
Academic Information Technology Council

Minutes of 22 January 2024

Call to Order

The regular meeting of the Western Michigan University Faculty Senate Academic Information Technology Council was called to order at 10 a.m. on 22 January 2024 via Webex video conferencing by Timothy Broadwater, chair.

Members Present: Timothy Broadwater, Brian Carnell, Jessica Cataldo, Colin Cork, Matthew Fries, Paul Gallagher, Annette Hamel, Andrew Holmes, Pavel Ikonov, Katie Marshall, Joshua Naranjo, Geraldine Rinna, Zoann Snyder, Ryan Tay

Members Absent: Michael Kahwaji, Cara Masselink, Scott Puckett

Ex Officio: Kieran Fogarty

Guest: Bryon Glock, Office of Information Technology

Quorum

A quorum was present with 15 members in attendance, of the 10 needed to establish a quorum.

Agenda

[MOTION] It was moved by Rinna, seconded by Ikonov, to accept the agenda as presented. The motion carried unanimously.

Minutes

[MOTION] It was moved by Ikonov, seconded by Naranjo, to approve the 4 December 2023 minutes as presented. The motion carried unanimously.

Reports of Officers

Chair Broadwater did not provide a report.

Ex Officio Fogarty reported on the Artificial Intelligence (AI) Subcommittee survey, which went out before the holiday break. Data analysis is currently in process. Once completed, the report will be shared with AITC, and the results will be posted on the Faculty Senate website with an interactive dashboard that will allow the data to be broken down by several variables. Focus groups will be scheduled next. The subcommittee is aware of other activities around AI on campus and is trying to ensure efforts are not duplicated.

Reports of University Representatives

Holmes reported on the following:

1. Helpdesk is currently undergoing restructuring, which will change how support is delivered. The restructuring includes changing the internal reporting structure of staff.
2. Two Helpdesk specialists will be moving to the reporting line of the Helpdesk Director.
3. There was a vacancy for Assistant Director that occurred at the end of the fall semester. This provided an opportunity to look at workflows and position the Helpdesk to be more proactive. There is currently a request to convert the position into an analyst position. This position will think through challenges and address these challenges through documentation, training, etc., so the Helpdesk can be less reactive to problems.
4. Goal to move the Helpdesk into 4 tiers follows:
 - a. Tier 0 is self-guided assistance
 - b. Tier 1 is phone, chat, and walk-in help
 - c. Tier 2 is in-depth expertise and troubleshooting
 - d. Tier 3 is subject matter experts.
5. Office of Information Technology (OIT) is also working to consolidate policies. The new policy that combines six current policies should be sent to the University Policy Committee for review by March.

6. Storage survey that was sent in fall 2023 received approximately 700 responses with good, honest feedback. Roadmap will now start to be developed.

Carnell reported on the H5P pilot in eLearning, which will allow for the creation of interaction elements in eLearning. There are about 50 content types (or activities) in the system that can include video, audio, and images. Good response from instructors thus far on the pilot. H5P should be a sustainable, long-term solution to interactive content, as it is more accessible and easier to maintain than previously used solutions, like Articulate. It was asked if H5P could be used for internal training in addition to student instruction. Carnell responded that the license covers whatever usage WMU wants; however, with limited resources, instructional content would take priority.

Glock reported that student communication started to be homed via the Marketing cloud launched in March 2023. This allows communication to be targeted only to applicable students, like targeting registration messages just to students who need to register for classes. Glock offered to set up a time for Katie Easley of Student Success Services and Tomika Griffin-Brown of Merze Tate College to discuss how the system is impacting students.

Tay did not provide a report.

Unfinished Business

Glock and Carnell had no current update on Charge 2 and were waiting for the communications collaboration survey. Holmes noted that this is in the process of being completed. A meeting occurred last week with IT directors who will look forward to the survey. Holmes will ask for an updated timeline on completion.

New Business

None.

Announcements

None.

Adjournment

[MOTION] It was moved by Ikonomov, seconded by Naranjo, to adjourn the meeting at 10:26 a.m. The motion carried unanimously. The Academic and Information Technology Council will meet next on 19 February 2024 at 10 a.m. via Webex video conferencing.

Approval

Submitted by Jessica Cataldo, Substitute Secretary

Minutes were approved on 19 February 2024.