

Faculty Senate Information Technology Committee Annual Report

August 2020-July 2021

Elected members:

- Orgul Ozturk Economics (2021)
- Ana Lopez-DeFede Social Work (2021)
- Robert Mullen Civil and Environmental Engineering (2021)
- Neset Hikmet, **Co-Chair** Integrated Information Technology (2022)
- Chun-Hui Miao, **Co-Chair** Economics (2022)
- Scott Phinney, **Co-Chair elect** Libraries (2023)
- Kelli Kenison Health Services Policy and Management (2023)
- Alexander Yankovsky School of Earth Ocean and Environment (2023)

Appointed members:

- Doug Foster & Elizabeth Shirkey, ex-officio, Division of Information Technology
- Paul Sagona, ex-officio, Research Computing
- Heather Heckman, ex-officio, University Libraries
- Debbie Kassianos, ex-officio, Vice President for Research Office
- Cheryl Addy, ex-officio, Provost's Office
- Aaron Marterer, ex-officio, University Registrar Office

DoIT Strategic Priorities

Doug Foster presented the 2018-2021 strategies priorities of the Division of Information Technology (DoIT). Liz Shirkey presented Annual planning and guideposts for 2020-2021. The committee commended:

- DoIT's focus on governance, involving faculty, staff and students in the decision-making process;
- the growth of the online [Knowledge Base](#), which has resulted in fewer calls and tickets;
- greater support for faculty with research computing needs; and
- improvements on the ticketing support system.

DoIT continues to seek a representative view of priorities from the faculty in order to identify areas to invest in. It is a challenge to meet diverse needs of the academy. The committee decided to collect feedback from focus groups, along with the current survey format.

Software licensing

Mike Dollar answered questions about software licenses and the technical review board ("TRB").

For remote teaching, currently, Blackboard and MS Teams satisfy the university technology criteria and meet basic needs, but DoIT will consider Zoom Pro as an alternative if the available tools are not satisfactory. Last, individual colleges/schools can determine their own needs and sign contracts, as long as they are in line with the Master Licensing Agreement signed in May 2020.

For Adobe Acrobat, Acrobat Pro \$50 per copy is the result of volume licensing discount. DoIT will explore the use of FoxIt, a possibly cheaper option, but negotiation may take a long time. DocuSign is also considered, but there has been a difficulty in estimating the number of transactions in electronic workflows, which determines the price we have to pay for the software license.

Last year it was recommended that General Counsel's office establish a searchable database of approved legal agreements. An Excel sheet to keep track of the contracts is now in existence but needs to be shared.

The TRB reviews purchases to ensure minimal redundancy. Subject to review is a threshold value of \$50K, lowered to \$10K, but not bulk purchases of the same equipment.

Digital accessibility and ADA compliance

Compliance items include websites, course content, digital sign. DOJ investigation has been concluded. An agreement between the university and the Office of Civil Rights to close the DOJ complaint has been reached. DoIT has created the digital accessibility roadmap and a dedicated position for compliance. The newly hired Director of Digital Accessibility is Kim Hodges. DoIT has a dedicated webpage for closed-captioning resource. The current focus is on Faculty Awareness and education.

Kim Hodges gave a presentation on digital accessibility and a demo of screen-reader. The captioning deadline extended to after next Spring. The work is labor intensive. Possible collaboration is sought. (Utilize students' work-study, etc., internship)

Research computing

The datacenter is working with the college of engineering computing on secure projects within a virtual environment. The focuses are on cybersecurity, compliance, certification. There is funding for Cloud-integration and Data Backup support. Resources of research computing are available on the web. There is also a dedicated email (rchelp) for assistance. Campus-wide storage solution is forthcoming.

Communication

The committee recommends that DoIT communicate about available resources to the faculty on a more regular basis. It can take the form of newsletters, while giving faculty members the option to opt out (to avoid information overloading). It is suggested that the newsletter can be modeled after the CTE and library newsletters that provide summaries of the resources and updates.

The old Blackboard video retention policy was that they will be purged 60 days after the end of the semester. The aim was to avoid duplication and waste of resources. But the LMS governance group has amended the policy to accommodate faculty who want to store the videos more than 60 days after the semester ends.

Tickets system

DoIT is implementing a 3-day industry standard for tickets to be kept open. For now, the percentage of unresolved cases is low - no need to change the overall system. Both the response time and the number of issues resolved 3 days are being recorded in the system. Future improvements include linking the issue to previous requests and adding a question when opening a ticket "Have you submitted a related request previously?".

Copyrights

George Lampl joined the committee to discuss copyrights issues from the perspective of UofSC Counsel. Online course and non-online courses are treated differently. Faculty who teaches non-online courses wants to retain copyright ownership. It is a nationwide issue. Whether the university owns the copyright depends on whether substantial university resources are used to create the invention. Just regular use of computer to create invention does not constitute substantial use of university resources.

The ownership for works created under research grants depends on the grant source, whether the university administrates the grant. An ad hoc faculty senate committee has been formed to address copyright issues related to online course material. Their draft resolution will be released for comments.

Library has a new reserve system, E-reserve, that allows faculty to use Library Resources in Blackboard (<https://guides.library.sc.edu/ereserves>). It provides copyright clearance. If copyright clearance needs to be renewed, it will be automatically done by the system. There will be off-campus access. A professor can scan pages and put them online, subject to copyright limit.

Other topics

The following topics were also considered by our committee this year.

Belinda Ogorek spoke about grants administration in Payroll. The contact person for summer pay from grants money is Lindsay Anastasio, Assistant Controller. There will be webinars. Information is also available online: https://sc.edu/about/offices_and_divisions/controller/index.php, which is accessible from campus IP address.

The committee discussed about the current system. There are long existing problems with post-award/pre-award program. The Controller's Office website is built on PeopleSoft. There are limited number of categories and subcategories, making it hard to

track breakdown of expenses. When there are multiple sources of funding, it is difficult to shift resources. The committee finds that the current implement does not meet research needs. DoIT will work with the committee for a solution.

Larry Thomas and J.C. Higgins talked about university-wide communications. Academic units are responsible for communicating directly. To be solved at the college level, one can use faculty staff gateway. To disseminate news, a submission link is available at the news page.

Banner will go live. DoIT is working on IT optimization. IBM consultants were engaged to study data center capacity. They preliminary finding is that the capacity is currently under-powered and not meeting power requirements. The conclusion applies to the whole campus. The power study is still ongoing.

2021 faculty IT survey

The committee agreed that we should continue to survey the faculty annually. The survey report is reproduced at the end of this annual report.

Recommendations:

- Support DoIT to the fullest level possible during the COVID-19 emergency
- Continue to improve WiFi & internet access more broadly on campus

The IT Committee should:

- Continue to survey faculty on an annual basis;
- Add prompts to future surveys about research technology and administrative systems used by faculty
- Consider exploration of the following topics during the 2021-2022 academic year (see the report below for further details):
 - Classroom technology & support
 - Virtual classroom technology & support
 - Learning management systems (LMS)
 - Software licensing
 - Centralization of IT
 - Archival data storage
 - Data security when working from home
 - Preferred names

Faculty Senate IT Committee Members (Chun-Hui Miao & Neset Hikmet, Co-Chairs)

August 2021

Report on the 2021 Faculty Senate IT Survey

In the spring of 2021, the Faculty Senate IT Committee distributed a brief survey on satisfaction with UofSC's state of technology to faculty. The project had three goals:

- to continue to monitor trends in faculty assessment of IT
- to identify topics for investigation by the IT Committee during the 2021-2022 academic year
- to conduct a forum to discuss the survey findings and provide feedback to this committee for further action

322 responses were received, comparable to the 357 faculty members who participated last year. Demographic information is included in the survey results attached to this document

This is the third year that we have collected responses on satisfaction. We urge caution in the interpretation of these results.

- The aggregate, satisfaction with IT services and support offered by *units* appears to exceed satisfaction with those provided *centrally* by the Division of IT, which is consistent with the 2020 study results
- In this survey faculty were asked to prioritize the most important areas that DoIT should direct their efforts and resources for the near future. Survey included 12 specific topics:
 - New Grants Management Processes and System
 - High Performance Computing Resources
 - Research Data Storage Resources
 - Research IT Support Personnel
 - Upgrade classroom equipment
 - Improve WiFi in classrooms
 - Additional Teaching Tools
 - Classroom Technology Support Improvements
 - University provided laptop/desktop on regular replace cycle
 - Site Licenses for widely used software
 - Business process improvement
 - Improved Data and Analytics Tools

From the comments submitted, the following issues for possible exploration in Academic Year 2021-2022

- University provided laptop/desktop on regular replace cycle
- Upgrade classroom equipment
- Improve WiFi in classrooms

- **Research Data Storage Resources**

Based on these findings the committee scheduled a focus group meeting in mid-August to further identify and propose action items for the 2021-2022 academic year. The focus group outcomes and the committee's evaluation will be documented and presented to Faculty Senate as action items in the forthcoming Faculty Senate meetings.

Faculty IT Survey PID 2877

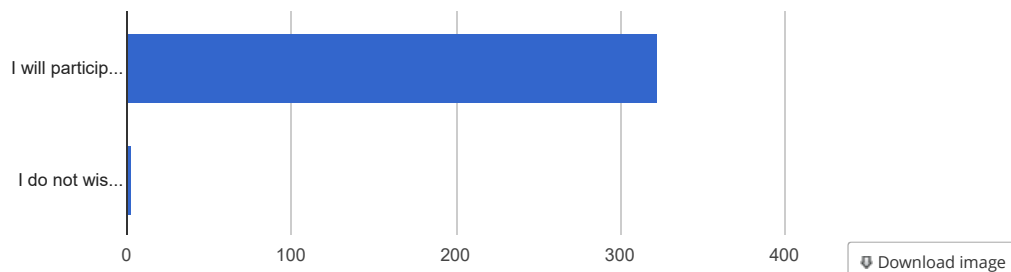
Data Exports, Reports, and Stats

All data (all records and fields)

Consent (v1)

Total Count (N)	Missing*	Unique
325	0 (0.0%)	2

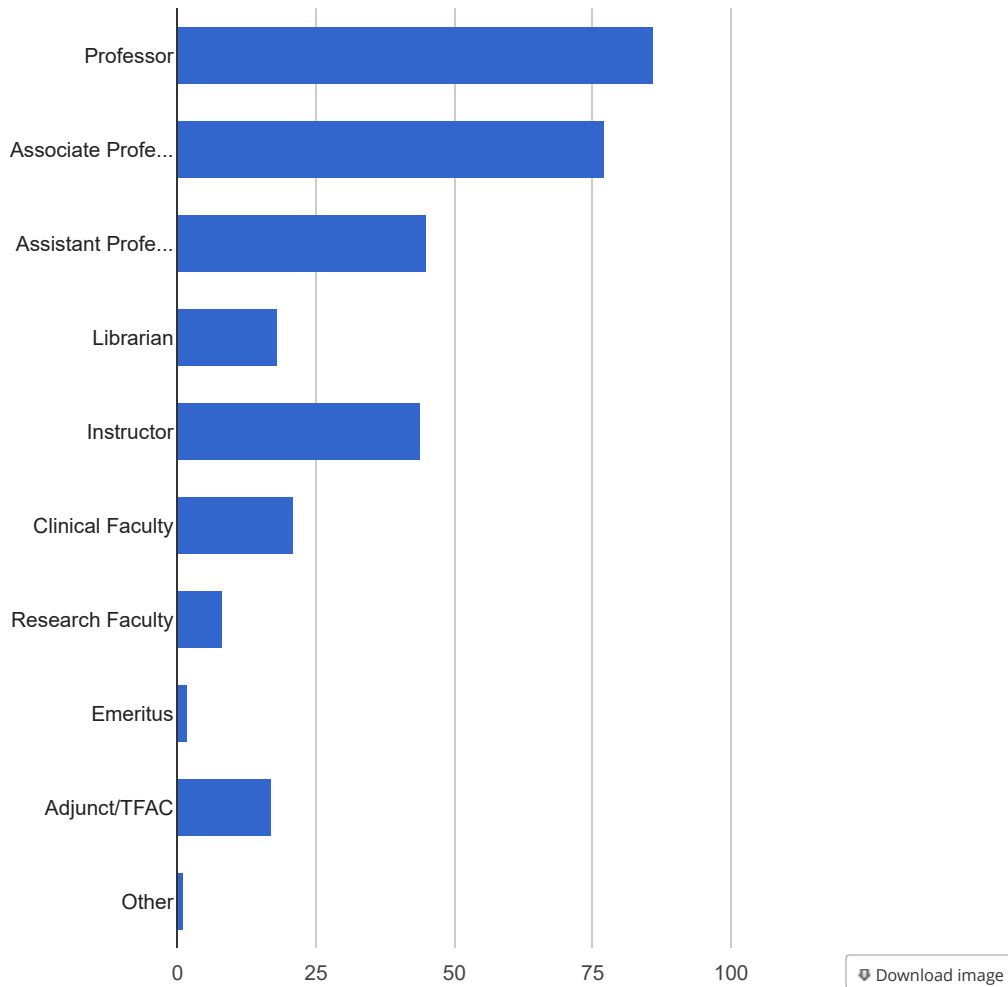
Counts/frequency: I will participate. (322, 99.1%), I do not wish to participate. (3, 0.9%)



Position (v2)

Total Count (N)	Missing*	Unique
319	6 (1.8%)	10

Counts/frequency: Professor (86, 27.0%), Associate Professor (77, 24.1%), Assistant Professor (45, 14.1%), Librarian (18, 5.6%), Instructor (44, 13.8%), Clinical Faculty (21, 6.6%), Research Faculty (8, 2.5%), Emeritus (2, 0.6%), Adjunct/TFAC (17, 5.3%), Other (1, 0.3%)



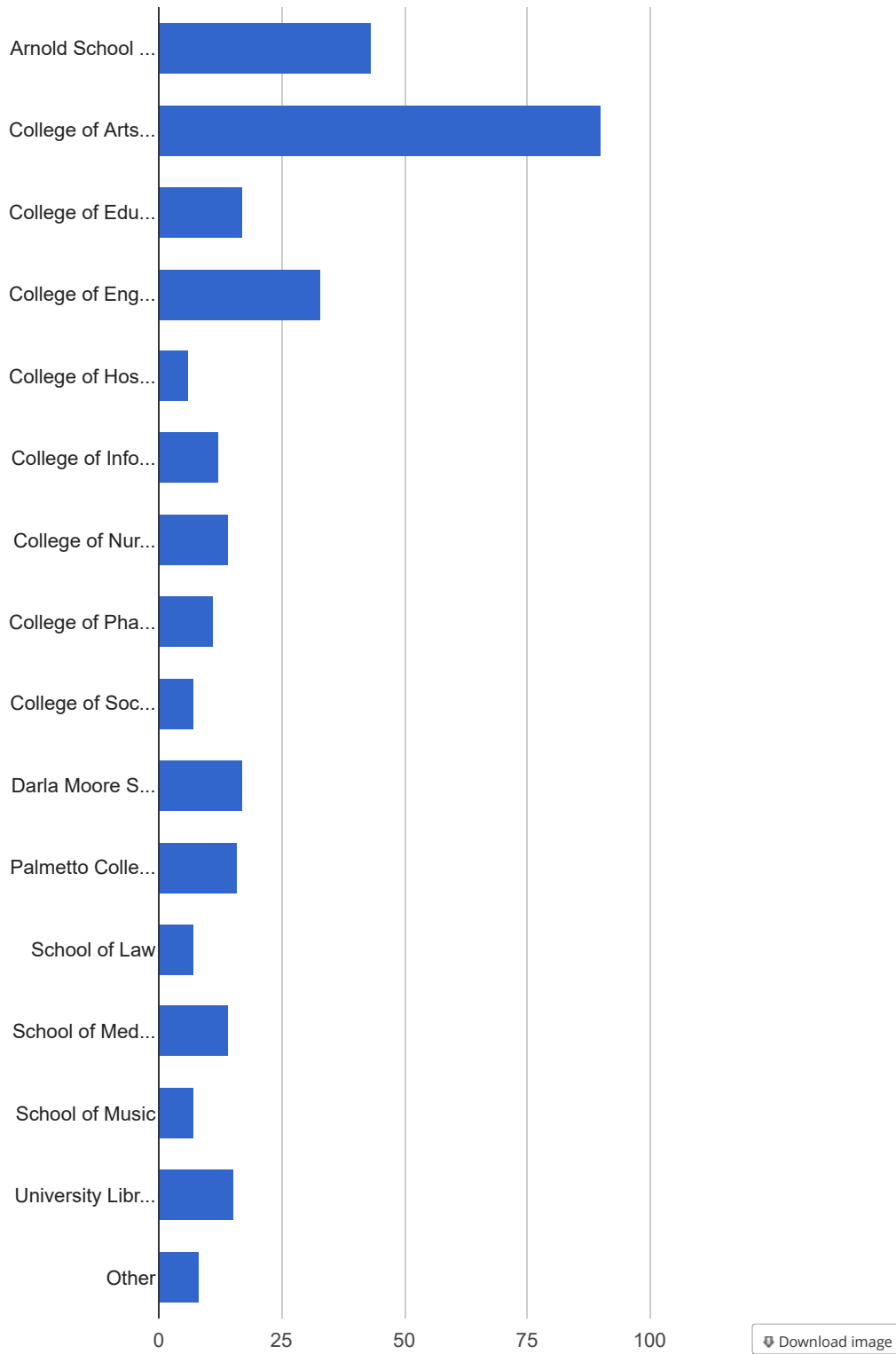
Please describe "Other" (v2o)

Total Count (N)	Missing*
1	324 (99.7%)

College (v3)

Total Count (N)	Missing*	Unique
317	8 (2.5%)	16

Counts/frequency: Arnold School of Public Health (43, 13.6%), College of Arts and Sciences (90, 28.4%), College of Education (17, 5.4%), College of Engineering and Computing (33, 10.4%), College of Hospitality, Retail and Sport Management (6, 1.9%), College of Information and Communications (12, 3.8%), College of Nursing (14, 4.4%), College of Pharmacy (11, 3.5%), College of Social Work (7, 2.2%), Darla Moore School of Business (17, 5.4%), Palmetto College (16, 5.0%), School of Law (7, 2.2%), School of Medicine (14, 4.4%), School of Music (7, 2.2%), University Libraries (15, 4.7%), Other (8, 2.5%)



[Download image](#)

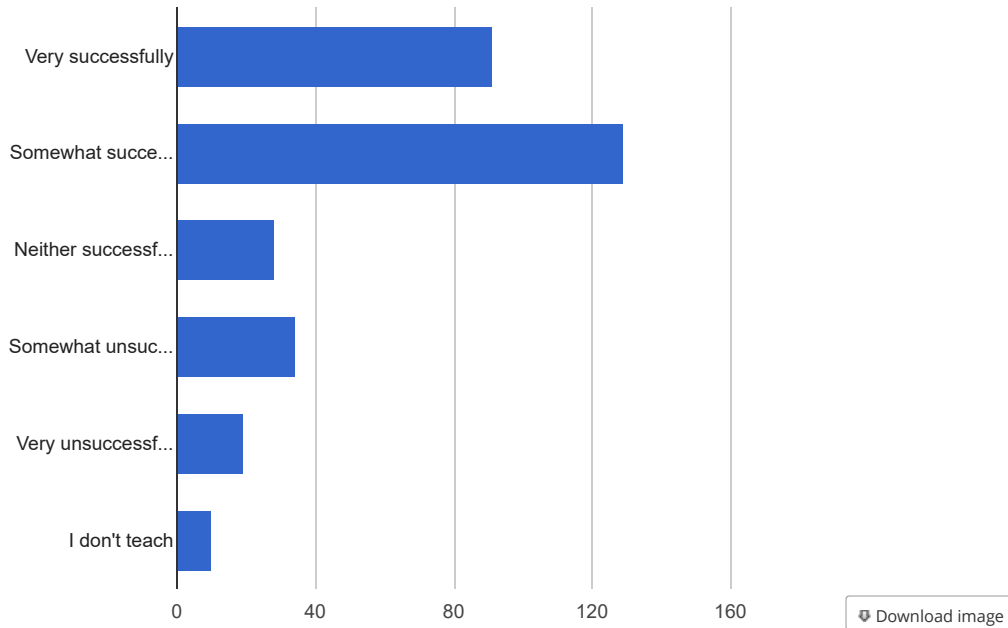
College, Other (v3a)

Total Count (N)	Missing*
5	320 (98.5%)

How successfully has the IT environment on your campus met your teaching needs? (v4)

Total Count (N)	Missing*	Unique
311	14 (4.3%)	6

Counts/frequency: *Very successfully* (91, 29.3%), *Somewhat successfully* (129, 41.5%), *Neither successfully nor unsuccessfully* (28, 9.0%), *Somewhat unsuccessfully* (34, 10.9%), *Very unsuccessfully* (19, 6.1%), *I don't teach* (10, 3.2%)



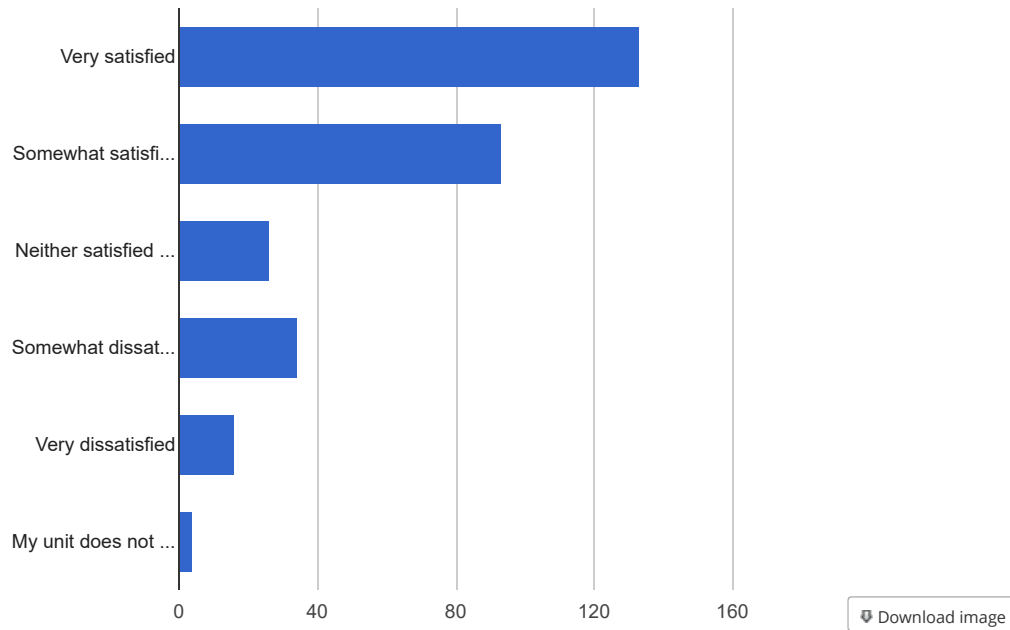
Please explain why you selected this answer. (v4a)

Total Count (N)	Missing*
52	273 (84.0%)

Overall, how satisfied are you with the IT services and support offered by your academic unit (college/department specific)? (v6)

Total Count (N)	Missing*	Unique
306	19 (5.8%)	6

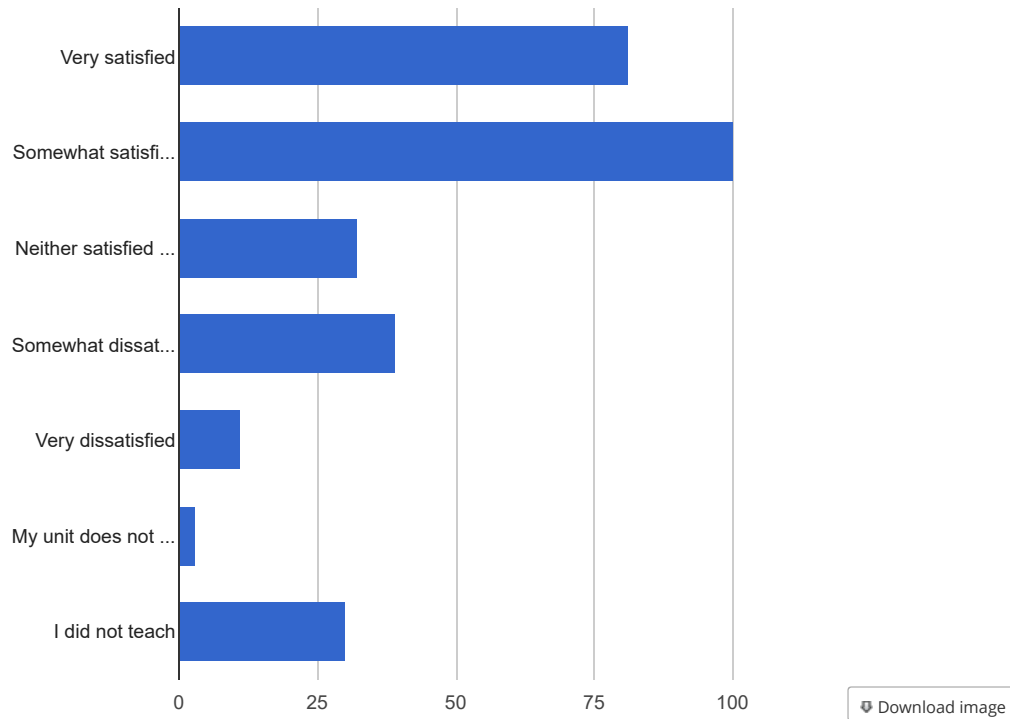
Counts/frequency: *Very satisfied* (133, 43.5%), *Somewhat satisfied* (93, 30.4%), *Neither satisfied nor dissatisfied* (26, 8.5%), *Somewhat dissatisfied* (34, 11.1%), *Very dissatisfied* (16, 5.2%), *My unit does not provide IT services* (4, 1.3%)



Pre-COVID-19 (v5a)

Total Count (N)	Missing*	Unique
296	29 (8.9%)	7

Counts/frequency: Very satisfied (81, 27.4%), Somewhat satisfied (100, 33.8%), Neither satisfied nor dissatisfied (32, 10.8%), Somewhat dissatisfied (39, 13.2%), Very dissatisfied (11, 3.7%), My unit does not provide IT services (3, 1.0%), I did not teach (30, 10.1%)

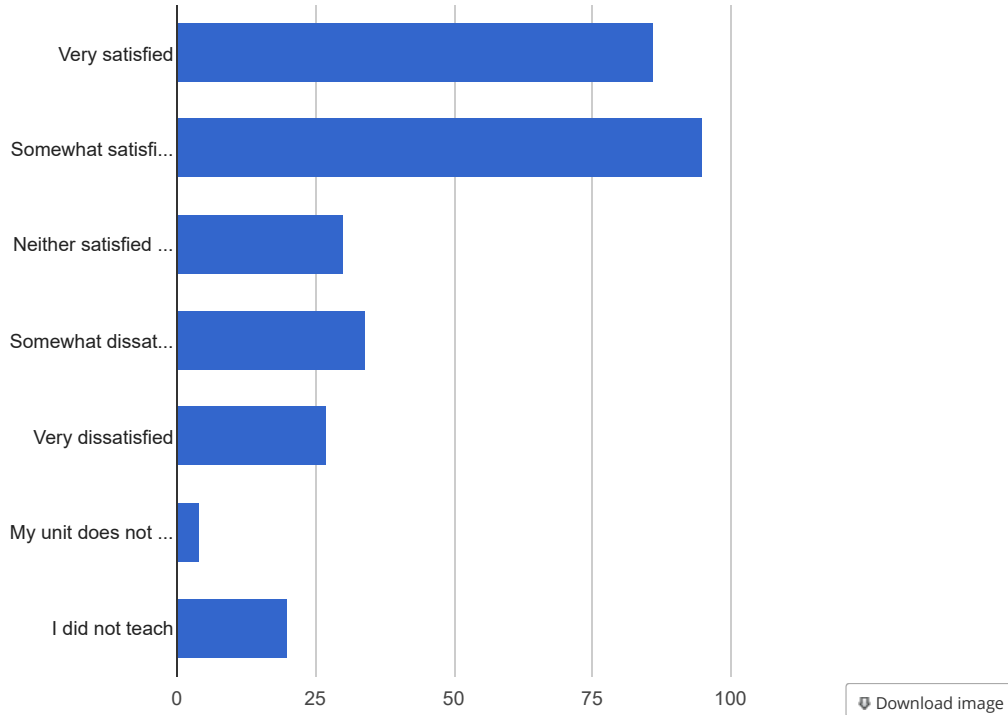


Post-COVID-19 (v5b)

Total Count (N)	Missing*	Unique

296	29 (8.9%)	7
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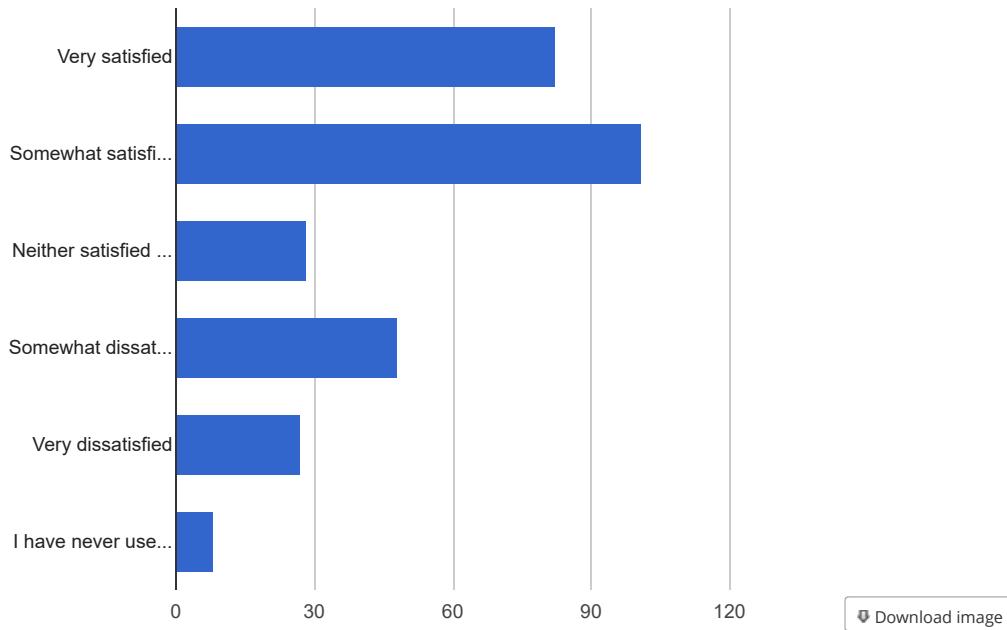
Counts/frequency: *Very satisfied* (86, 29.1%), *Somewhat satisfied* (95, 32.1%), *Neither satisfied nor dissatisfied* (30, 10.1%), *Somewhat dissatisfied* (34, 11.5%), *Very dissatisfied* (27, 9.1%), *My unit does not provide IT services* (4, 1.4%), *I did not teach* (20, 6.8%)



Overall, how satisfied are you with the services and support offered by the Division of IT (DoIT), (examples: software availability, networking, research clusters, Service Desk)? (v7)

Total Count (N)	Missing*	Unique
294	31 (9.5%)	6

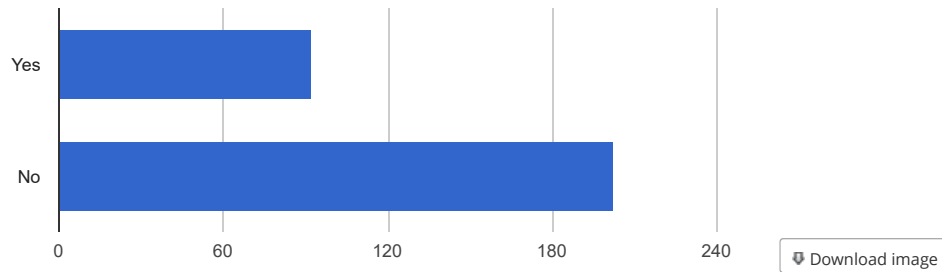
Counts/frequency: *Very satisfied* (82, 27.9%), *Somewhat satisfied* (101, 34.4%), *Neither satisfied nor dissatisfied* (28, 9.5%), *Somewhat dissatisfied* (48, 16.3%), *Very dissatisfied* (27, 9.2%), *I have never used DoIT's services and support* (8, 2.7%)



Have you ever used DoIT's "Knowledge Base"? (v9x)

Total Count (N)	Missing*	Unique
294	31 (9.5%)	2

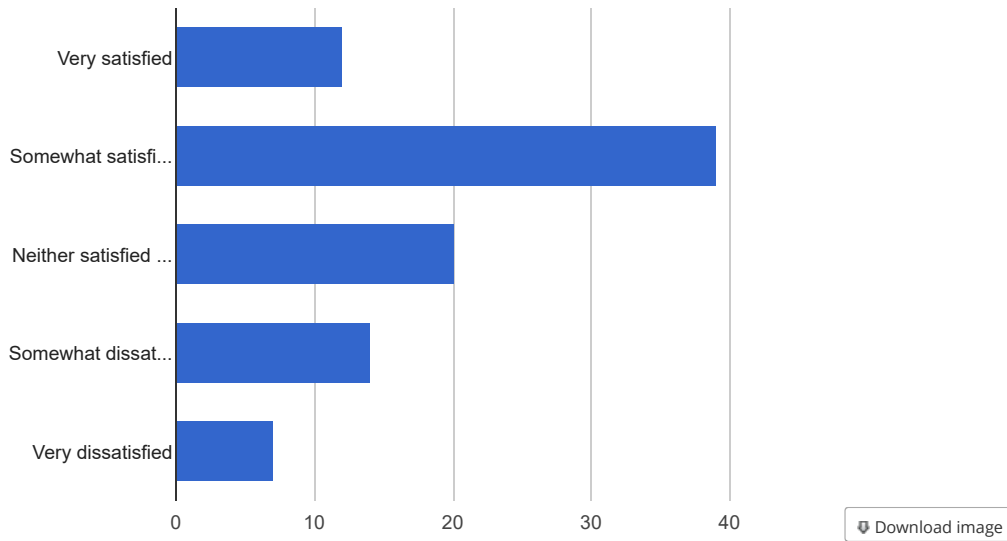
Counts/frequency: Yes (92, 31.3%), No (202, 68.7%)



How satisfied are you with DoIT's Knowledge Base? (v10)

Total Count (N)	Missing*	Unique
92	233 (71.7%)	5

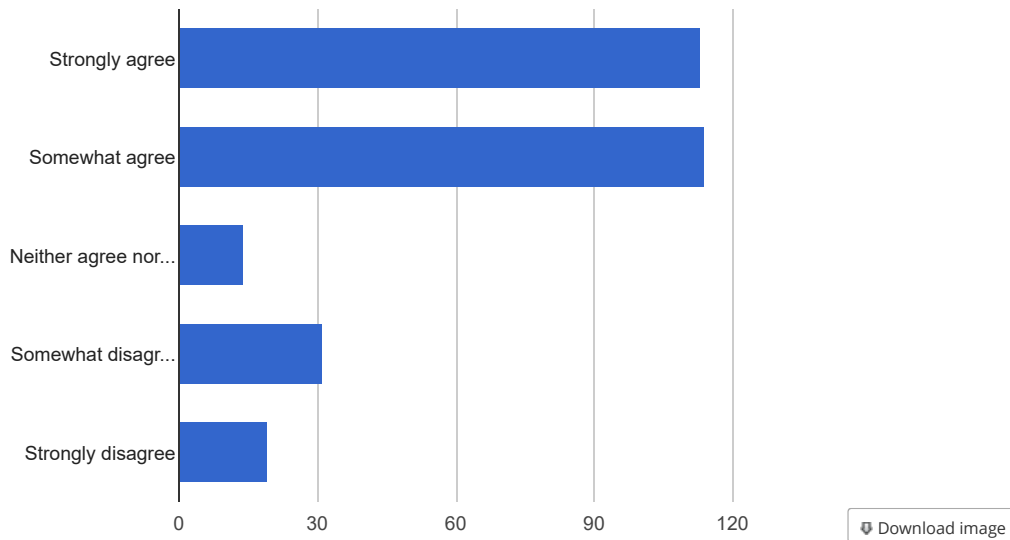
Counts/frequency: Very satisfied (12, 13.0%), Somewhat satisfied (39, 42.4%), Neither satisfied nor dissatisfied (20, 21.7%), Somewhat dissatisfied (14, 15.2%), Very dissatisfied (7, 7.6%)



Please rate your level of agreement with the following statement: "When I have an IT problem or need, I know where to go for a solution." (v8)

Total Count (N)	Missing*	Unique
291	34 (10.5%)	5

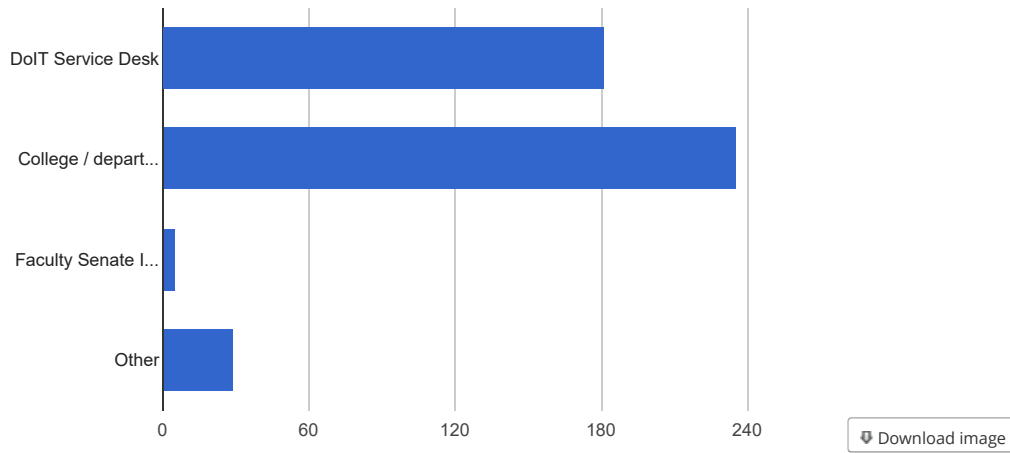
Counts/frequency: Strongly agree (113, 38.8%), Somewhat agree (114, 39.2%), Neither agree nor disagree (14, 4.8%), Somewhat disagree (31, 10.7%), Strongly disagree (19, 6.5%)



Where do you go for IT solutions? Check all that apply. (v9)

Total Count (N)	Missing*	Unique
291	34 (10.5%)	4

Counts/frequency: DoIT Service Desk (181, 62.2%), College / department / academic unit IT staff (235, 80.8%), Faculty Senate IT Committee (5, 1.7%), Other (29, 10.0%)



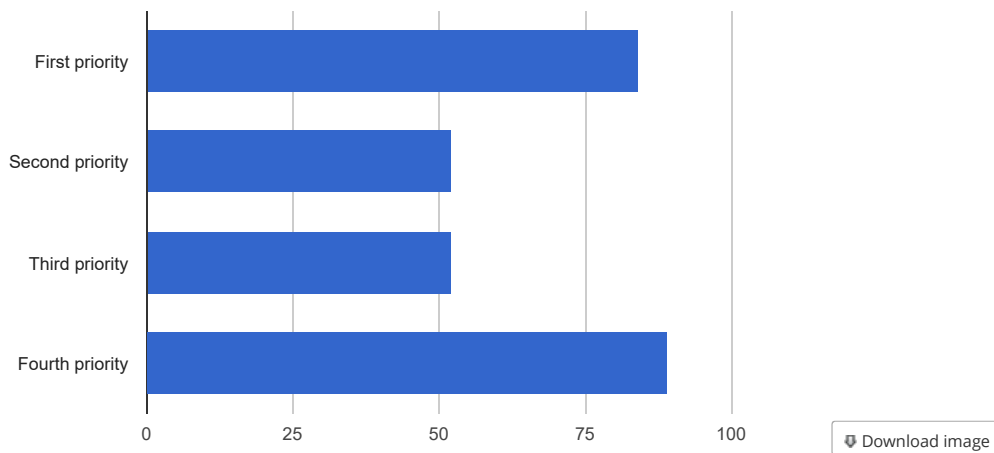
IT Solution, Other - Please describe. (v9a)

Total Count (N)	Missing*
29	296 (91.1%)

New Grants Management Processes and System - Pre and Post award (v11a)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

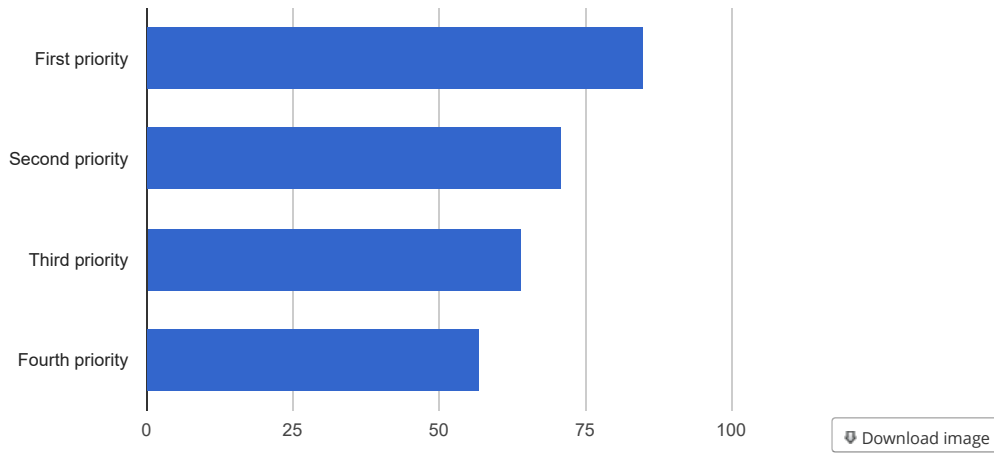
Counts/frequency: First priority (84, 30.3%), Second priority (52, 18.8%), Third priority (52, 18.8%), Fourth priority (89, 32.1%)



High Performance Computing Resources - e.g. another cluster (v11b)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

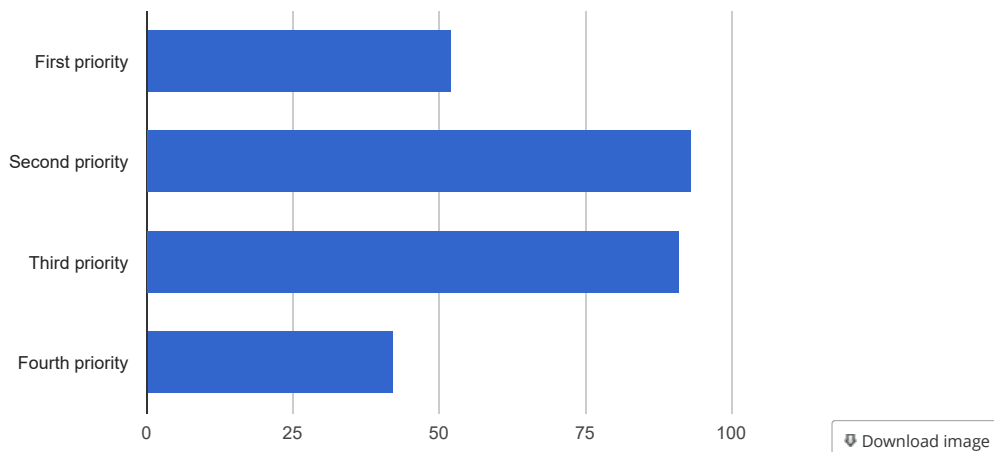
Counts/frequency: First priority (85, 30.7%), Second priority (71, 25.6%), Third priority (64, 23.1%), Fourth priority (57, 20.6%)



Research Data Storage Resources (v11c)

Total Count (N)	Missing*	Unique
278	47 (14.5%)	4

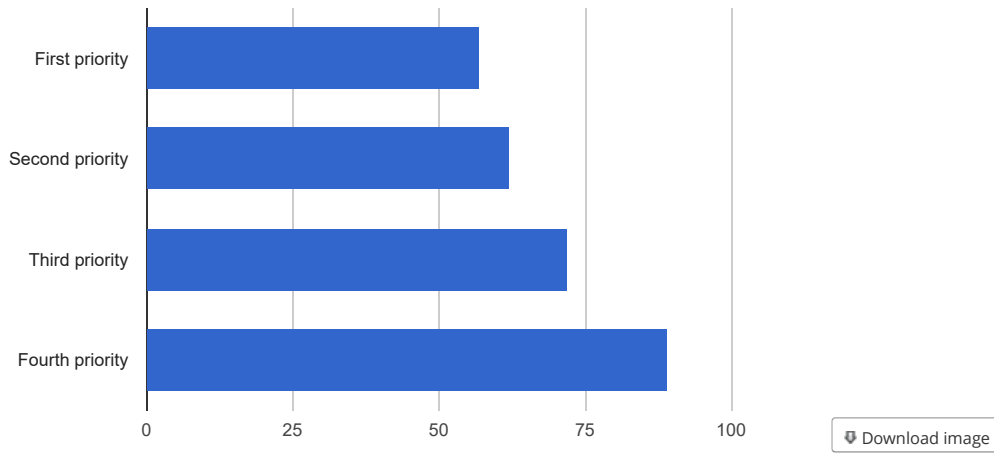
Counts/frequency: First priority (52, 18.7%), Second priority (93, 33.5%), Third priority (91, 32.7%), Fourth priority (42, 15.1%)



Research IT Support Personnel - write code - utilize HPC (v11d)

Total Count (N)	Missing*	Unique
280	45 (13.8%)	4

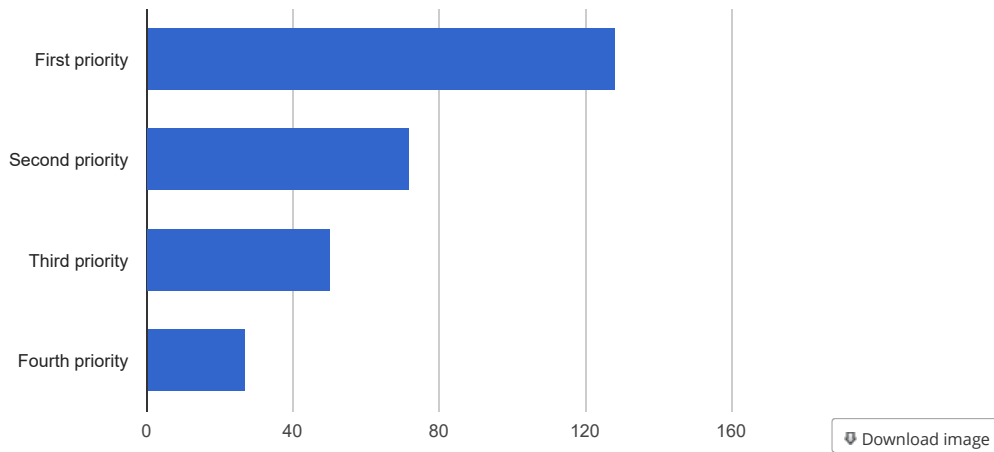
Counts/frequency: First priority (57, 20.4%), Second priority (62, 22.1%), Third priority (72, 25.7%), Fourth priority (89, 31.8%)



Upgrade classroom equipment (e.g. projectors, mics, cameras) (v12a)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

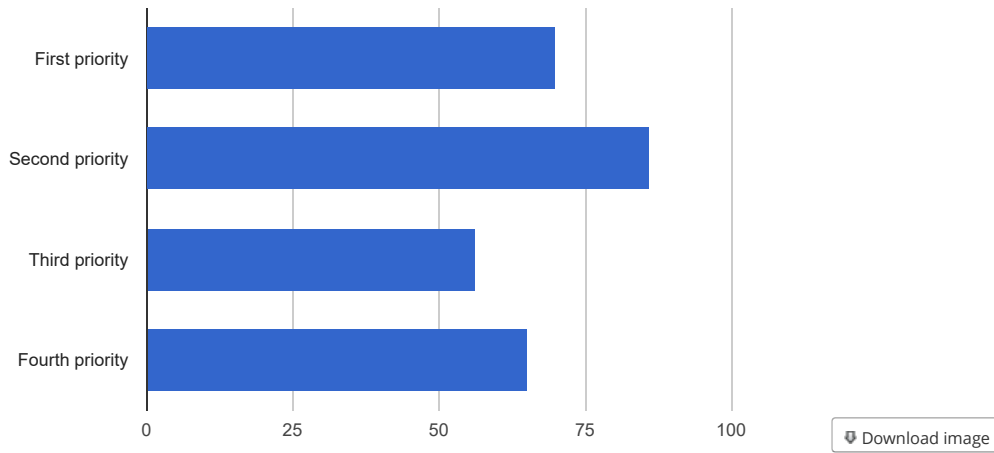
Counts/frequency: First priority (128, 46.2%), Second priority (72, 26.0%), Third priority (50, 18.1%), Fourth priority (27, 9.7%)



Improve WiFi in classrooms (v12b)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

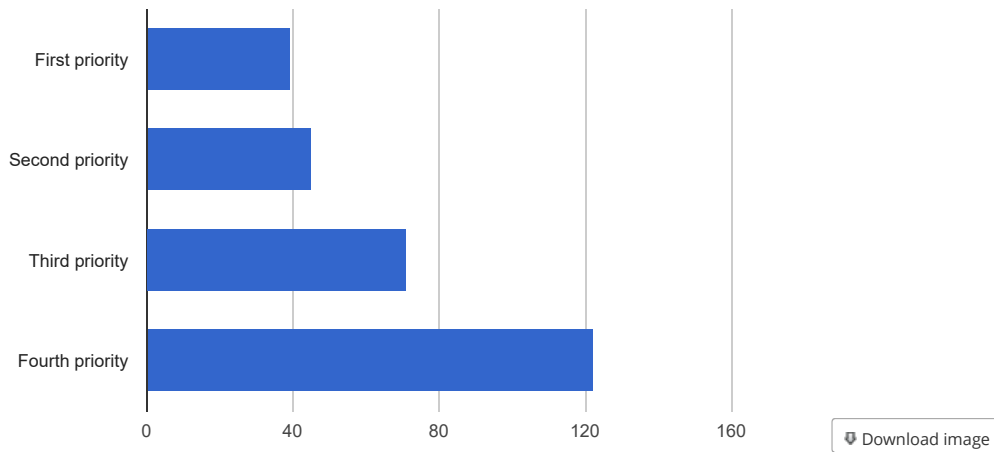
Counts/frequency: First priority (70, 25.3%), Second priority (86, 31.0%), Third priority (56, 20.2%), Fourth priority (65, 23.5%)



Additional Teaching Tools (e.g. testing, proctoring, eText) (v12c)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

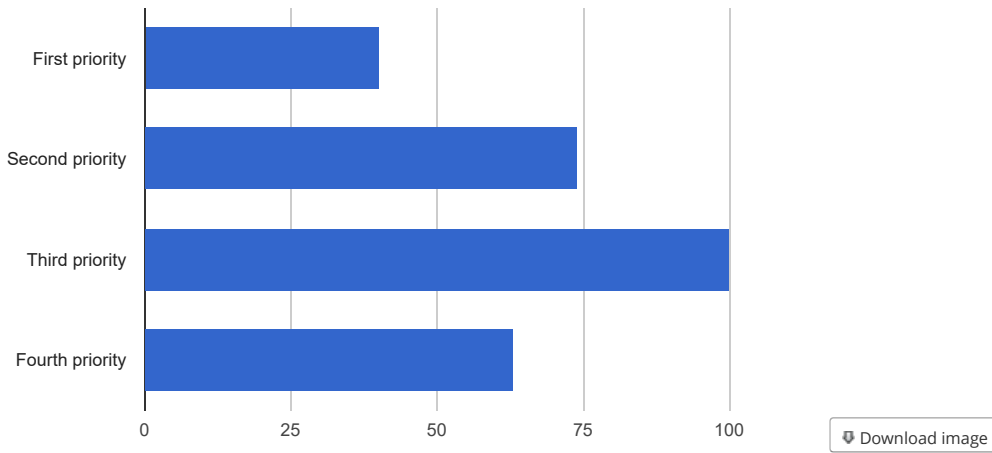
Counts/frequency: First priority (39, 14.1%), Second priority (45, 16.2%), Third priority (71, 25.6%), Fourth priority (122, 44.0%)



Classroom Technology Support Improvements (v12d)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

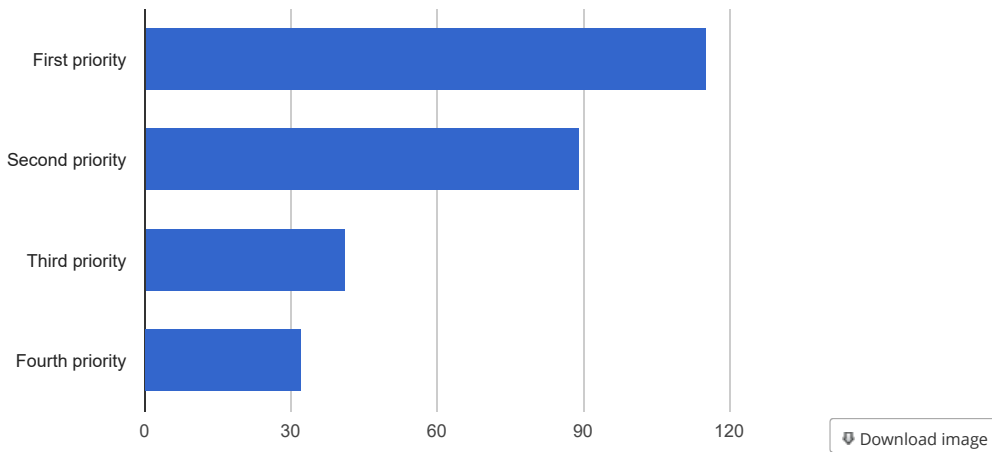
Counts/frequency: First priority (40, 14.4%), Second priority (74, 26.7%), Third priority (100, 36.1%), Fourth priority (63, 22.7%)



University provided laptop/desktop on regular replace cycle (v13a)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

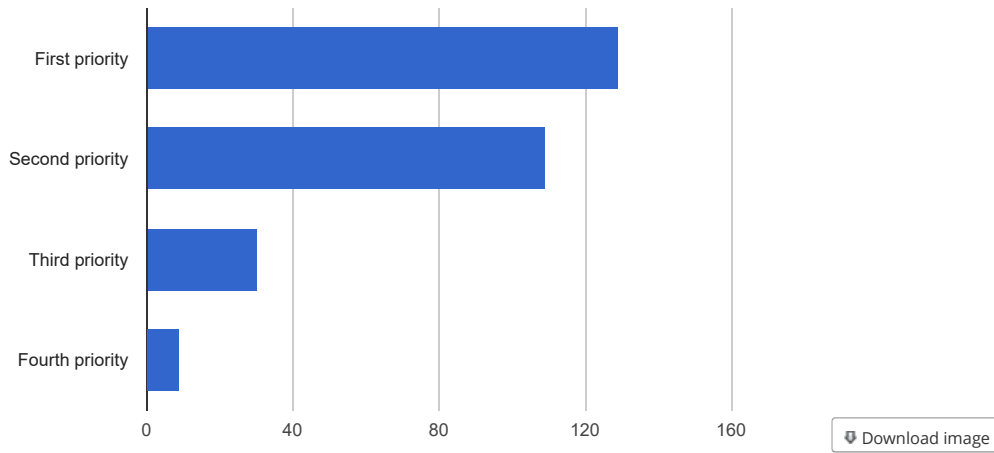
Counts/frequency: First priority (115, 41.5%), Second priority (89, 32.1%), Third priority (41, 14.8%), Fourth priority (32, 11.6%)



Site Licenses for widely used software (v13b)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

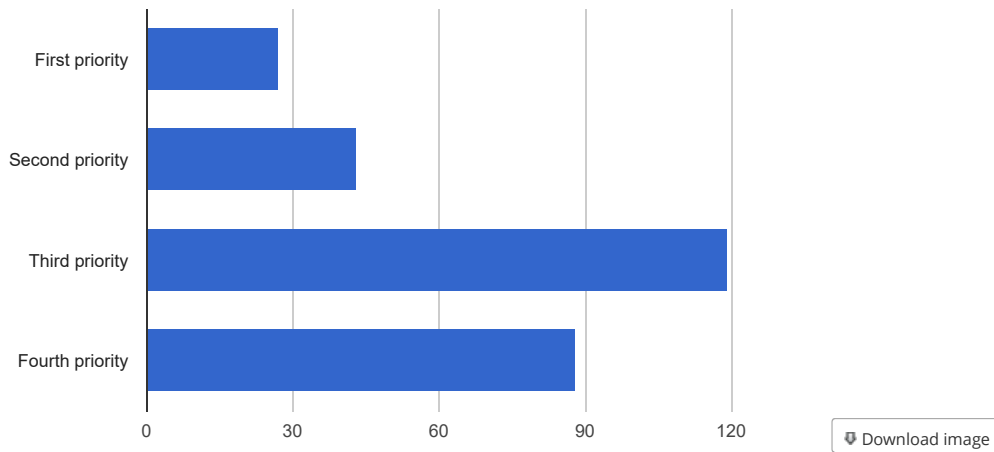
Counts/frequency: First priority (129, 46.6%), Second priority (109, 39.4%), Third priority (30, 10.8%), Fourth priority (9, 3.2%)



Business process improvement (e.g. Human Resources, Procurement, IT Services) (v13c)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

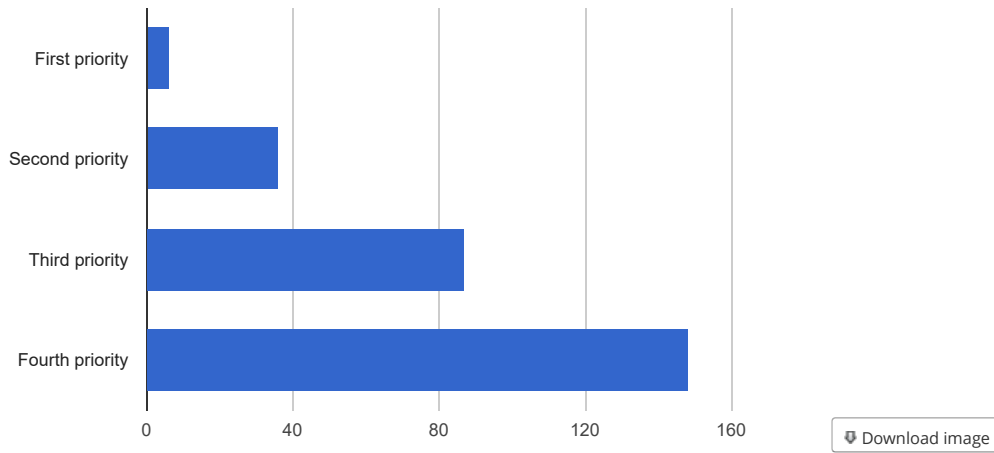
Counts/frequency: First priority (27, 9.7%), Second priority (43, 15.5%), Third priority (119, 43.0%), Fourth priority (88, 31.8%)



Improved Data and Analytics Tools (e.g. Tableau, Power BI, BigQuery) (v13d)

Total Count (N)	Missing*	Unique
277	48 (14.8%)	4

Counts/frequency: First priority (6, 2.2%), Second priority (36, 13.0%), Third priority (87, 31.4%), Fourth priority (148, 53.4%)



How can the IT environment on your campus be improved to better serve faculty, staff, and students? (v14)

Total Count (N)	Missing*
141	184 (56.6%)

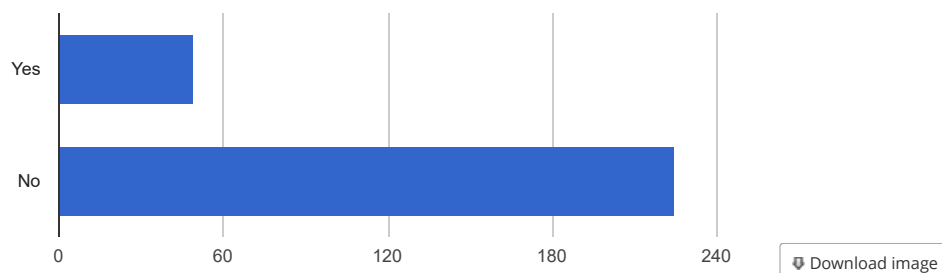
Please offer any additional comments or suggestions. (v15)

Total Count (N)	Missing*
49	276 (84.9%)

To have a better understanding of faculty IT needs/concerns we are seeking volunteers willing to participate in discussion of the survey findings and provide feedback to this Committee. (v16)

Total Count (N)	Missing*	Unique
273	52 (16.0%)	2

Counts/frequency: Yes (49, 17.9%), No (224, 82.1%)



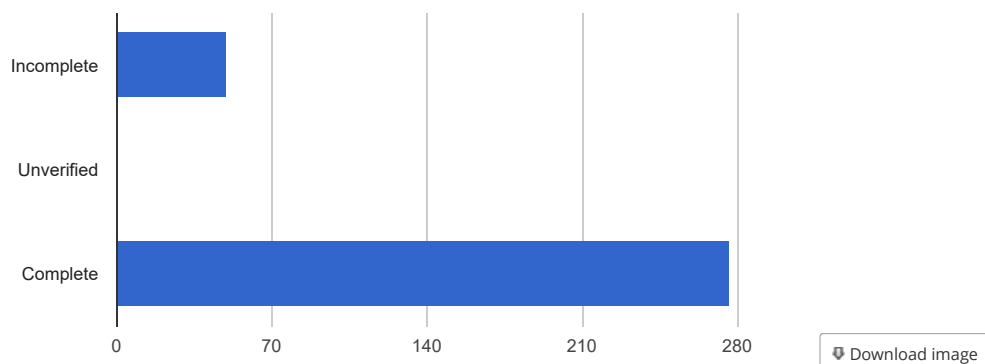
Please provide your campus email so that we can communicate with you concerning the IT Insights Retreat. (v17)

Total Count (N)	Missing*
49	276 (84.9%)

Complete? (*fsitc_s2021_complete*)

Total Count (N)	Missing*	Unique
325	0 (0.0%)	2

Counts/frequency: Incomplete (49, 15.1%), Unverified (0, 0.0%), Complete (276, 84.9%)



* Note: Values listed as 'Missing' may include records with a Missing Data Code (if Missing Data Codes are defined).