

IT User Experience Governance Group: February 13, 2017

In attendance: Derrick Millard; Vito Picicci; Julia Kraveca (chair); Wes Mathieu; Martin de Bernardo; Paul Khangura; Rod Stewart (minutes); Sarah Bernardi; James Duncan; John Laugesen; Howard Simkins; Trevor Hanekamp; Wes Tanney; Wes Mathieu; Chris Descheneaux

Review Action Items

Survey to UX360

A survey has been sent out to group members for feedback. The purpose of the survey is gauge if we delivering value per our mandate. Members were encouraged to complete the survey by the end of the week (Friday, February 17). One-on-one meetings will be scheduled with members who want to discuss further.

Working group samples

Working on some proposed working groups. An update will be sent to members later this week.

Dongles in meeting rooms

Working on a solution that will also accommodate the requirements of the new Mac Books. Ideas will be presented to group members soon.

Reminder Message to Remove USB Devices from Podium PCs

More info coming soon.

Slow-login Times

Building test cases; eliminating components/causes one by one:

- software (currently investigating impact of Trend micro antivirus)
- examining possible network issues

More details coming as testing progresses.

Agenda

IT Partnership Model Update

Members were provided with an overview of the IT Partnership model, including its history, goals and future directions. Highlights include:

- **History – the Need for the IT Partnership Model**
 - IT was undertaking a number of projects and associated processes, but the intake process and some of the other processes were unclear
 - Sequencing and managing resources was a challenge
 - IT was viewed as a vendor, not a partner
 - Technology selection had minimal stakeholder participation

- **Working towards IT partnership model**

- This committee (IT User Experience Governance Group) is one component of the partnership model
 - Working together to define experience for users
- Web governance a part of the governance model but is somewhat independent
- other groups/stakeholders:
 - Deans
 - IT
 - Administrative Departments
 - Faculties
 - Executive governance committee
 - Has authority/decision making
 - Made up of 5 Vice Presidents
 - Receive IT/Web related procedures and standards for approval
 - Receive and approve medium IT projects
 - Receive list of rejected IT projects
 - Terms of reference still to be defined
 - IT Projects committee
 - Review; prioritize; reject; assign resources
 - Brian Jervis; Bruce Smith; Victoria B; Simpson Sui; Gloria Ting; Melanie Spence; Carla Lewis
 - PMO Office is key to these activities
 - Some projects managed outside of PMO
- Standards and procedures are being developed throughout the College not just this group (UX360)

It was noted that there was need for another governance group that bridges Deans and technology.

A question was raised about what the recommended action was when there was a curricular need dictating the need for a particular technology? Does everything have to go through governance (some changes are mandated, by the industry for example, and required). The answer was that if there is no desire for decisions to be endorsed, people will go ahead anyway. If we want to standardize support and funding, governance would encourage this.

AI: the IT Partnership presentation will be provided to group members

Modernizing Davis Classrooms – Basic Classroom Design

There are approximately 150 classrooms at the Davis campus in need of updating. What are the minimum requirements that could benefit these spaces?

By way of comparison and context, and overview of Flexible Classrooms (the current standard for new classroom construction) was provided to the group:

Flex Classroom Features

- everything is moveable (furniture, podiums)
- sound systems are featured
- Includes multi-screen Projection systems
- designed to reduce renovation costs if these spaces are repurposed
- average flex classroom cost is \$27,000 (not including furniture)

Challenges converting general rooms to flex rooms:

- Rooms can be small
- Insufficient space for podiums/furniture
- Ceiling heights; duct work; lights; etc.
- Windows
- Concrete posts and other barriers
- Lack of wall space for projectors/whiteboards

Proposed basic classroom:

- Dell Podium PC
- Overhead camera
- Phone
- Projector
- HDMI input
- Touch screen controls (standard interface)
- Cost: about \$9000

Options

- New screen: \$500
- Audio system: \$500
- Microphone system: \$1250
- AODA podium: \$3900

Members wondered if an AODA podium was even optional? Julia said she's raise AODO concerns with Margaret Sanderson/Andre Plante.

Concern was raised re: power in flexible classrooms at HMC and that cord issues in some of these spaces are causing safety concerns – worried that we will re-create this problem in the Davis classrooms. Julia said she is raising this concern through the appropriate channels.

Committee members and Deans will be provided a list of proposed classrooms that will get the new base standard and will look to make recommendations moving forward.

Classroom KPIs

It was highlighted that there was currently no mechanism for faculty to provide feedback about what does/doesn't work in terms of classroom technology (the spaces they teach in).

A worksheet was presented to members that would serve as a basis to build a database that could be

used to solicit feedback and make decisions. The collected information could also be used to define room types and standards (baseline and specialized classroom requirements). It was proposed that this faculty feedback process endorsed and mandated by Deans (like the KPI process).

Members wondered how do we bring people/groups into the loop (facilities; scheduling).

- It was mentioned that there were discussions being held with the Office of the Registrar about providing scheduling with classroom details so instructors/schedulers are better informed about classroom technology.

Members also wondered about the opportunity for students to provide feedback about facilities (e.g. through program review or the KPI process).

Members agreed they would like to move forward with 'classroom KPI' idea. Julia said she will present this idea to Deans.