

Information Technology Policy Committee (ITPC) 20/21 Report

Committee members:

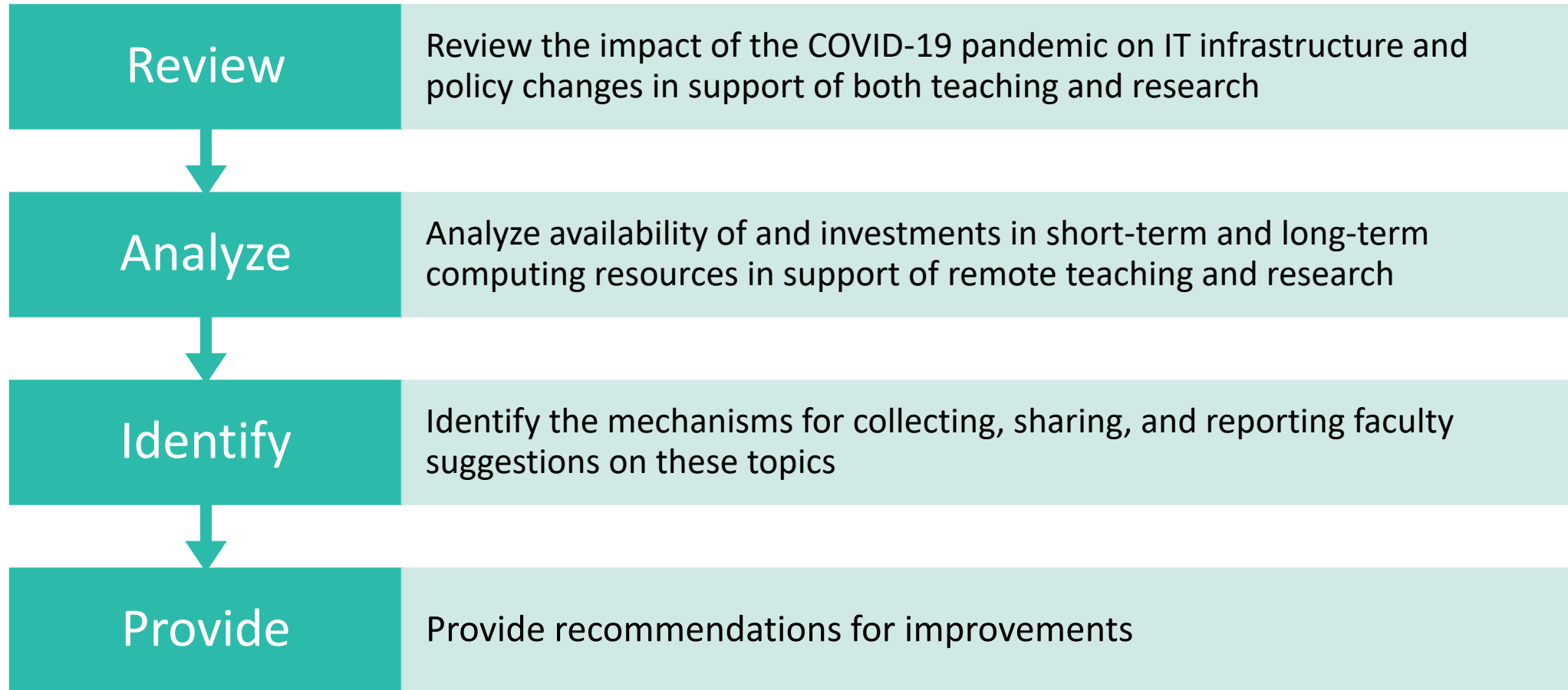
- Gunar Schirner (COE), chair
- Stephanie Sibicky (BCHS)
- Matthew N Smith (CSSH)
- Peter Whitney (COE)
- Xiaomu Zhou (CPS)
- Cole Campese (VP-IT), ex officio

April 2021



**Northeastern
University**

ITPC 20-21 Charge 1



What we have done



Focus group and interviews with deans and faculty representatives from CoE, Koury, CSSH, CPS, Bouve, CAMD, Law, and DMSB



Survey created based on the interview analysis, incorporating feedback and additional questions from ATS



Survey was sent to NU faculty community on December 15, 2020, received 366 responses

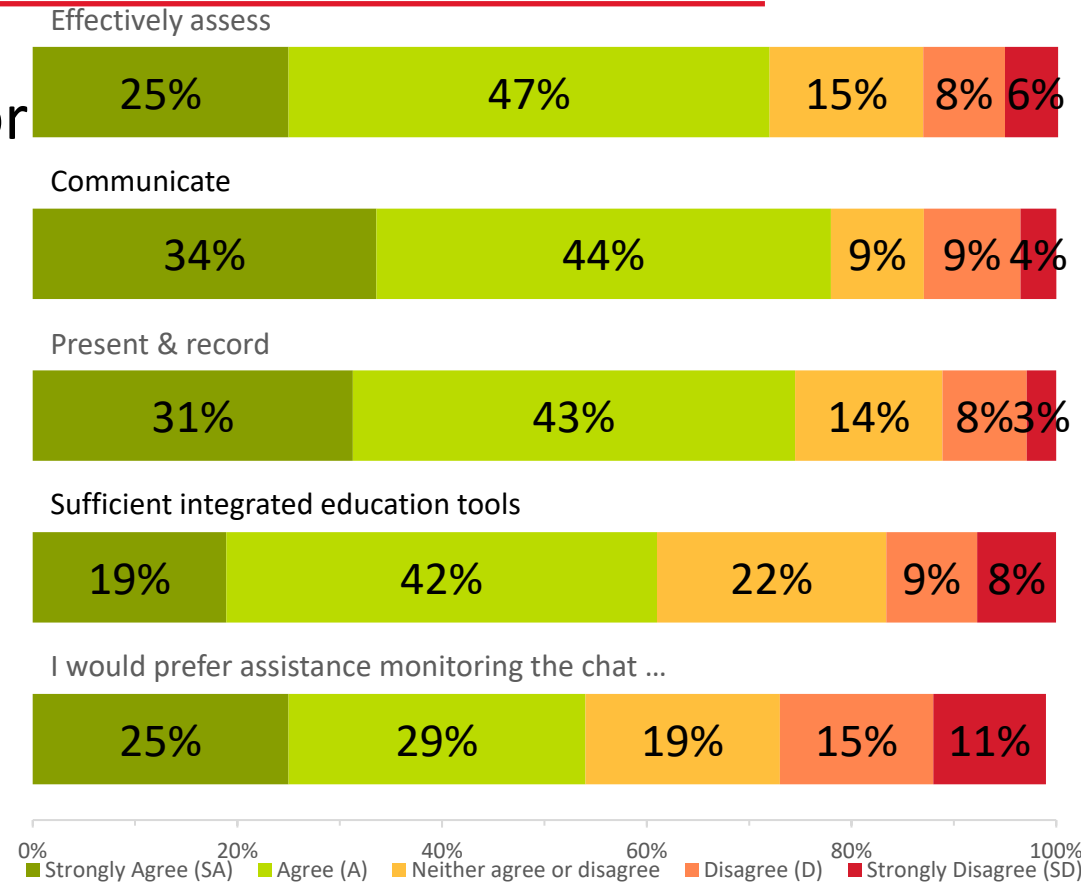
Recommendations: Improving Interaction

1. Provide instructors with digital writing surface (e.g., iPad) to enhance hand-written interaction
2. Enhance virtual teaching classrooms with second monitor or back projection to interact with online students
3. Foster and formally reward peer mentoring to leverage talent
 - Instructors, often teaching and junior faculty, offer great mentoring, reward through e.g., CATLR Fellow
 - Empower grad students for hybrid and remote teaching
 - e.g., Pedagogical Fellow, Teaching with Technology Certificate
4. Invest into better understanding of student motivation for on-ground versus online synchronous classes to shape our future of teaching. What flexibilities are desirable for students and for instructors?



1 – Transition Worked Overall

- Canvas and integrated tools was effective for course delivery and tool integration
 - Assessments >70% (SA +A)
 - Communication >75% (SA +A)
 - Present & record > 65% (SA +A)
 - Integrated education tools (60%) (SA + A)
- We made hybrid teaching work
 - E.g., 64% find (Zoom) breakout rooms effective for group work
- Much higher workload for instructors
 - 52% state that monitoring chat hinders hybrid teaching
 - 55% want assistance for monitoring the chat



2 - Classroom Technology

- 37% feel connected with remote students through classroom technology

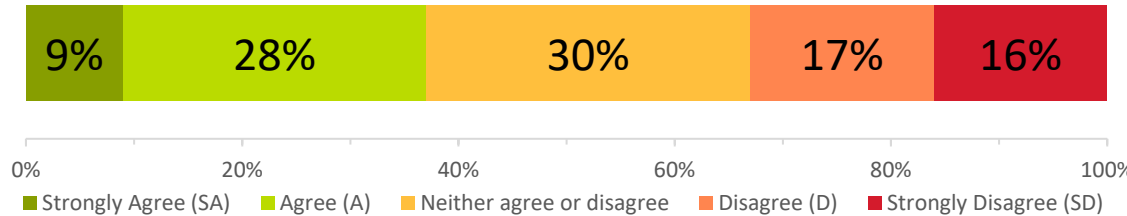
- 32% (24%) reported no audio (video) issues

- Improvement opportunities:

- **Audio:** poor mic/audio for classroom students speaking (35%), echoes (29%), noise (27%)
 - **Video/camera:** camera positioning and framing (34% and 26%)

- Not all classrooms have the same technology
- Better support for evening classes (after 6pm)

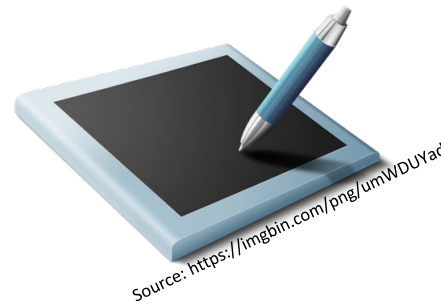
Classroom technology (cameras and microphones) supports my ability to feel connected with both in-person and remote students during real-time meetings.



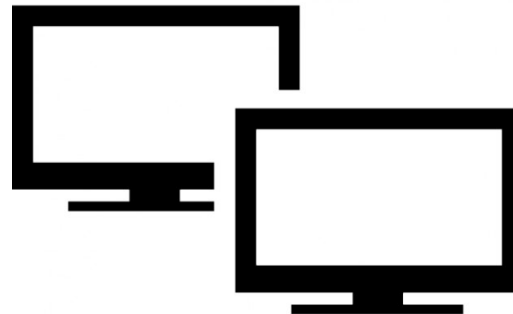
3 – Additional Hardware Needs

What additional hardware do you wish you had at home or in the classroom to improve teaching-learning interaction?

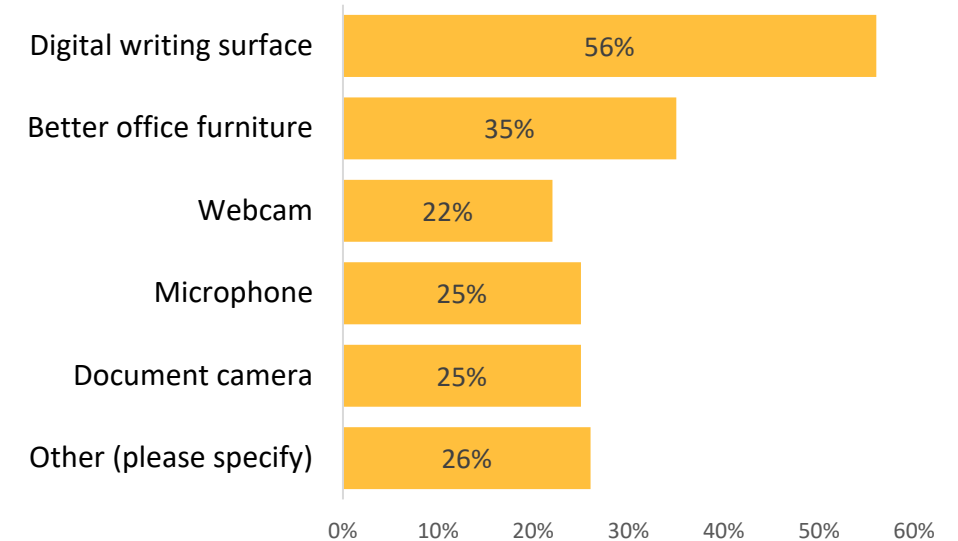
- Most wished for (56%) digital writing surface
 - Expands teaching capabilities



- Multiple screens to show remote students and class materials at the same time

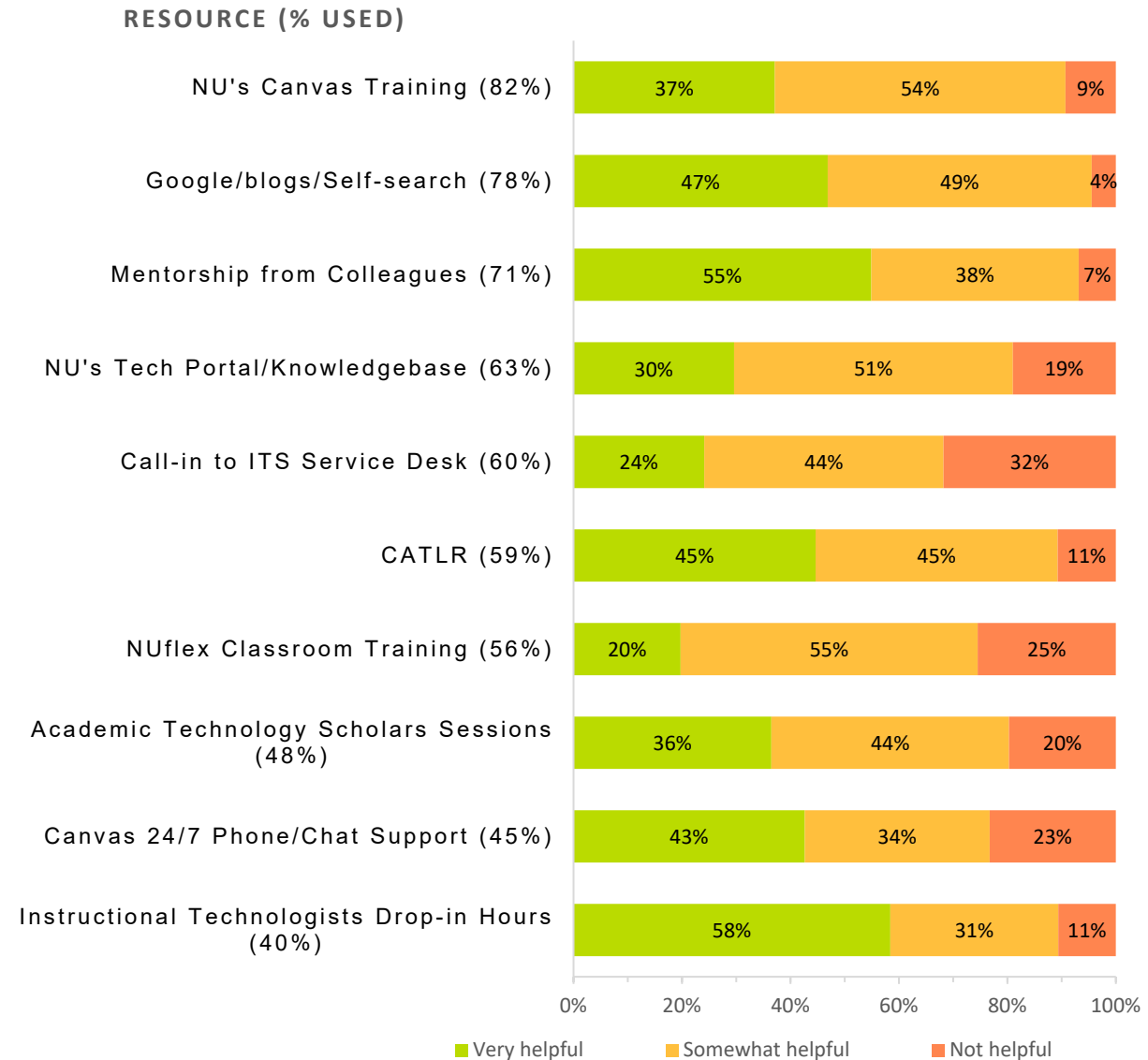


https://www.freepik.com/free-icon/monitors-couple-with-two-screens_735068.htm



4 – Training Resources

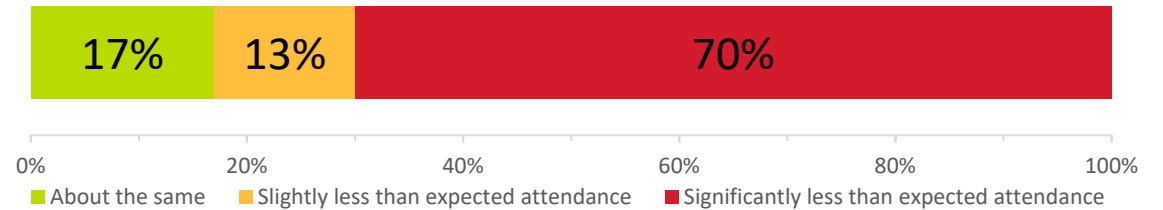
- Provided training overall helpful
 - Canvas training and support, IT drop-in hours, ATS sessions, CATLR
- Instructional technologist's drop-in most helpful (58%) and least used (40%)
 - Opportunity to increase awareness
- Peer-to-peer mentoring second most helpful (55%) and much used (71%)
 - Foster and reward peer mentoring
- Least helpful were calls to ITS service desk and NuFlex classroom training



5 – Low in-person (on-ground) attendance

- Significantly lower in-person (on-ground) student attendance than allowed by NuFlex Scheduler

In-person student attendance relative to those allowed by NuFlex Scheduler (excluding remote instructors, or who did not track)



- Faculty hear about **student** issues:
 - Limited space for students to attend or transition between classes
 - "No incentive/perceived benefit for students to attend class in person"
 - NUflex seat scheduler restrictions
- Instructors pay limited attention to NuFlex Scheduler
 - 22% did not track or have a sense of attendance vs. scheduler
 - Only 14% found NUflex Seats in Canvas helpful



Recommendations: Improving Interaction

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ITPC 20-21 Charge 2

Identify and Engage

Identify and engage with interested faculty, connect them with ITS, NULab, and library leadership

Work with stakeholders

Work with these stakeholders to construct and document a set of resources specifically targeting public-facing datasets, interactive web pages, and public computing and project sharing platforms, in order to boost the availability of computational resources for faculty in the social sciences and humanities.

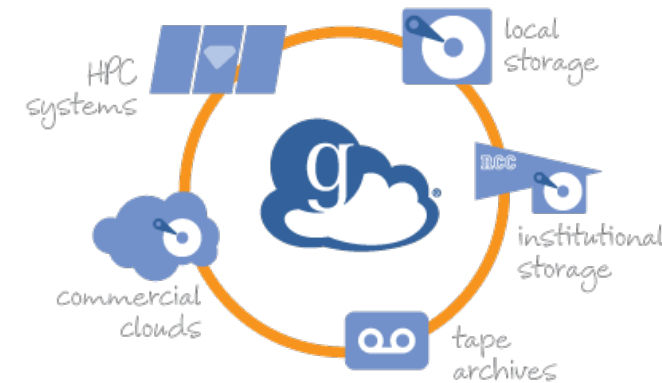
Recommend

Provide recommendations for future maintenance and improvements of this infrastructure



ITPC 20-21 Charge 2

- Established new resources to facilitate the transition to NuFlex and Canvas
 - Ranging from technology to pedagogical support provided by ITS, Academic Technologies, CATLR, Library
- Integrated cross university research data management using Globus
 - Overall terabytes of storage available, including secure data enclave
- Lowered technology hurdle to access Discovery using web-based interface Online OnDemand
- Interactive integration of RC compute and storage into research web pages is being worked on



<https://www.globus.org/>



ITPC 20-21 Charge 2 Recommendations

1. Future work in support of SSH faculty will be centered around the expansion of data storage and sharing options. This includes continued investment in and maintenance of enterprise storage systems to reduce the risk related to research data security.
2. In addition, investing in improvements to the regional and global connectivity of Northeastern Research Computing resources to external collaborators and partners should be prioritized. Redundant, high bandwidth and low latency internet connectivity between campuses and around the globe are critical.
3. ITPC should continue to be involved in assessing the effectiveness of the provided resources, evaluate and improve the connection with interested faculty.



Thanks!

