

A red banner with a large black 'N' and the text 'Northeastern University' is shown. The banner is part of a larger sign structure, with another red banner visible to the right. The background is filled with green foliage.

Northeastern
University

ITPC Committee Report, 2023

John Wihbey (chair) CAMD

ITPC Membership

- Lynda Hodgson – CPS
- Xiaoping Liu – DMSB
- Brian O’Connell - COE
- Boris Yelin – CSSH
- Cole Camplese - VP-IT and CIO; ex officio
- John Wihbey (Committee Chair) - CAMD

Charges

- **Charge 1:** Examine recent changes to ITS-supported websites that provide information on classroom technology. Investigate promoting more uniform standards and user interface patterns across all university websites
- **Charge 2:** Identify technology infrastructure needs and upgrades (i.e. computers, software) across all colleges. Recommend best practices and considerations to apply across all colleges and campuses to ensure equity across all faculty positions.

Charge 1 (websites) topline findings

- Faculty have identified the following issues with respect to classroom technology: Lack of consistency across classrooms; overdesigned/complex technologies; need to support Zoom as an alternative to Teams; outdated classroom desktops; NUWave wireless weak or inconsistent, disrupting key moments like exams
- ITS: Engaged in year two of a five-year program to completely modernize the physical network across the global sites; the vision of the Global Learning Spaces initiative is to radically simplify the overall use of classroom technology; Personalized Classroom Dashboard was recently released

Charge 1 (websites) recommendations

- ITS continues to work with faculty users to ensure the Personalized Classroom Dashboard is accessible and easy to find/use.
- Continue to work to make classroom status available to faculty at all campuses (those beyond Boston) at the Classrooms at Northeastern site.
- Inviting Northeastern University External Affairs to explore a working group in concert with the CIO to help examine the general websites problem.
- A university-wide convening of those with website oversight responsibilities to focus on brand, navigation, and accessibility issues relating to websites.
- ITS investigate automated solutions for dealing with broken links and/or outdated sites, resulting in notifications to relevant web managers and communications/marketing stakeholders in the colleges.
- As part of the potential greater standardization of university websites, navigation should be a major consideration.

Charge 2 (classroom tech) topline findings from faculty

- Faculty report numerous problems in trying to figure out the real-time status of their teaching classroom with respect to technology.
- Faculty note that IT Tickets and related documentation are not easy to get back to/retrieve.
- Faculty report numerous broken links across collective Northeastern websites, a problem getting worse by the year.
- Faculty state that search functionality on the university website is not useful.
- Many Northeastern web properties have been identified as having user interface challenges.

Charge 2 (classroom tech) topline findings from CIO/ITS

- The new Personalized Classroom Dashboard was recently released. This dashboard is available in ServiceNow for faculty to review the health of their classrooms.
- Faculty now can view online all classrooms in Boston and see what equipment each room has installed and review all training materials. To view all classrooms, please visit the Classrooms at Northeastern site (<https://service.northeastern.edu/tech?id=classrooms>).
- To address the issue of IT ticket access and retrieval of documentation, all ITS and HR tickets are now available at the new Employee Hub (<https://me.northeastern.edu>).

Charge 2 (classroom tech) recommendations

- IT Council works to accelerate the refresh of the global learning classrooms.
- IT Council re-examine the distinction between Registrar-controlled and locally controlled classrooms. There are potential efficiencies to adding more classrooms to the Registrar-controlled category.
- ITPC recommends that all teaching faculty/instructors, including part-time faculty, be provided with Northeastern-issued devices.
- We recommend a feasibility assessment by ITS as the first step – a cost estimate that would be shared with the IT Council.
- ITPC recommends more proactive communication with faculty before the semester regarding how individual classrooms are designed.

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