FACULTY SENATE

Educational & Research Technologies Committee
Minutes
Microsoft Teams
March 16, 2022

Present: Thomas Borchert (Faculty Senate), Hung Do (BSAD), Marc Law (CAS), Helen Read (CEMS), Lyman Ross (LIB), Tim Tourville (CNHS), John Yin (CAS)

Absent: Luben Dimov (RSENR), Maddie Henson (SGA), Steve Kostell (CALS), Regina Toolin (CESS),, Vacant (GSS), Vacant (LCOM), Vacant (LCOM)

Guests: Simeon Ananou, Mike Austin, Andrew Horvat, Alex Messinger

Chair Helen Read called the meeting to order at 9:00 am via Microsoft Teams.

1. **Minutes.** The minutes of February 2022 were approved as written.

2. **Chair Update,** Bob Wilden has stepped down from the ERTC and will no longer serve as co-chair. Helen will continue to chair the ERTC. Helen will cover Executive and Senate meetings as their teaching schedule allows.

3. **Shared Service, Simeon Ananou.** CIO Ananou provided the committee with a update of the shared services model at UVM.

ERTC Meeting

March 16, 2022

Update on IT Shared Services and on Computer Replacement Process

The University of Vermont

Some Highlights from Shared Services

- Creation of 2 Services Hubs for the Campus
- Hiring of 2 Hub Leads
- Reallocation of 14 Positions
- Ongoing Virtualization of computer Labs
- Automation of Software Delivery
- 3 Levels of Support (self-service, remote and in-person)
- Planned Replacement of Wireless Network

- Support for Signature Events in Grossman
- Including Extension Sites in the Hubs
- Gradual visibility benefit of IT services on campus
- Migration to a Single Issue Tracking System
- Establishment and implementation of new research computing support framework
- Exploration of Cloud Services to support researchers

Currently Underway

- Data Gathering to inform Phase 2

- Review of Computer Replacement Lifecycle

- Review of Process to Move Existing Initiatives to the Enterprise Technology Portfolio

- Printer Management

One-Year Evaluation

1. What seems to be working well in your IT Hub?

2. What doesn't seem to be working well in your IT Hubs?

3. What/should we do differently in the Hubs?

Proposed Intermediary Computer Replacement Process

- Hub leads will aggregate all the existing inventories that are being kept by the Colleges/Schools
  - If they can be combined into a common format, they'll do that; if not, they'll keep them separate
- As new devices are ordered, or old ones are disposed of, they'll update the inventory using the consultative process the college/school has used in the past
- Transitioning from old machines to new ones will be part of the service that the hub provides.
- Additionally, we'd like to dive into the issue of developing standard configurations sooner rather than later (knowing that not everything can be standardized) and would like to seek your help as we dive into that topic.

The ERTC would like to be a focus group in the Shared Service model, Simeon has agreed to this request.

4. **Laptop Replacement Policy, Simeon Ananou.** There is currently a new proposal on the laptop replacement policy in the works. The life cycle of a computer is part of the new proposal. Unfortunately the proposal is currently on hold. For now it is under the discretion of the department if they have the funding to replace a laptop and how often laptops are replaced. CIO Aanou will update the committee on the progress of the new policy.

5. **Classroom Technology, Andrew Horvat.** They are in the process of trying to understand the needs for technology in the classroom. They are also trying to understand what faculty needs going forward around what virtual learning would look like after the pandemic. It is a long process from determining needs to fully supporting a classroom.

   The committee discussed specific classroom and instructor needs. However, they really want to get a better view of what the campus needs. Thomas Borchert will work with Andrew to see if a campus wide survey is something that would provide the information that is needed.

   There was also discussion around the software needs of classrooms. Faculty can go to https://www.uvm.edu/it/kb/classroom-software-request/ to request software for a certain classroom.

   The committee would like to also have conversations around the furniture setup of classrooms. This conversation would have to include guests from the Classroom Improvement Committee.

6. **Committee Update.** Both LCOM seats are currently vacant. The following members have terms that will expire on June 30th 2022.

   - Helen Read

- Luben Dimov
- Lyman Ross
- LCOM

The Faculty Senate Office has reached out to the colleges to provide this informations. Colleges will be holding elections, current members are encouraged to run again.

7. **New Business / Old Business.** There was not new / old business at this meeting.

The next meeting of the ERTC will take place on April 13th at 9:00am on Microsoft Teams.