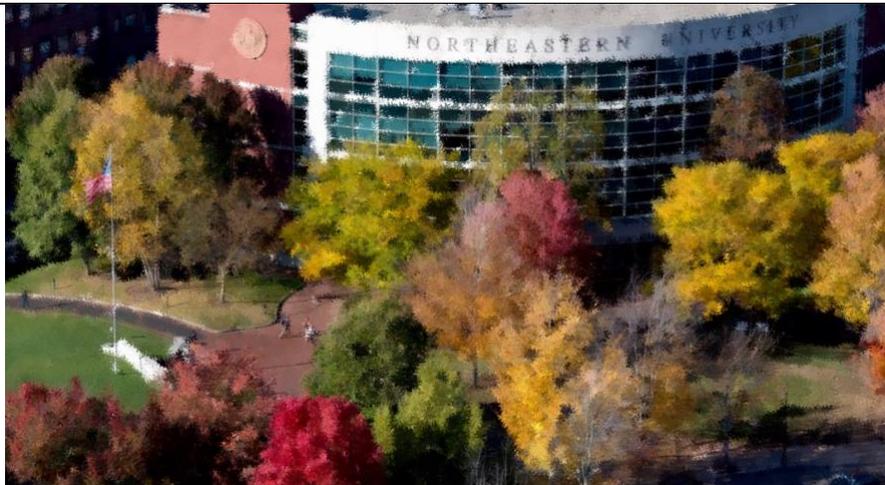# Northeastern University
Faculty Senate

SENATE NEWSLETTER VOLUME 1 ISSUE 4

The Faculty Senate acts as a coordinating body to provide communication between the Administration and general University faculty, and to initiate consideration on any matter of faculty concern. For more information, please visit the [senate website](#)

Faculty Senators:

November 3, 2021 Faculty Senate Meeting Highlights	Upcoming Faculty Senate Meetings

Presentation:

Cole Camplese - **V.P. Information Technology and C.I.O Information Technology Services**

- Cole shared a quote which highlights the work his department is doing as it relates to supporting the technological needs of the University - *"Each month of the pandemic has provided a typical year's worth of digital transformation" Satya Nadella, CEO of Microsoft*
- The acquisition partnership with Mills College is main priority right now.
- There are currently 250+ staff/contractors, 300 student workers and 256 classrooms working in ITS. Data being moved to the Cloud and stress on the system due to the large number of students on campus.
- ITS core priorities are: Faculty Support and Engagement, Student Support and Engagement, Personalization, Digital University, System Transformation and Information Security. Personalization of data has become extremely important to users and the Student Hub continues to be at the center of the digital experience for students.
- Discussed how COVID has transformed our digital world and specific technological needs (COVID Test Scheduler, Wellness Portal, Daily Wellness Check, 125 Classroom AV Upgrades, Student Hub, Dynamic Class Scheduler, Digital Signatures, etc.)
- Over the next 5 years, the goal is to support the new Academic Plan. These ten steps include: *Complete Enterprise Resource Planning Moderation, Complete Network Moderation, Hub Platform and Ecosystem, SalesForce Moderation, Global Research Support, Transform*

Please join us for our virtual Teams meetings!

Fall 2021 semester meetings (11:45am -1:25 pm):
- September 15
- October 6
- October 20
- November 3
- November 17
- December 1

Diane Levin, University Ombuds, will address the faculty senate at the November 17th meeting, please join us!
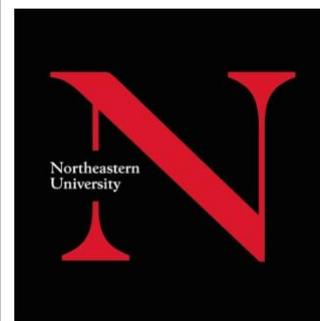
Classroom Technology, Business Process Optimization, Global Network IT Support, Device Automation, Enhance Digital Dexterity

- Upskilling and Professional Development through the Digital University. A group has been developed in ITS that goes out and discusses with faculty/staff about how to best approach this work in the digital world.
- Academic Technology Highlights include the following:
  - o 97% of sections are using Canvas
  - o 326 faculty consults, 313 faculty & staff watched 4,466 minutes of on-demand videos (Canvas, Gradescope, Panopto, etc.)
  - o 10 new live/on-demand training courses developed in Fall 2021
  - o Tablet pilot update: 32 tablets were provided to faculty as part of a pilot and community of practice group to assess the value of tablets in the classroom
  - o Opened the self-recording studio in Ryder
  - o 1.8 million minutes of Panopto video viewed and 138,025 Zoom meetings in Fall 2021
  - o 20% of lecture courses are using Zoom and/or Teams meetings for outside of class activities like office hours
  - o Continued work to simply classroom touch panels that make them more intuitive and easier to use. Rollout to classrooms over the Fall and Spring
  - o Working to complete the Teams to Canvas integration.

Resource Provided By The Provost's Office:
   For Faculty: Classroom Technology Issues and Designing Exams

Are you having classroom technology issues?

1. For immediate help in the classroom, send an email to **classroomITsupport@northeastern.edu**. Include the building name and room number in the subject line for rapid dispatch. Classroom support is available Monday-Friday 6 a.m. to 9 p.m., Saturday 8 a.m.-6 p.m., and Sunday 1-5 p.m. If the issue can't be resolved immediately, a ticket will be created by IT.

2. To check a status of a ticket, visit the **Tech Service Portal**. Under **My Tickets**, view ticket status and communicate with the agent working on the issue if needed. If calling the IT Service Desk for an update or letting your chair know about the problem, please provide the ticket number so that ITS staff can quickly locate the specific case.

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Wondering how to design exams for a class with both in-person and remote students? Although most students are attending class in person, there may be a few students who are attending remotely during exam times. Instructors are encouraged to offer options most appropriate for the course context and the student. Please review these ideas prepared by Academic Technologies and CATLR for accommodating remote exam takers.	