

In attendance: Brad Hinson (chair), Charles Musiba, Crystal Gasell (OIT), Jiban Khuntia (vice chair), Lorrie Evans, Sheana Bull (ODE), Jason Drysdale (ODE), Troy Butler (secretary), Maryam Darbeheshti, Tony Fonzi (OIT), Storm Gloor, Sheard Goodwin

Agenda

Updates & Discussion

- ODE / CU Denver Online ([Chancellor's Proposal](#)) (Brad)
- Service Desk / Faculty Success (Brad, Crystal, Jason)
- Test Proctoring/Facial Recognition/DEI ([Shea Swauger letter](#)) (Brad)
- Polling Software (Crystal / Lindsay H.)

Pending Items

- LETTS transition to MS Teams (Brad)
- Zoom Options

Minutes

- ODE updates
 - Sheana: ODE history – developed and formally launched to serve CU Denver/Anschutz. President Kennedy changed directive to serve all four campuses instead of two. This was derailed in summer 2020 due to financial considerations.
 - Consulting group support was changed to Alpha Education recently. The financial model for providing support is now validated by Alpha Education. Now, logistics are being determined regarding Master Services Agreements between ODE and all four campuses. This is about the financial model for supporting ODE services from each campus. The Master Services Agreement is an overarching financial model.
 - What will be more directly impactful for faculty is what is called Term Sheets describing the deliverables from ODE and how to engage with ODE. In other words, a Term Sheet describes what you get from ODE and what ODE needs from the departments to support faculty.
 - A Term Sheet is like an MOU.
 - Topics being considered by ODE include rubrics for assessing how online offerings are being administered and determining what makes a program competitive, effective/attractive, etc. This will enable ODE to identify how they can aid departments be (more) successful in their offerings.
 - May not call it a rubric. It is about defining/identifying the attributes of success.

- Brad: Asks for clarification that the pipeline for interacting with ODE is staying the same between CU Denver with ODE or is it about all a carte services.
 - Sheana: This is still being determined and will be considered/informed in part by the rubrics/terms of service.
 - Lorrie: What about issues involving a program that has prerequisites/core courses outside of the department being offered?
 - Sheana: There needs to be a focus on developing an online core to serve the general needs of various programs where we focus on avoiding duplication. This requires figuring out what types of cross-listings and reciprocity agreements can be agreed upon between departments.
 - Sheana: Request to LETTS – we advocate for the technology/education needs we have through ODE.
 - Sheana: Partnering with ODE and taking advantage of new chancellor Michelle Marks should help Denver when it comes to dealing with duplications and other issues arising from competing departments with various campuses.
- Service Desk / Faculty Success update
 - Brad: Still trying to settle on OIT service desk in terms of its centralization and issues arising Canvas help and long queues for faculty.
 - Crystal: Service desk is paid 100% through OIT not ODE, so OIT services should reside in Denver.
 - We are missing academic technology support coordination between ODE and OIT stemming from when they split several years ago. Some people left a while ago that were not replaced that used to fill this role.
 - Polling Software
 - Crystal: Soliciting thoughts on a potential polling solution for large online courses. There are a lot of limitations in the functionality of how zoom polling works. There are questions about how to do live quizzes that pull grades/scores into Canvas. Would like to do a site license across all four campuses.
 - Storm Gloor: Sees a need in both his department and Center for Faculty Development.
 - Crystal: Please ask colleagues about what products they are using for polling, what they need/want/like/etc.
 - Brad: If we have a large system wide effort on this, then adoption rates should grow.
 - Test proctoring
 - Brad: Start thinking about the letter from Shea. We will discuss next time.

- Charles: students of color can become distressed with an exam where the facial recognition could not recognize their face.