

Minutes from Jan. 26, 2022 meeting

Present: Estanislado Barrera, Stephen Shipman, Joseph Mason, James Canfield, Fabio Del Piero, Wei-Ling Song, Tommy Smith and Chair Judith Sylvester

Guests Craig Woolley, IT Chief Information Officer and Kappie Mumphrey, Vice President, LSU Online & Continuing Education to discuss LSU Online/Faculty Technology Center and IT features.

Kappie Mumphrey discussed Faculty Technology Services and faculty use:

2022 Statistics indicated:

Total calls	4,236
Monthly average	353
Peak month (Aug.)	670
Total Tickets	3,137

Extremely satisfied rating was 92.52%

Training sessions:

Total registration was 55 with Turning Point (19), Gradebook setup (11), and Moodle intro(9) accounting for the majority

Virtual Walk-ins via Zoom = 94

No statistics exist as to what percentage of calls is devoted to LSU Online versus campus faculty because a call initiates finding a solution regardless of which group is calling. The committee was reminded that LSU Online does not hire course instructors. The departments do the hiring. Moodle setup does vary because of LSU Online's eight-week structure versus an entire campus course semester setup.

Implemented or planned

IT has distributed a survey to faculty (sent before the break but reminders were to go out in January) Moodle will be upgraded to 4.1 either this May or May 2024 depending on survey results. This will be a substantial upgrade.

Learning analytics will be available this year.

Kappie Mumphrey acknowledged the need for more and better communication. The FTC website is one source of information. Two advisory groups will be activated: One for LSU Online and one for faculty on campus. The FTC is working with IT to reduce call center wait times, with some remote staff possible.

A survey also will access the type of training faculty desire (video, Zoom, etc.)

Craig Woolley discussed the Teams phone system. He said the original plan was to replace the outdated system that no longer had easily attainable parts. The estimated cost was \$5 to \$6 million. But Teams is included in the Microsoft Office license that offered features required for a savings of between \$4 and \$5 million. LSU has 10,000 phone numbers, so the conversion is going slowly, with 19% completed as of January 2023. Departments make the decision about conversion, so that sometimes means delays as departments decide what type of equipment is desired and the timeline.

So far, the statistics indicate that
1,925 numbers have been converted to Teams
Soft phones (headsets) account for 59%
MS Teams telephones account for 22%
374,510 chat messages have been sent in Teams
9,469 Meetings occurred with MS Teams
23,597 1:1 calls have been made within Teams.

Headsets (soft phones) have cost \$19,480.40
Phone equipment costs are \$101,274.54
The departments pay for the headsets or equipment. Both representatives from the Vet School and the Math Department expressed satisfaction with Teams, especially the chat functions.

Woolley emphasized that IT is NOT doing away with Zoom. That would be a faculty decision. Teams cannot yet do everything Zoom does but eventually it might equal or exceed Zoom in performance – but even then it would be a faculty decision.

Classroom upgrades are in progress, with capability to allow hybrid courses. Better speakers, cameras and capabilities have already been installed in Tureaud Hall (the most requested upgrades). However, the goal is to have all operating systems across campus uniform in capability. The current downside is that microphones in classrooms cannot be turned off.

Much discussion ensued about privacy issues with the mics and cameras in classrooms and required public documentation for phone calls that also raised privacy concerns. These issues are under discussion with solutions sought.