

## eLearning Committee Meeting Minutes

**Date:** Wednesday, May 3, 2017  
**Time:** 8:30 AM – 10:30 AM  
**Location:** University Hall, Room 454

**Present:** Adam Chekour, Tina Meagher, Paul Foster, Angie Robbins, BJ Zirger, Mike Suit, Pam Rankey, Patty Goedl, Heidi Pettyjohn, Mike Mitchum, Kent Meloy, Greg Lloyd, Melody Clark, Julie Breen, Jason Day, Pat Reid, Bryan Smith, Cecily Goode, Emanuel Lewis, Eugene Rutz, Christine Street

**Guests:** Geoff Costa

**Apologies:** Leslie Schick, Warren Huff, Dawn Clineman, Vernon Jackson, Dave Rathbun, Ruth Benander, JP Leong, Michelle Conda, Jeremy Martin, Steve McKinney, Cynthia Ris, Matt Rota, Joni Torsella, Don Hodges, Bill Nicholson, Sarah Schroeder

### [Current Membership Roster](#)

1. **Review and approve minutes (attached) (Paul Foster)**
  - i. Greg Lloyd motioned to approve the minutes; Heidi Pettyjohn seconded the motion. Minutes were unanimously approved.
2. **New eLearning Committee Member - Mike Suit (Paul Foster)**
  - i. Mike joined CEeL a month ago. He is an Instructional Technologist/Accessibility Specialist reporting to Mike Mitchum. He was at Apple for 7 years responsible for training and at CoM for 4 years providing Apple and PC support.
3. **Infrastructure, Platform and Software as a Service (see attachment - OIS)**
  - i. Geoff Costa summarized the policy for the committee. It is cloud based.
  - ii. Infrastructure as a service is renting hardware, platform is using whole service (Azure)

## eLearning Committee

**Committee Co-chair**  
Paul Foster  
Interim AVP, eLearning, UCIT  
fosterpl@ucmail.uc.edu  
(513) 556-9021

**Committee Co-Chair**  
Joni Torsella  
Assoc. Professor, CEAS  
[torselja@ucmail.uc.edu](mailto:torselja@ucmail.uc.edu)  
(513) 556-1224

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:

- iii. To use cloud services, contact UCIT because we have contracts in place and need to have a security review. Software as a services examples are Kaltura, Echo, etc.
- iv. These services create a back door into the university systems, which is why there is a need for the policies.
- v. Contact Office of Information Security for questions or concerns.

#### **4. Privileged Access Policy (see attached policy - OIS)**

- i. Pertains to IT people primarily. Is not a new policy. Has been applicable to UCIT staff only up to this point but UCIT senior leadership want it to be university-wide.
- ii. Uses principle of having least amount of access as required by duties.
- iii. Send follow up questions to infosec@uc.edu

#### **5. DL Fee Update & Canopy Renewals (Echo360, Kaltura, WebEx – Paul Foster)**

- i. Attached spreadsheet is not the final. Continuing to negotiate with Cisco for Echo360.
- ii. Will have an update next month.
- iii. BJ suggests Echo360 should not be using DL fees because students using them are usually based on campus.
- iv. The challenge is finding other funding.
- v. IDs are not solely funded by DL fees. Need further discussion on this issue. BJ suggests UC needs a separate set of funding for DL students.
- vi. All new materials created for online courses will be captioned. In conjunction with Accessibility network, the elearning team created a priority list for captioning. They are still working on a funding model but Accessibility Network will help fund captioning. New purchases and renewal of services will go through accessibility review.
- vii. Highlighting in spreadsheet means numbers are final.
- viii. Paul will find out the credit hours generated by online classes and share with the committee.

#### **6. Digital Communications & Web Standards Subcommittee (Paul Foster, Jeremy Martin, Heidi Pettyjohn)**

- i. UC Accessibility Network Team created a draft policy for OCR and committed to them that accessibility would be monitored and managed through governance. This new subcommittee, Digital Communications & Web Standards Subcommittee, fulfills this commitment. It will likely become a topical committee later. Heidi Pettyjohn and Jeremy Martin are the co-chairs. Heidi is also the UC Accessibility Coordinator.
- ii. The work of the UC Accessibility Network will be done through the existing governance structure and this new subcommittee will help facilitate it
- iii. Accessibility compliance is the law.
- iv. Heidi and Jeremy are working with Paul and other IT@UC Governance committees to determine the membership of the new subcommittee. Contact Heidi or Jeremy for suggested members or questions.
- v. Things to consider:
  - Make sure systems we buy allow creating accessible content
  - When systems cannot be made accessible, alternatives will need to be available
  - How we create content in systems so that it can be accessible (i.e. headers in Word)
  - What work or task force or subcommittee may be doing work on this? There is an Accessibility subcommittee but they suspended meetings because of the EIT project.

Paul recommends sunsetting that subcommittee and **will put forth a motion in the next eLearning meeting to do so.**

- vi. The Digital Communications and Web Standards Subcommittee will work closely with LMS Task Force
- vii. Tina Meagher volunteered to serve on the Digital Communications & Web Standards Subcommittee to represent video tools and content creation.
- viii. Tina suggested that more faculty and CET&L representation be added to the subcommittee.

#### **7. LMS Task Force Update (Paul Foster, Greg Lloyd)**

- i. Working on business case to give to UCIT CIO, Nelson Vincent, to take to UC leadership for total projected cost for ownership.
- ii. Performing test migrations to ease transition burden and to determine what will be required of faculty to transition to a new LMS.

#### **8. Personal Response System Task Force Update (Mike Mitchum)**

- i. Still working on draft RFP and Mike will send it out in next week or two for feedback from this committee.
- ii. Next step is to submit it to Purchasing and then issue it.
- iii. Expect a 2 year transition period if we change products.
- iv. Some reasons for change is the cost incurred by students for the clickers and the license fees due to the move to the cloud.

#### **9. ID/P Subcommittee Co-chair and Charter (attached - Pat Reid)**

- i. Last meeting, Kate York presented draft charter. Kate also announced she is stepping down as co-chair.
- ii. Suggestions from last meeting have been incorporated into charter by Paul since the ID/P subcommittee has not met since last meeting (see attached document with track changes on).
- iii. Next ID/P meeting is second Friday of May.
- iv. Need better instructor representation in ID/P subcommittee.
- v. In third bullet point in mission statement removed the word oversight on a CEeL-developed template.
- vi. Templates will change with the implementation of a new LMS, even if we transition to Bb Ultra.
- vii. Bryan Smith motioned to accept the charter with changes above; Heidi seconded. Motion passed unanimously.

#### **10. eLearning Support for Fall Semester (Paul Foster)**

- i. Paul asked ID/P subcommittee members to provide feedback in June eLearning meeting to help CEeL be best prepared for fall semester. What tactical work (not strategic) needs to be done over the summer?
- ii. Note UC will be welcoming its largest class to-date in fall semester.

#### **11. Subcommittee and Project Updates (see attached forms)**

- i. LMS Subcommittee – See attached update
  - Working with Faculty Senate on records retention policy and access to courses
  - Recruiting new members since faculty appointments are expiring
  - Cynthia Ris is new Faculty Senate chair starting fall semester 2018 and will need to step down as LMS co-chair. Send co-chair recommendations to Paul or Greg Lloyd.
- ii. **Video and Digital Media**

- Turning off old lecture capture systems effective May 1. Will help faculty move content for the next two months.
- Activating interactive video quizzing in Bb this Friday (5/5).
- Training offered for Echo360 ALP this summer.
- Roadmap session for Kaltura is on June 12.
- Kaltura/Cielo retreat June 14. Agenda and invitations will come out soon.

iii. **Online Learning Subcommittee**

- Working on business templates

iv. **IT Council Meeting Schedule Update**

- IT Council will not be meeting over the summer. Meetings will resume in August. Communication will take place via email.

**12. Adjournment**

- i. The meeting adjourned at 10:03 AM.

 <p><b>Category:</b> Information Technology</p> <p><b>Policy applicable for:</b> Faculty, Staff, Affiliates</p>	<p><i>Policy Title:</i></p> <p><b>Infrastructure, Platform and Software as a Service</b></p> <p><b>Effective Date:</b> Draft as of 03/03/2017</p> <p><b>Prior Effective Date:</b> N/A</p>	<p><i>Policy Number:</i></p> <p><b>9.1.5</b></p> <p><b>Policy Owner:</b> VP &amp; CIO, UC Information Technologies</p> <p><b>Responsible Office(s):</b> IT@UC Office of Information Security</p>
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## Background

Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) offer a number of advantages including low cost, high performance and quick delivery of services. However, security controls are required to protect university IT resources.

**Infrastructure as a Service (IaaS)** refers to solutions that provide services such as storage, virtual server hosting, networking or other infrastructure components via the Internet. IaaS offers many advantages, including scalability based on resource demands.

**Platform as a Service (PaaS)** allows customers to develop, run and manage applications without building and maintaining infrastructure. PaaS provides methods to interact with services like databases and file storage, without having to deal with low level requirements.

**Software as a Service (SaaS)** is a software licensing and delivery model in which software is licensed to or on behalf of the university and is hosted by the vendor, typically the university accesses the application via a web browser.

## Policy

This policy addresses the use of IaaS, PaaS and SaaS for university enterprise purposes where the service essentially becomes an extension of the university network.

Faculty, Staff and Affiliates are not permitted to enter into IaaS or PaaS service contracts for the storage, manipulation or exchange of university data. University departments who need IaaS or PaaS services must use the IaaS and PaaS vendors that have been vetted and contracted by IT@UC.

Purchases of SaaS services require a [Security Review](#) prior to implementation. Failure to adequately plan for the security review will result in delay or termination of the project.

Academic use of IaaS, PaaS and SaaS are permitted. The academic use must not use Export Controlled, Restricted or Controlled data, as classified by the [Data Governance & Classification Policy](#).

The following safeguards are required:

- The use of IaaS, PaaS and SaaS services must comply with the university's existing computing policies. These policies include but are not limited to:
  - [Data Governance & Classification Policy](#)
  - [Acceptable Use of IT Resources Policy](#)
  - [Other information Technology Policies](#)
- The use of IaaS, PaaS and SaaS services must comply with all laws and regulations governing the variety of data types used by the university.
- Export Controlled data may not be stored in Cloud based file storage unless specifically approved by the [Export Controls Office](#).
- Personal cloud service accounts may not be used for the storage, manipulation or exchange of university-related communications or university-owned data.
- Data stored in the cloud and data in transit to and from the cloud, must be encrypted.
- Privileged access users accessing the management console or other privileged access accounts in the cloud, must use multi-factor authentication.

Vendors for IaaS or PaaS services are vetted and contracted on an enterprise contract for the university, the vendor must accept the terms as stated in the [Data Security Rider](#). The terms of use for SaaS vendors must be closely scrutinized to insure adequate protection of the confidentiality, integrity and availability of university data.

IaaS, PaaS and SaaS services must not be engaged without developing an exit strategy for disengaging from the vendor or service and integrating the service into business continuity and disaster recovery plans. The university must determine how data would be recovered from the vendor and/or transferred to a different vendor. The university must also work with the vendor to establish procedures on data sanitization from the vendor's services.

## Contact Information

IT@UC Office of Information Security    513-558-ISEC (4732)    [infosec@uc.edu](mailto:infosec@uc.edu)

## Related Links

[Acceptable Use of IT Resources Policy](#)  
[Data Governance & Classification Policy](#)  
[Data Security Rider](#)  
[Purchasing Policy](#)  
[Security Review](#)

## Revision History

Draft: 03/03/2017

IaaS, PaaS, SaaS Policy v1.1

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 <p>University of <b>CINCINNATI</b></p> <p><b>Category:</b> Information Technology</p> <p><b>Policy applicable for:</b> IT@UC &amp; Business Core Systems</p>	<p><i>Policy Title:</i> <b>Privileged Access</b></p> <p><b>Effective Date:</b> Draft as of 2/15/2017</p> <p><b>Prior Effective Date:</b> N/A</p>	<p><i>Policy Number:</i> <b>9.1.14</b></p> <p><b>Policy Owner:</b> VP &amp; CIO UC Information Technologies</p> <p><b>Responsible Office(s):</b> IT@UC Office of Information Security</p>
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## Background

Due to the operational knowledge and elevated access to sensitive University of Cincinnati (UC) information technology systems, individuals with Privileged or Administrative Access ("Privileged Access") are in a unique position of trust and responsibility. Privileged access enables an individual to take actions which may affect computing systems, network communication, or the accounts, files, data or processes of other users. Proper controls are required to mitigate this increased risk. Privileged Access is typically granted to system administrators, network administrators, and staff performing system/computer account administration or other such employees whose job duties require special privileges over a computing system or network. A privileged access user could be a university employee, a contractor or vendor engaged by the university.

## Policy

Privileged Access users must use individual accounts with unique user names and passwords that comply with the university [Password Policy](#). If there is a business need for shared credentials, an approved password storage system must be used. Access to the password storage system must be controlled by the university's approved multi-factor authentication.

The *Principle of Least Privilege* must be followed. Privileged Access users must have access set to the lowest level of access needed to accomplish their job function. Appropriate university leadership must approve all Privileged Access accounts and review all users with Privileged Access annually to determine if Privileged Access is still needed and to review what level of access is appropriate.

Privileged Access users should only have access on a *Need to Know* basis. The users should only have access to, and knowledge of, only the data needed to do their job function.

It is the responsibility of each business unit, to utilize a *Separation of Duties and Rotation of Duties* plan. Separation of duties is achieved by separating roles and responsibilities for a high-risk business process across multiple people. Rotation of Duties is achieved by rotating tasks periodically so it becomes more difficult for users to collude together to



engage in fraudulent behavior. These steps reduce risk to systems and university data, especially in situations where credentials become compromised.

Regular review of system logs is required to monitor Privileged Access user accounts for misuse. Appropriate logs must be maintained in a centralized system where integrity and access can be controlled. Logs must be sent to the university's Splunk implementation. If this is not possible then logs must be made available to the Office of Information Security for review when requested. The type of logs and the frequency of log review are to be determined based on the data classification and data types contained in the system. System owners must follow federal and state regulations and university policy in developing their log management and review procedures. For additional information please contact the Office of Information Security and/or reference [NIST 800-92 Guide to Computer Security Log Management](#).

Privileged Access users' desktop or laptop computers must be university owned and must be managed by university controlled [Endpoint Protection Services](#). When utilizing Privileged Access to access university systems, users must connect via the university's network. If access is required when off-campus, then the user must use the university's VPN and university approved multi-factor authentication. Wherever and whenever possible Privileged Access users must utilize university approved multi-factor authentication.

Individuals with Privileged Access must respect the rights of the system users, respect the integrity of the systems and related physical resources, and comply with all relevant laws, policies and regulation. In all cases, access to other individuals' electronic information shall be limited to the least perusal of contents and the least action necessary to resolve a situation. Individuals also have an obligation to keep themselves informed regarding any procedures, business practices and operational guidelines pertaining to the activities of their local department.

Privileged Access use must be reserved for tasks that require the use of Privileged Access. If methods other than using Privileged Access will accomplish a task, those other methods must be used. If a Privileged Access user must submit data or access a system as an end-user, traditional means must be used to submit data or access a system (i.e. If a System Administrator must submit their annual benefit elections, they must do so as a normal user and not through Privileged Access not available to other users.) Every user of the system should operate using the least set of privileges necessary to complete the task. This principle limits the damage that can result from an accident or error.

It is important these individuals be familiar with relevant university policies and government regulations. IT@UC personnel with Privileged Access must review the detail of all university policies, specifically those related to information technology. The following polices must be reviewed, understood and implemented:

- [Data Governance & Classification Policy](#)
- [Acceptable Use of University Information Technology Resources](#)
- [Password Policy](#)
- [Other Applicable Information Security Policies](#)



Security training, as directed by the IT@UC Office of Information Security (OIS), must be completed by all Privileged Access users no less than annually or as deemed appropriate by OIS. Data Stewards are responsible for monitoring their own faculty, staff and students for compliance with the security training requirement and for and records retention related to security training.

Privileged Access users shall take necessary precautions to protect the confidentiality and integrity of information encountered in the performance of their duties. If, during the performance of their duties, users observe strange activity or evidence indicating misuse, they must immediately notify their supervisor and OIS at 558-4732 or [abuse@uc.edu](mailto:abuse@uc.edu). If any criminal activity is suspected, the user must also immediately contact the UC Police Department (UCPD) at 556-1111.

## Definitions

**Privileged Access:** Access that allows an individual who can take actions which may affect computing systems, network communication, or the accounts, files, data or processes of other users. Privileged access is typically granted to system administrators, network administrators or other such employees whose job duties require access to sensitive data residing on a system or network. This data can be paper or electronic data. For the purposes of this policy, application and other developers are also considered privileged.

## Related links

[Acceptable Use of University Information Technology Resources](#)  
[Data Governance & Classification Policy](#)  
[NIST 800-92 Guide to Computer Security Log Management](#)  
[Password Policy](#)  
[Other Applicable Information Security Policies](#)

## Contact information

IT@UC Office of Information Security

513-558-ISEC(4732)

[infosec@uc.edu](mailto:infosec@uc.edu)

## History

Draft: 2/15/2017



## **IT GOVERNANCE CHARTER**

### **Digital Communications Standards Subcommittee**

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## **SUBCOMMITTEE OVERVIEW**

### ***Subcommittee Description***

The Digital Communications Standards Subcommittee was established in spring semester 2017 to create a sustainable governance structure for web and digital communications, as well as develop guidelines, policies, procedures and recommendations for enterprise standards that govern all communications for the University of Cincinnati.

### ***Subcommittee Purpose and Goals***

Chaired by the EIT Accessibility Coordinator and the Director of Digital Communications, the Digital Communications Standards Subcommittee is charged with evaluating the university's current digital landscape, mobile, social, web GUI design/development, content strategy and visitor experience, to ensure close alignment with UC's mission and strategic priorities. This evaluation should include existing policies, procedures and processes for the creation, quality assurance and maintenance of digital content, training, access and support for content authors and availability of centralized and distributed resources across the institution.

The Subcommittee's work will inform recommendations on standardizing policies, procedures and processes in the above areas. This subcommittee will also recommend additional policies and processes required to enforce these standards.

Examples of policy issues that this subcommittee will examine include content accessibility for persons with disabilities, privacy, intellectual property, information security, editorial and style guidelines and best practices, and commercial activity on the UC.edu web site. In particular, this subcommittee is focused on ensuring that UC is supported and equipped in meeting the standards and guidelines outlined in the Web Content Accessibility Guidelines (WCAG) 2.0 AA published by the W3C or most recent, relevant Web Content Accessibility Guidelines.

### ***Business Case***

At the University of Cincinnati, there is a diverse and far-reaching digital ecosystem that connects to every university constituent in some way. Digital communication is often the first touch point for those interested in learning more about the university, whether prospective student, prospective employee, community partner, external agency, government body, etc. As constituted, the university's digital communications are not fully coordinated, inconsistent in look, feel, voice and tone and not sufficiently governed. This use of a governing body to address these concerns is common throughout higher education, to support effectiveness, accessibility, and efficiency for the university in this area.

Recently, the University of Cincinnati proposed an Electronic and Information Technology (EIT) Accessibility policy in response to a compliance review. In the proposed EIT Accessibility Policy, UC committed to using the established IT Governance (i.e., IT Council and standing topical committees) to establish standards, processes, and timelines for how UC would ensure the accessibility of its digital communications. This includes web sites, social media, and instructional content.

The role of this Subcommittee will be to examine strategies for making the most effective use of all digital platforms, focusing on consistency, innovation, and accessibility of the user experience. Subcommittee members will advocate for the web needs of the campus community and ensure that the University's mission and goals are served in short- and long-term web planning. The committee will encourage contributing units (departments, colleges, and programs) to maintain accurate, timely, and effective sites, programs and systems that conform to accessibility, usability, security, and privacy guidelines. Another critical function of the committee is to serve as a forum for proactively communicating key developments on UC.edu and other communication platforms.

## **ROLES AND RESPONSIBILITIES**

### ***Sponsors***

The sponsors have a demonstrable interest in the efforts of the subcommittee. The role of the sponsors includes the following:

- Act as digital communications champion to the university community
- Socialize the goals and objectives and recommendations from the committee to IT Council
- Make recommendations to allocate digital communications resources, tools and policies
- Lead planning and implementation of all digital communications projects
- Formal sign-off of each project deliverable
- Apprise institutional leadership of topical status and recommendations from sub committee

<b>Sponsor</b>	<b>Title of Sponsor</b>
Nicola Ziady	AVP Marketing and Digital Communications
Paul Foster	Interim AVP, eLearning

### ***Subcommittee Co-Chairs***

The primary responsibilities include:

- Plan and facilitate committee meetings
- Coordinate activities of subcommittee
- Assign tasks to committee members
- Provide input to discussions as Subject Matter Expert (SME) for represented organizational unit
- Identify required resources for the subcommittee

- Provide guidance on subcommittee scope and schedule
- Escalation point for subcommittee issues
- Oversees development of final recommendations

<b>Name</b>	<b>Title of Key Stakeholder</b>
Jeremy Martin	Director of Digital Communications
Heidi Pettyjohn	EIT Accessibility Coordinator

***Subcommittee Roles and Responsibilities***

The subcommittee’s roles and responsibilities are defined below:

- Advisement on UC.edu design and content strategy, and visitor experience, to ensure close alignment with UC’s mission and strategic priorities.
- Oversight on brand consistency and web content quality across organizational units, including schools, colleges, administrative units, academic centers, research labs and other university-sponsored initiatives, programs and collaborations.
- Defining the procedures used to ensure accessibility for all enterprise systems (i.e LMS and CMS) and digital communication tools (i.e. video content, documents, forms, etc.)
- Providing strategy recommendations and risk assessment around accessibility for new systems and products adopted by the university at the enterprise level
- Direction on visitor engagement and service strategies across Web mediums, including website, mobile and social media.
- Collection of feedback and information from areas of representation and involvement in support of a coordinated, consistent and effective campus-wide Web strategy.
- Recommendations on definition, scope and priority for UC’s strategic Web initiatives.
- Recommendations to campus leadership on funding, resourcing and service levels required to support UC’s Web presence and execute strategic Web initiatives.
- Advisement on Web policies and guidelines covering publication and management of Web content and ensure campus is in awareness/alignment with them.

<b>Roles</b>	<b>Responsibilities</b>
All SME’s	<ul style="list-style-type: none"> <li>• Provide input to discussions and decisions made as Subject Matter Expert for represented organizational unit</li> <li>• Complete assigned tasks as needed</li> <li>• Review and provide input on distributed materials, on-going reports and final report</li> </ul>

***Subcommittee membership***

<b>Name</b>	<b>Title</b>	<b>Department</b>
Annette Marksberry	AVP UCIT	UCIT
Josette Riep	Director, UCIT App Development	UCIT
Jon Adams	Director, Enterprise Shared Services	UCIT
May Chang	Library CTO	Libraries
Alicia Kornowa	Director, Enrollment Management	Admissions
Michele Ralston	Director, Provost Communications	Provost
John Bach	Manager, Public Relations	GRUC
Ashley Bleggi	Director, Marketing	GRUC
	Office of Equity and Inclusion rep	Equity & Inclusion
	Undergraduate Student Rep	
	Graduate Student Rep	
	Faculty Rep	
	UC Health Rep	
	UC Foundation Rep	



**SPONSOR APPROVALS**

Approval of the Charter indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees work should be initiated on this subcommittee and necessary resources should be committed.

<b>Approver Name</b>	<b>Title</b>	<b>Signature/Electronic Approval</b>	<b>Date</b>
Nicola Ziady	AVP, Marketing, Digital Comm.		
Paul Foster	Interim AVP, eLearning		

# FY18 eLearning DL Fee Request

v2.0, 4-24-17

Description		FY18 Projection	Cost Center
<b>Canopy Tools &amp; Services</b>			
Kaltura <sup>1</sup>		\$165,000	3508020000
Echo360 <sup>2</sup>		\$400,000	3508020000
WebEx <sup>3</sup>		\$85,000	3508020000
24X7 Canopy Support <sup>4</sup>		\$125,000	3508000000
Online Exam Monitoring <sup>5</sup>		\$80,000	3508020000
Video Captioning <sup>6</sup>		\$36,000	3508020000
Online Course Quality Matters Review Program <sup>7</sup>		\$75,000	3508090000
Online Learner Success Project <sup>8</sup>		\$75,000	3508090000
Canopy Portal (e.g, CampusM or Ex Libris) <sup>9</sup>		\$0	3508020000
<b>eLearning Positions*</b>			
eLearning Engagement & Communications Coordinator (100%)	Marie Knecht	\$67,476	3508000000
Senior Instructional Technologist (45.52%) (Split Funded A&S)	Jason Day	\$45,311	3508020000
Director of Instructional Innovation (79%) (Split Funded CET&L)	Pat Reid	\$110,137	3508040000
Instructional Technologist, Senior Online Video Specialist (100%)	Tina Meagher	\$97,726	3508020000
Senior Instructional Designer (50%) (Split Funded A&S)	Tanisha Jackson	\$47,400	3508040000
eLearning BI Specialist (100%)	Michelle Ford	\$104,560	3508030000
Graduate Assistant - Faculty Development Focus (100%)	Graduate Assistant	\$36,414	3508040000
<b>eLearning Staff Restructuring *</b>			
eLearning Video Design Specialist (9.04%)	Bevin Blankenbuehler	\$7,222	3508080000
Director of Innovative Learning Solutions (13.04%)	Kent Meloy	\$14,252	3508080000
eLearning Technology Lead (22.18%)	Mike Mitchum	\$23,192	3508020000
<b>Online Learning Administrative Services*</b>			
Director, Online Learning	Melody Clark	\$128,797	3508090000
Coordinator, Online Learning	Steven Clark	\$86,537	3508090000
Coordinator, Online Learning <sup>12</sup>	(New Hire)	\$91,910	3508090000
Operating Costs		\$100,000	3508090000
<b>FY18 Total:</b>		<b>\$2,001,934</b>	

\*All salaries include a 2% increase unless otherwise noted.

- 1 - Enterprise-wide licensing fee, includes unlimited storage and bandwidth - ramped fee structure mirrors rate of adoption. In FY18, UC will renew the contract for an
- 2 - FY16 includes enterprise-wide licensing fee for Active Learning Platform (ALP) - ramped fee structure mirrors rate of adoption - licensing costs reach maturity in FY1
- 3 - WebEx enterprise-wide licensing fee for faculty, staff, and students. We will be moving to Cisco's Annuity Platform in FY17/FY18, which is priced slightly higher than
- 4 - Expanded tier 1 Canopy support services to 24x7 including chat support.
- 5 - Examity online exam monitoring enterprise license. Campus-wide rollout for online programs. Will ramp significantly in FY18 (\$80,000), FY19 (\$175,000) and FY20 (\$
- 6 - Captioning services for strategic eLearning content (Knowledge Base articles, development resources, Canopy Speaker Series, etc.)
- 7 - Course reviewer training (30 people), 12 online course reviews per month with stipends for review teams of 3 individuals
- 8 - Licensing cost for online assessment tool for all admitted online students.
- 9 - While not included in the FY18 request, there will be a need for a more robust portal to support Canopy in FY19. The cost for such a portal is estimated to be about
- 10 - 10% increase
- 11 - 10% increase
- 12 - New hire - responsible for Online Learner Success program, Quality Matters leadership and student services

The Center for Excellence in eLearning (CEeL) Technology team has been working on myriad projects and initiatives, which all impact the Canopy community. We want to include you all in these plans to ensure that we are considering any details that you are privy to. The slides that follow are a summary explanation of those efforts, presented to you as a means of spreading awareness.

We welcome any feedback that you may have. The project/initiative leads are listed at the bottom of each slide. Feel free to return this document with questions/comments in the notes section or reach out to the project leads with any questions or suggestions.

This document will continue to live and grow and we will share updates with the Canopy community as updates are made.

Thank you for your continued partnership

- CEeL Technology Team

# A&S iPad Initiative

## Changes/Updates

- A new initiative putting iPads in the hands of A&S faculty is currently underway. The program aims to bring innovative teaching practices to our largest college and increase student engagement in the classroom. In addition, Apple's "Everyone Can Code" program will run in parallel to this initiative

## Impact/Audience

- 40 A&S faculty are participating. They will receive iPads, training and support for implementing plans expressed during the application process of the initiative.

## Timeline

- Distribution of iPads in April/May
- Professional development over the summer
- Course implementation in fall
- Faculty community presentations in February
- A collaborative e-book will follow
- Everyone Can Code

## Support Resources

- CEeL and CET&L are partnering for technical and pedagogical support
- Led by Jason Day

## Changes/Updates

This effort will be centered around introducing Cohort 10 of the Gen-1 house to an iPad Initiative. The courses for these students will be migrated to iTunes U. In addition, we will migrate program documents to multi-touch book, making them accessible from the iPads. Lastly, we will migrate program forms to Box, making them accessible from the iPad.

## Impact/Audience

- This cohort will include 70 Gen-1 students

## Timeline

- Distribution of iPads in August
- Course migration over summer
- Course delivery over Fall and Spring
- Multitouch book creation over summer
- Migration of forms to Box over summer

## Support Resources

- Led by Jason Day

# Athletics 1:1 iPad Initiative

## Changes/Updates

The athletics iPad initiative, which began last summer, will continue throughout the next academic term, building on the progress made and the lessons learned over the previous academic year.

## Impact/Audience

- All student athletes received iPads and access to their textbooks via BrightWave powered by VitalSource.

## Timeline

- Summer bridge program delivered through iTunes U, in collaboration with Student-Athlete Support Services (SASS)
- Student handbook will be converted to a multi-touch book, accessible on the iPad over the summer
- The AirWatch mobile device management (MDM) system will be updated to facilitate use of Apple Classroom (date TBD)
- The SASS departmental shared drive will be migrated to Box over summer, making files easier to access from the iPad
- Students will receive professional development over summer

## Support Resources

- CEEL and SASS will collaborate to support the program
- Led by Jason Day

[canopy.uc.edu](http://canopy.uc.edu)

## Changes/Updates

The second iteration of the Kaltura/Cielo24 Retreat will take place this summer. The retreat will cover any interface and workflow changes and give a thorough overview of the Kaltura administration features and the Cielo24 captioning process.

## Impact/Audience

- This is intended for those who are in charge of MediaSpaces, faculty support, accessibility efforts, etc. This includes KMS admins, video managers, ID's, IT's, DSO and folks involved with the Accessibility Network @ UC

## Timeline

- Kaltura Roadmap session on June 12 from 2:30 pm – 4:00 pm Location: TBD
- The retreat will be held on June 13 from 8:30 am – 5:00 pm Location: TBD
- Invites will be sent to appropriate audience along with the agenda for the day

## Support Resources

- Kaltura and Cielo24 representatives will be on campus for the event
- Additional KB's for any new features or tools will be created
- Sessions will be recorded and provided to participants after the event
- Led by Tina Meagher, JP Leong, and Dave Rathbun



## Changes/Updates

We are moving to the new Cisco Annuity platform. We will also purchase additional licenses based on the growth in WebEx usage. The faculty/staff interface and functionality will remain the same. The student instance will change to Cisco Spark rooms. The look and feel will change and will allow students to hold larger meetings with up to 25 people. It works similarly to Slack. This change will also give us the ability to connect WebEx meetings to more advance Collaborative Meeting Rooms (CMR) around campus.

## Impact/Audience

- This will mostly impact students. Faculty who assign students work in WebEx will need to know about the changes.

## Timeline

- We will migrate to the new platform between the summer and fall semesters and continue testing of Spark rooms

## Support Resources

- KB documentation needs to be created for students
- Communicate the change to technical contacts and instructional designers
- Notify the IT managers, Service Desk and LTS
- Communicate this in the Back-To-School (B2S) communication for faculty and students
- Led by Tina Meagher

## Changes/Updates

The update adds the ability to populate the grade center in Bb with results from the in-video quizzing feature in Kaltura. We will also make the in-video quizzing option available within Bb and all of the KMS's.

## Impact/Audience

- This will impact students, faculty and staff who wish to use the in-video quizzing feature for formative assessment with Kaltura videos.

## Timeline

- We will implement the new Kaltura Building Block between the summer and fall semesters.
- Further testing of gradebook integration in May and June.

## Support Resources

- KB documentation needs to be created for in-video quizzing tool and integration with gradebook.
- Training on button-ology and pedagogy for the tool
- Communicate the change to technical contacts and instructional designers
- Testing of players
- Notify Service Desk and LTS
- Communicate this in the B2S communication for faculty and students
- Led by Tina Meagher

# Video Strategy Task Force

## Changes/Updates

The video strategy task force was formed due to a need to have a plan for the intentional use and creation of video assets.

## Impact/Audience

- This will impact students, faculty and staff who create video or other media types.

## Timeline

- We will implement the new Kaltura Building Block between the summer and fall semesters.
- Further testing of gradebook integration in May and June.
- Identify members
  - Current VDMS members
  - Community members
- Set task force kick off meeting
- Confirm high level goals/statement of purpose
- Continue research and resource
- Establish working groups based on goals

## Support Resources

- Led by Tina Meagher and JP Leong

## Changes/Updates

This initiative aims to provide comprehensive training and workshops on using ALP effectively in the classroom. We will target Great Gateways courses and colleges that would like to use ALP to a greater degree. Work with Echo360 to right size current licensing agreement.

## Impact/Audience

- This will impact students and faculty who will use the active learning tools in ALP.

## Timeline

- Provide workshops targeted around the active learning tools.

## Support Resources

- Provide research information on effective use of the tool to enhance student engagement.
- Refine the KB documentation and create
- Training on button-ology and how to use the tool effectively in the classroom
- Group workshops can be provided
- Tech contacts and ID's need to commit to assisting faculty during the first class.
- Communicate this in the B2S communication for faculty and students
- Led by Tina Meagher

## **Changes/Updates**

Training workshops are being developed to educate faculty and staff about the captioning process for academic videos and publically facing videos.

## **Impact/Audience**

- All faculty and staff

## **Timeline**

- Refine captioning workshop(s) over summer
- Update any captioning KB articles and add them to the Knowledge Base over summer
- Setup dates and times for workshops in summer and fall

## **Support Resources**

- Working closely with the DSO and Accessibility Network @ UC
- Updated Kb's
- Communicate this to faculty, staff, ID's, IT's, LTS and Service desk
- Led by Dave Rathbun and Katherine Vance

## **Changes/Updates**

We are working on the development of a statewide captioning agreement. The goal is to constrain costs, develop communities, and use collective scale to shape development of tools and services.

## **Impact/Audience**

- State/Regional Higher Ed

## **Timeline**

- “Establishing a Statewide Captioning Consortium” at the OHECC Conference at OSU on May 17
- Meeting representatives from other Ohio institutions and our current vendor immediately after the presentation to discuss a framework for a multiple institution agreement.
- Seeking soft commitments now and firm commitments moving into the next FY
- Concurrently developing RFP for captioning services, to be released through the IUC

## **Support Resources**

- Accessibility Network at UC
- IUC/Purchasing
- Led by Dave Rathbun and Katherine Vance

## Changes/Updates

CEeL will host open consultation for faculty at the beginning of the summer and fall semesters to assist with any issues they maybe having with the Canopy Tools. Captioning assistance will also be provided. There will be instructional designers, instructional technologist and Disability Services Office (DSO) support available.

## Impact/Audience

- This impacts faculty who need assistance with Canopy tools

## Timeline

- Consultation days for summer semester are:
  - Monday, May 1<sup>st</sup> - Wednesday, May 3<sup>rd</sup> from 9-5pm. Location TBD.
- Consultations days for fall semester will be announced closer to the beginning of fall semester but will generally happen the week before school starts.

## Support Resources

- Communicate this to faculty
- CEeL Staff in collaboration with the DSO
- Led by Dave Rathbun



## **Changes/Update**

The PRS task force is working on the RFP and timeline for recommending and evaluating PRS's to be used and supported at the enterprise level.

## **Impact/Audience**

- This impacts instructors who use PRS in their classes and their students.

## **Timeline**

- RFP opens in summer
- Evaluation of RFP over summer
- Vendor demos take place in Fall
- Pilot in Spring

## **Support Resources**

- Representatives from information technology and some colleges are collaborating on this effort
- Led by Mike Mitchum

## **Changes/Updates.**

The CEeL Tech Team is working on a communication plan to augment the major incident workflow, which was developed in collaboration with the larger, central IT@UC organization. This plan aims to better structure the information and timing of communications when there are service outages or changes and will include a status page Canopy tools.

## **Impact/Audience**

- This will impact all faculty, staff and students who use the Canopy tools. The communications will give timely information to the units, enabling them to better inform their constituents in a timely fashion.

## **Timeline**

- The plan will be developed and presented to the Canopy community over summer

## **Support Resources**

- CEeL Tech Team, in collaboration with the Canopy Community
- Templated messages will be created, allowing for easy injection into the major incident workflow
- Status page implemented in summer/fall
- High-level service agreements for all Canopy tools developed late spring/early summer
- Led by Mike Mitchum

## Changes/Updates

The Liaison Program is being revamped in conjunction with the larger, central IT@UC organization. The focus for the revised efforts will center around consistent communications as a starting point. A statement of purpose is being developed in order to give units a clear understanding of what to expect. The program will also include a partnership scorecard to help us move towards a place of mutual collaborative efficiency and keep informed of any needs.

## Impact/Audience

- This impacts units/colleges and the folks who serve as their representatives/contact points for the program.

## Timeline

- Statement of purpose introduced to IT managers late spring/early summer
- Program structure & refinement vetted by colleges/units in summer
- Implementation and continuous improvement beginning in summer

## Support Resources

- CEeL staff members in collaboration with representatives from all AVP areas in central IT@UC
- Communications and analytics baked into the plan
- Partnership Scorecard
- Led by Mike Mitchum



**April 2017 Subcommittee Summary:**

The subcommittee voted to move the scheduled maintenance window from April 13<sup>th</sup> to May 4<sup>th</sup> as it falls between the end of Spring and start of Summer semester. This maintenance will include an upgrade of the SafeAssign building block and enabling the Pearson REVEL integration via the Blackboard partner cloud. This maintenance will not require downtime.

Faculty Senate IT committee has reviewed our proposed course retention policy and the policy has been sent to all faculty senators for further review. Faculty senate will likely vote on this proposal in early Fall semester.

The committee will review a draft entity processing schedule and maintenance window schedule for the next fiscal year at its May meeting. This draft will include when students & instructors are added to courses, when courses are created, when templates are due, and when each months scheduled maintenance will take place.

The course enplanement discussion has continued with Greg, Dave, and Cynthia meeting with Sally, the faculty senate chair, as well as others around campus to determine what policy or guidelines are needed for a university wide policy that relates to how users are added to Blackboard courses. The group will work on gathering best practices and determining how others are handling the situation at other institutions.

The LMS subcommittee has a few members that are set to leave the subcommittee due to their term expiring in June. The co-chairs have started the process on replacing them with other members that are in similar roles, Ex. if a faculty member is leaving the group then they must be replaced by a faculty member.

The subcommittee has one open integration request for APA style central. This request is still outstanding and is waiting on the requestor for further information.

**LMS Subcommittee  
Monthly Update for  
eLearning Topical Committee**

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- Don Hodges
- Vernon Jackson
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- Greg Lloyd
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- Dave Rathbun
- Cynthia Ris
- Angie Robbins
- Victoria Wangia
- Student Government – TBD
- GSGA – TBD
- Paul Foster (IT@UC Advisor)
- Jane Haniefy (PMO Advisor)
- Lisa Capan (Bb Advisor)