

**The University of North Carolina at Pembroke**  
**Academic Information Technology Committee (AITC)**  
**Agenda - Monday, April 13, 2020 at 3:30 p.m.**  
Chavis University Center 208

**Members of the AITC:**

Joe West (Chair), Senator; Ottis Murray (Secretary), Senator; Larry Arnold (ARTS, 2020); Lisa Mitchell (EDUC, 2020); Jaime Martinez (LETT, 2021); Roland Stout (NSM, 2021); Mohammad Rahman (SBS, 2020); Ki Byung Chae (CHS, 2021) Katina Blue CIO; Terry Locklear, Instructional Designer; Debbie Bullard, Representative of the Accessibility Resource Center; Dennis Swanson (Library Dean), Representative of the Library; Miko Nino (Director of the Office of Online Learning); Des Woods, SGA Senator

**Order of Business**

**A. Roll Call**

**B. Approval of Minutes ([Appendix A](#))**

**C. Adoption of Agenda**

**D. Reports**

1. *AITC Chair*—Joe West
  - a. No items for discussion.
  
2. *AVC for Technology, Resources and Chief Information Officer*—Katina Blue
  - a. Supporting COVID-19
  - b. Keep Working site – [uncp.edu/keepworking](http://uncp.edu/keepworking)
  - c. Filling requests for faculty, staff and students (equipment needs)
  - d. Performance issues experienced from the Spectrum network to NC-REN
  - e. Using Jabber and Webex Teams for easier communication
  - f. Training Videos WebEx Meetings, Teams and Jabber
  - g. Cyber Insurance
  - h. Live Recordings (YouTube, Facebook, other channels)
  - i. Classroom Technology Update
  - j. International Travel and VPN access follow-up
  - k. Collective Software Catalog coming soon
  - l. Canvas Addons - Learning Tools Interoperability: GoReact and Proctorio
    1. [GoReact](#), this is a product that allows feedback on videos submitted by students. The main use is for a student to record themselves and then get feedback from the instructor or peers on how to improve. This is currently only being proposed to be used by the School of Education.
    2. [Proctorio](#), this is an online proctoring product. Allowing students to take exams online and is to be used university wide.
  - m. IT Governance
  - n. IT Audit
  - o. DoIT Monthly Technology Report
  
3. *Director of the Office of Online Learning*— Miko Nino
  - a. No Agenda Provided – Reminder, agendas are due by the last Friday of the month.
  
4. *Library Report*—Dennis Swanson

- a. The library has not added much in terms of technology in recent weeks. Primarily, we have been supporting faculty as they converted their courses to an online format. I will say that having Leganto available for the faculty to add to their reading sections in Canvas has been a big help.
- b. There are a couple of System-wide initiatives being worked on right now. One is the work towards a single Integrated Library System for all of the 17 schools. While that may be some time out, we now have a proposal for about 10 of the schools. Since it is the system that UNCP switched to last year, we are ahead of the curve (along with Charlotte, and the School of Art and Music, which is currently implementing Ex Libris). We are also working on a system-wide Inter-Library Loan system.
- c. The virus outbreak has revealed some tech weak points I'd like to see addressed. First of all, as the computer lab systems, as they are replaced out to be laptops which are locked into their docking stations. Then if we have a situation like this again, we would have a large number of laptops immediately available. We also need to increase the number of wifi antennas on campus to increase the ability to use systems outside of the buildings.
- d. This library is trying to have an ID card system for front door entry, but we have been stymied by the lack of coordination between facilities, security, and IT. We are hopeful of having a solution in place by fall.

**E. Unfinished Business**

- e. Student Computing Initiative update – Lisa
- f. Moving the k-drive to the cloud – Katina Blue
- g. Webex Meetings Video Password Status – Ray Buehne
- h. Courseval – Joe West

**F. New Business**

**G. For the Good of the Order**

**H. DoIT Technology Report for AITC**

**I. Announcements**

**J. Adjournment**

## **Appendix A Meeting Minutes**

### **The University of North Carolina at Pembroke Academic Information Technology Committee (AITC)**

Monday, March 16, 2020 at 3:30 p.m.  
Chavis University Center 208

#### Members of AITC

Joe West, (Chair) - Ottis Murray, (Secretary)

#### Senators:

- |                               |   |
|-------------------------------|---|
| • Larry Arnold (ARTS, 2020)   | Katina Blue, AVC of Information Resources/CIO   |
| • Lisa Mitchell (EDUC, 2020)  | Miguel Nino, Dir. Online Learning Resources/CIO |
| • Roland Stout (NSM, 2021)    | Terry Locklear, Instructional Designer          |
| • Ki Byung Chae (CHS, 2021)   | Dennis Swanson, Dean of Mary Livermore Library  |
| • Jaime Martinez (LETT, 2021) | Debbie Bullard, Accessibility Resource Center   |
| • Mohammad Rahman (SBS, 2020) | Des Woods, SGA Senator                          |

Members Present: Joe West, Ottis Murray, Katina Blue, Debbie Bullard, Jaime Martinez, Larry Arnold, Lisa Mitchell, Miguel Nino, Mohammad Rahman

Members Absent: Dennis Swanson, Terry Locklear, Roland Stout, Ki Byung Chae

Visitors: Ray Buehne, Tabitha O. Locklear, Liz Cummings, Wes Fraizer

A. Roll Call: Meeting was called to order at 3:31 pm.

B. Approval of Minutes: Minutes approved.

C. Adoption of Agenda: Agenda approved.

D. Reports

a. AITC Chair – Joe West

(a) Courseval - Discussion regarding contract renewal

1. Renewal date; necessity of change; no immediate need.

- Use is fairly new at undergraduate level.
- Renewal is in May, but given the coronavirus conditions, it does not make sense

2. Faculty access to results; process questions; workflow concerns

- Faculty Handbook revisions if changed

3. Student participation (e.g., one course; 4% return rate)

i. Strategies; do we incentivize v. academic freedom?

(b) Heat Ticket - Heat ticket closed without explanation as to resolution

1. Process is to verify problem fixed prior to closing ticket

a. DoIt will follow-up on this

(c) Passwords – WebEx Teams/WebEx Meetings

1. Discussion ref. disabling automatic passwords for online recordings in WebEx Teams / WebEx Meetings

- i. HelpDesk tickets showing faculty recording, but student could not view without password; apparently, WebEx update set password requirement as the default

- ii. Issue: Access + control + authentication
- iii. Change default v. More security is better
  - Action Item: Joe will experiment with WebEx Canvas/WebEx Teams and report at next meeting whether or not there's integration

(2) AVC for Information Resources/CIO – Katina Blue (Ray & Liz)

(a) Tech Plan Follow-up

1. Of course, Covid-19 consuming our time, tasks, priorities, etc.
  - 45% of current projects considered “core” projects; remainder administrative, academic mix
  - Prior students can make payment (holds, fees, etc.) through app that is under development
  - Research on backing up user data from workstation
2. IT Tech Survey (Appendix B)
3. IT Governance document; ongoing process
4. Faculty & International travel; security/access, review & planning
5. Classroom refreshes scheduled with department chair/deans (classrooms/needs)

(b) Announcement: Liz Cummings & Ray Buehne: Deputy CIOs

(c) Question: Is additional Tech Plan information needed?

(d) Brief summary of ongoing coordination between DoIT & OOL

(3) Director of Online Learning – Miko Nino

(a) Focused in converting face-to-face courses into online environment

1. Link for resources
2. Limiting scope of tools: a function of availability and ability to provide ongoing support for faculty/students
  - Encouraged to use tools acquired/approved by your school
3. Numerous opportunities/venues for faculty engagement both synchronous and asynchronous in-person/online (e.g., questions, learning, trouble-shooting, demonstrations, one-on-one assistance, workshops, walk-ins)
4. Canvas course for new online students

(4) Dean of Library Services – Dennis Swanson (absent/no report)

1. DoIt (Liz) involved in assisting library
  - Shared mailbox for the reference desk
  - Offer WebEx session to campus (general library account for WebEx teams and WebEx meetings)

E. Unfinished Business

a. Student Computing Initiative (update) - Lisa

F. New Business: none

G. For the Good of the Order:

H. DoIt Technology Report for AITC: latest link will be provided.

I. Announcement: none

J. Adjournment: 4.46 pm

**Appendix B**  
**Technology Report**

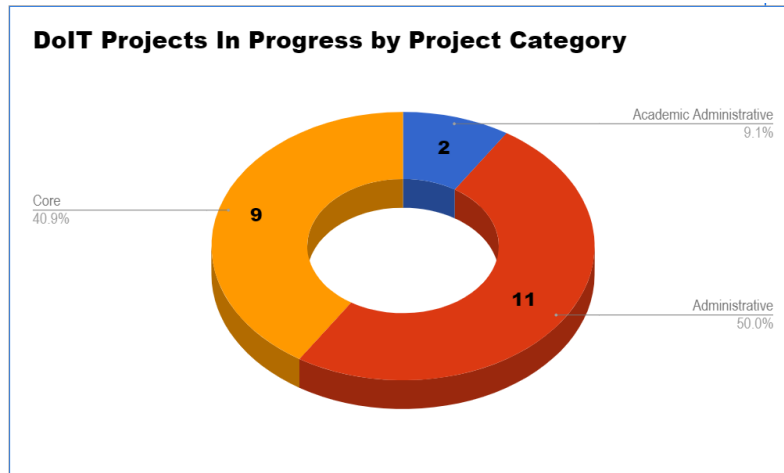
**Division of Information Technology Report**

**Academic IT Committee**

**April 1, 2020**

**Project Portfolio Updates**

**24 DoIT Projects Currently In Progress**

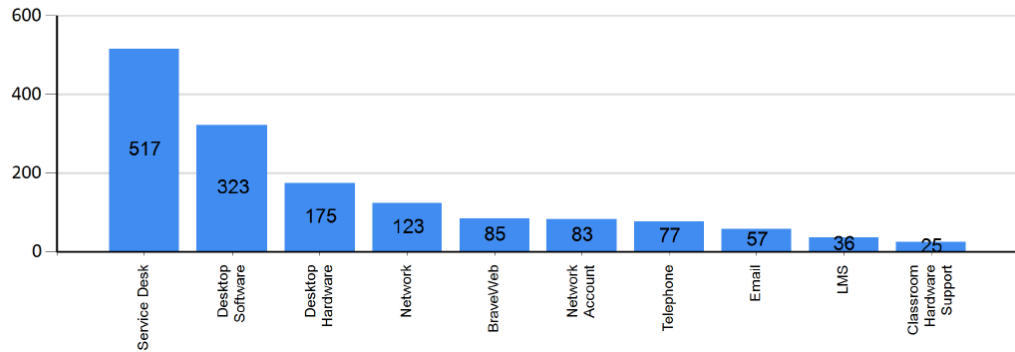


**50 - Completed Projects FY 19-20**

**Projects and Efforts of Academic Interest**

- **Access to Online Account Center for Prior Students Project** – The Division of Information Technology has partnered with the Controller's Office to create an application that will allow inactive students to make a payment using a credit card through the online account center. The project is scheduled to complete May 2020.
- **User Data Backup Solution Research Project** – The goal of the User Data Backup Solution Research Project, is to work with campus stakeholders to research the various options for user data backup. Once options have been identified, the team will select a tool based on user feedback and implement the best tool to automate backups for user's data. Implementation of a tool will reduce the risk for data loss due to current manual process. The project is scheduled to go live summer 2020.
- **Incident Services –March 2020**

Incident Services - Top 10



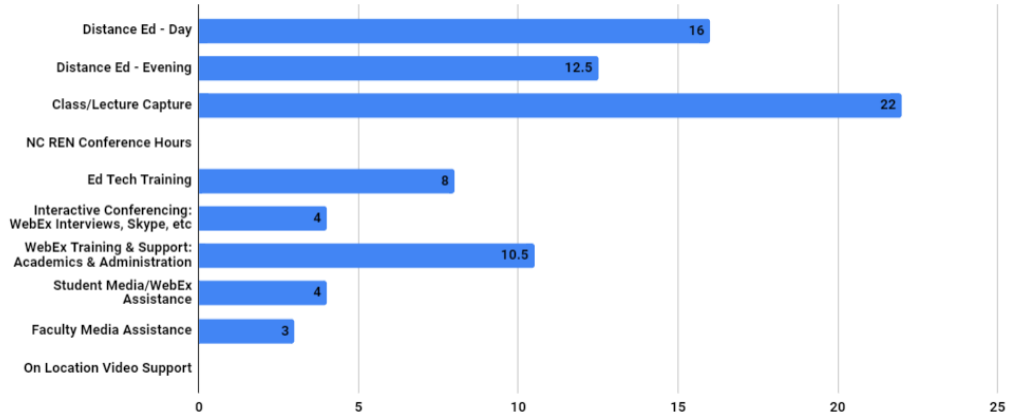
**Number of Incidents Resolved in March 2020: 1452**

**Calls Presented to the Help Desk March 2020: 1548**

**Interactive Video Facility**

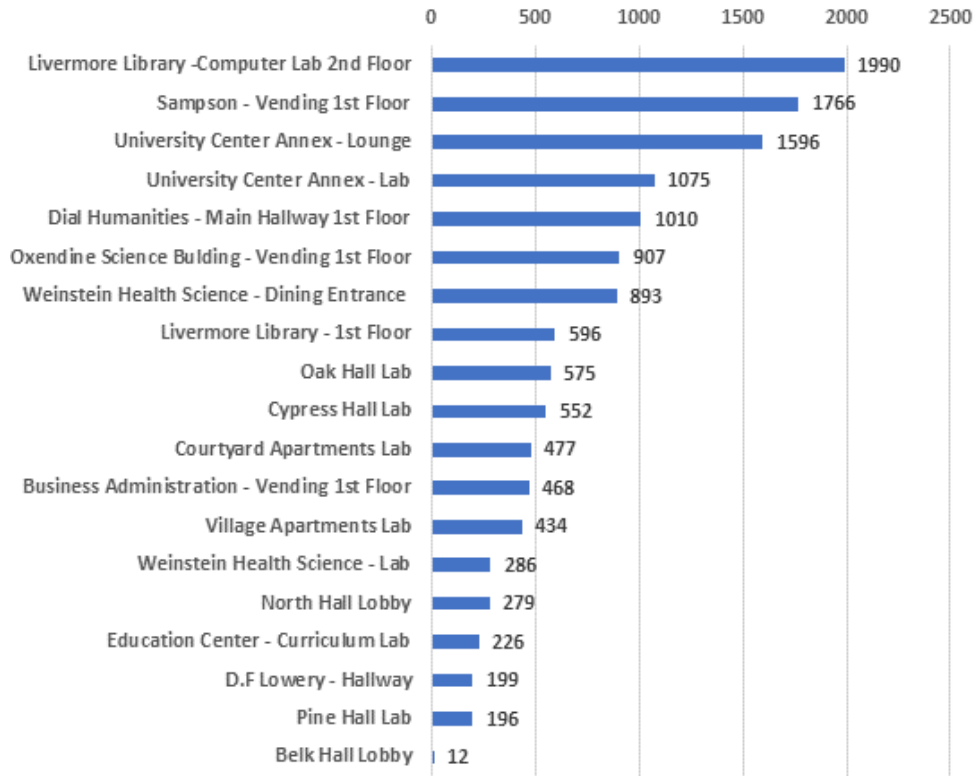
The Interactive Video Facility provides services to the campus community in a variety of service categories. Please see the chart below depicting the number of hours of service provided during this reporting period in each category.

March 2020 IVF Hours of Utilization and Support



**Canvas Support Tickets to Instructure by Type – March 2020**

### WEPA Comparison March 2020

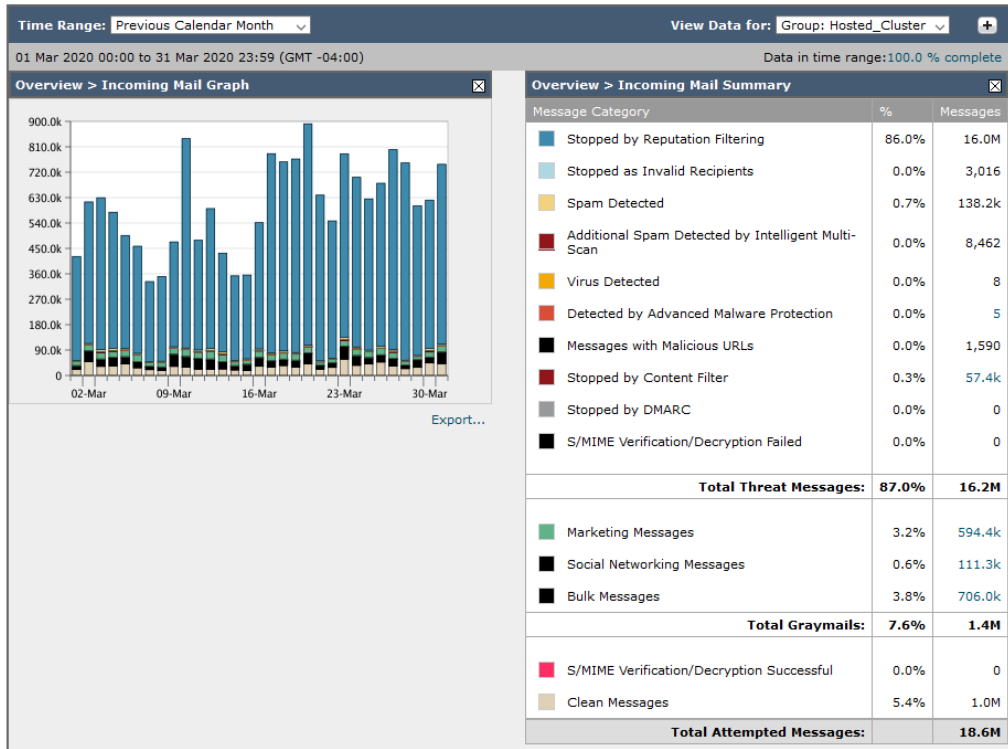


### IT Security Summary Report

#### Executive Email Summary – March 2020

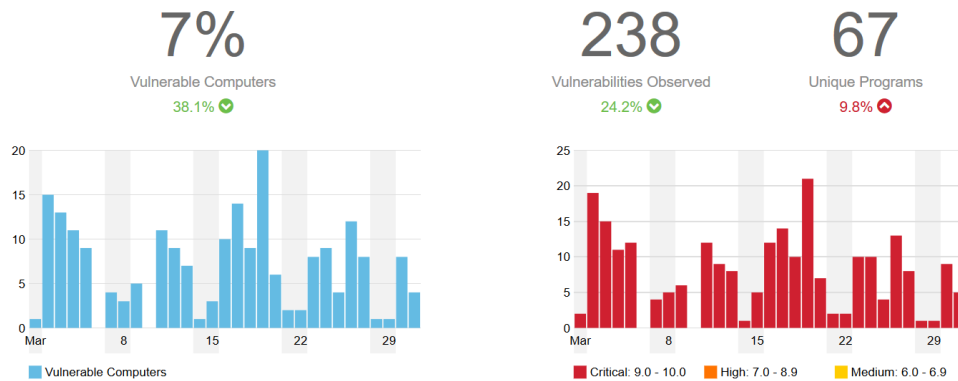
The graph and tables below show the Incoming Email Summary for March 2020. Of the 18.6 million attempted messages in that time frame, only 1 M were considered “clean messages”. While not malicious, “Graymail” accounted for 1.4M messages. These are emails that are from social media, bulk email and various marketing emails.





### Vulnerabilities – March 2020

The first chart in blue shows the number of computers with vulnerable applications with a CVE (Common Vulnerabilities and Exposures), per day and the number of critical, high, and medium severity vulnerabilities within these applications per day. The second chart in red shows the number of vulnerable applications that have been executed, moved, or copied, and the number of vulnerable university owned computers.



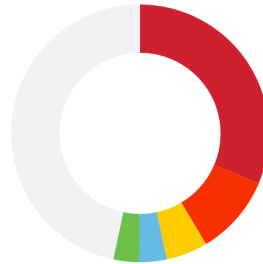
### Threat Root Cause – March 2020

This graph and chart show the software most used to introduce malware into the UNCP network. With cloud resources, including file storage, email, file sharing and other services, it is understandable that browsers would be the key vector for malware.

#### Threat Root Cause

This shows the applications that have been observed introducing the most malware into your environment within the reporting period. With this information, you can quickly identify applications that are frequently utilized by malware to remain resident on — or gain access to — computers in your environment. The (other) entry is an aggregate of all other applications that have introduced malware into your environment.

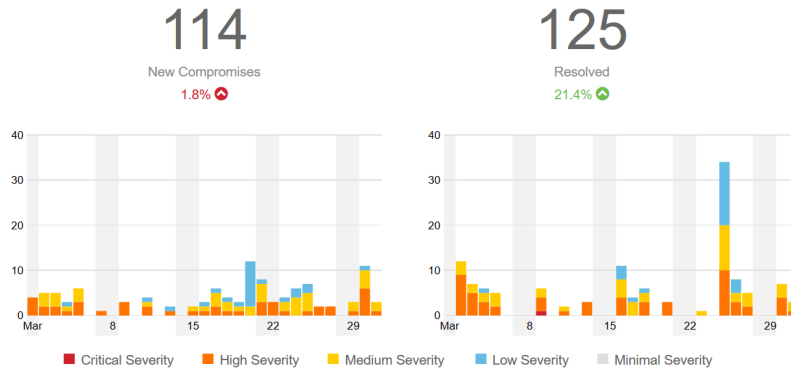
Application	Version	Threats Introduced	Computers Affected	%
● chrome.exe	79.0.3945...	174	1	31.35%
● chrome.exe	80.0.3987...	56	5	10.09%
● chrome.exe	80.0.3987...	29	8	5.23%
● radadocat		19	1	3.42%
● launchd		18	1	3.24%
● (other)				46.67%



### Number of New Compromises Reported in AMP / Compromises Resolved – March 2020

## Compromises

Compromises are malicious activity detected by AMP that has not been quarantined and requires additional action. The charts show the total number of new compromises and the number of resolved compromises per day, color-coded by severity.



## Web Activity Detected as Government and Health and Fitness Umbrella / OpenDNS – March 2020

Given the present circumstances with the Covid-19 Pandemic, this report will track the instances of Web traffic tagged as “Government” and “Health and Fitness” to gauge trends in this area.

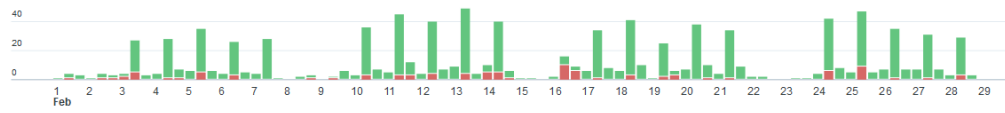
### 4k Authentications

Shown at every 8 hours.



### 1k Authentications

Shown at every 8 hours.



*Green denotes a successful authentication attempt and red denotes an authentication attempt failure.*

<b>FAI</b>	<b>Email</b>	<b>Live Chat</b>	<b>Online Submission</b>	<b>Phone</b>	<b>Total</b>
<b>3</b>	<b>2</b>	<b>50</b>	<b>13</b>	<b>215</b>	<b>283</b>

\*DoIT will continue to work with Instructure (the Canvas vendor) to gather appropriate data on their support services and our campus's experience.

**WEPA Kiosk Print Station Report – March 2020**

	<b>Total Number of Pages Printed</b>	<b>Mono Pages Printed</b>	<b>Color Pages Printed</b>
<b>Public Access</b>	<b>11,012</b>	<b>8,627 (78.34%)</b>	<b>2,385 (21.66%)</b>
<b>Residential Access</b>	<b>2,525</b>	<b>2,525 (100.00%)</b>	<b>0 (0.00%)</b>
<b>Total</b>	<b>13,537</b>	<b>11,152 (82.38%)</b>	<b>2,385 (17.62%)</b>