

**The University of North Carolina at Pembroke**  
**Academic Information Technology Committee (AITC)**  
**Minutes (unapproved) - Monday, April 12, 2021 at 3:30 p.m.**

**Members of the AITC:** Benjamin Killian (Chair), Senator; Mabel Rivera, Senator; Roger Cross (ARTS, 2022); Lisa Mitchell (EDUC, 2022); Jaime Martinez (LETT, 2021); Roland Stout (NSM, 2021); J. Porter Lillis, (SBS, 2022); Ki Byung Chae (CHS, 2021); Katina Blue, CIO; Terry Locklear, Instructional Designer; Miguel Nino, Director of Online Learning; Debbie Bullard, Representative of the Accessibility Resource Center; Jessica Collogan, (Library Dean), June Power, Representative of the Library; Luke Fleming, SGA Senator

**Members Present:** Benjamin Killian, Mabel Rivera, Roger Cross, Lisa Mitchell, Jaime Martinez, Roland Stout, J. Porter Lillis, Terry Locklear, Miko Nino, Debbie Bullard, Jessica Collogan, June Power

**Guests Present:** Wes Frazier, Ray Buehne, Liz Cummings, John Spillan

Members Absent: Ki Byung Chae, Katina Blue, Luke Fleming

**Minutes**

- A. Roll Call
- B. Approval of Minutes from March 8, 2021
  1. Motion to accept (June Power)
  2. Seconded (Roland Stout)
  3. Approved 11-0-0
- C. Adoption of Agenda
  1. Motion to accept (Roland Stout)
  2. Seconded (Miko Nino)
  3. Approved 11-0-0
- D. Reports
  1. AITC Chair—Ben Killian
    - a. Creation of ad hoc subcommittee to reevaluate the content and delivery of student evaluation of instruction. This will include one member of AITC—interested parties should contact Joe West.
    - b. SEI migration to CourseEval – any technology issues? None reported.
  2. AVC for Technology, Resources and Chief Information Officer—Liz Cummings on behalf of Dr. Katina Blue
    - a. Full DoIT report available in Appendix A (pp. 4-12)
    - b. Ongoing projects: Banner updates, Braves Portal on website,
    - c. Working on recent connectivity issues for Zoom and Webex
    - d. Move to West Hall has been delayed
    - e. New ticketing system for DoIT requests goes live tomorrow (4/13)

- f. 20 classroom upgrades planned for summer (selections made in concert with Deans)
  - g. Faculty and Staff device refreshes also underway; planning for various department moves over the summer as well
  - h. Upgrading technology in library study rooms
  - 3. Director of Online Learning—Dr. Miguel Nino
    - a. SCORM integration discussion (cont.): mechanism for faculty to track performance and grade more automatically in online courses, particularly with Camtasia
      - i. LTI request has been submitted
    - b. ePortfolio initiative is set to move forward over the summer
  - 4. Library Report—Jessica Collogan
    - a. National Library Week presentation was well attended; video will be shared once it is available, captioned, etc.;
    - b. Library feedback survey now live on library website; email sent to campus last week
    - c. 14 library study rooms being upgraded (furniture, lighting, tech, etc.)
    - d. Moving back toward normal operating hours, including Saturday 10 am-6 pm, until the end of the spring semester; extended hours until 2 am during finals week and week prior to final exams
- E. Unfinished Business
- 1. WEPA printing usage and faculty survey.—nearly finished, hopefully ready to go to faculty in 2 weeks
- F. New Business
- 1. DoIT working to figure out recent Webex and Zoom connection issues
  - 2. Collapsing Summer terms in Canvas (DoIT)
    - a. More summer courses are straddling start/end dates of the terms
    - b. Some peer institutions resolve this by creating a single summer term and leave it to faculty to set their own start/end dates
    - c. Proposal from DoIT is that entire summer session (Maymester, 1, and 2) will be a single session in Canvas, and instructors will be able to set their own start and end dates to match longer terms approved by registrar
    - d. Motion to collapse terms for Summer 2021 (Terry)
    - e. Second (Miko)
    - f. Approved 9-0-0 (two members left approx. 4 pm)
  - 3. TurnItIn vs. SimCheck vs. alternatives (DoIT)
    - a. Unclear when plagiarism software alternatives were last considered
    - b. Yearly renewal for SimCheck happens prior to fall semester
    - c. We will address this in the fall: what features exist in full TurnItIn, how many faculty want those features, how much does full access cost, etc.
  - 4. Zoom integration/sun-setting of Conferences (DoIT)
    - a. Zoom integration doesn't work properly from Canvas if students have not first logged into zoom from outside of Canvas—faculty using Zoom integration will need to communicate this with students early in their courses
    - b. Zoom integration will be in addition to Webex, not as a replacement
    - c. Faculty member will still need to enable the integration for each specific course

- d. Benjamin will seek faculty to Zoom integration over the summer
  - e. Conferences feature within Canvas exists as well for video conferencing; we expect that this feature will be eliminated in the next year—how should we prepare faculty to move away from using the Conferences feature?
  - f. We will look into how many people are using Conferences and revisit this question early in the fall semester
- 5. LTI Review for Summer**
- a. Members (\*need to clarify whether people whose terms end in current academic year can serve over the summer or if it needs to be those with ongoing terms)
    - i. AITC chair
    - ii. Ray
    - iii. Wes
    - iv. Terry
    - v. ARC representative
    - vi. 3 faculty:
  - b. Likely LTIs to consider: OER Library Commons, 2+ course content integrations, possibly SCORM
- G. For the Good of the Order
- H. Announcements
- 1. This is the final meeting of the Spring Semester.
- I. Adjournment 4:59 pm
- 1. Motion (Roland Stout)
  - 2. Second (Porter Lillis)
  - 3. Approved 9-0-0

Minutes submitted by Jaime Martinez, Secretary

## Appendix A: Division of Information Technology Report

### Academic IT Committee

April 2021

Report Covers February and March 2021

#### Project Portfolio Updates

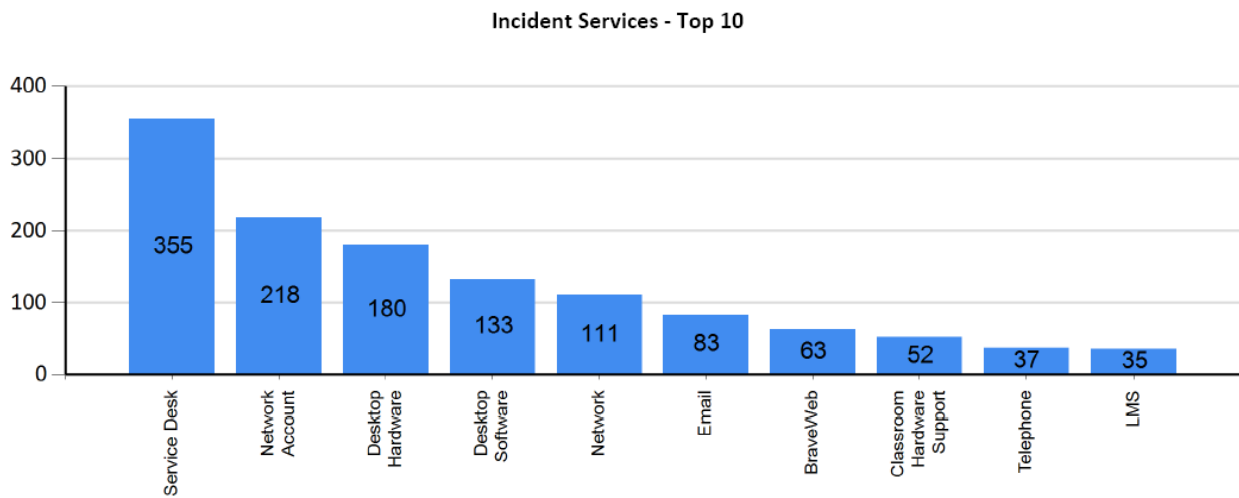
- 29 DoIT Projects Currently In Progress

#### Projects and Efforts of Academic Interest

- BravePortal
- Customer Relationship Management (CRM) Upgrade
- Banner Betterment

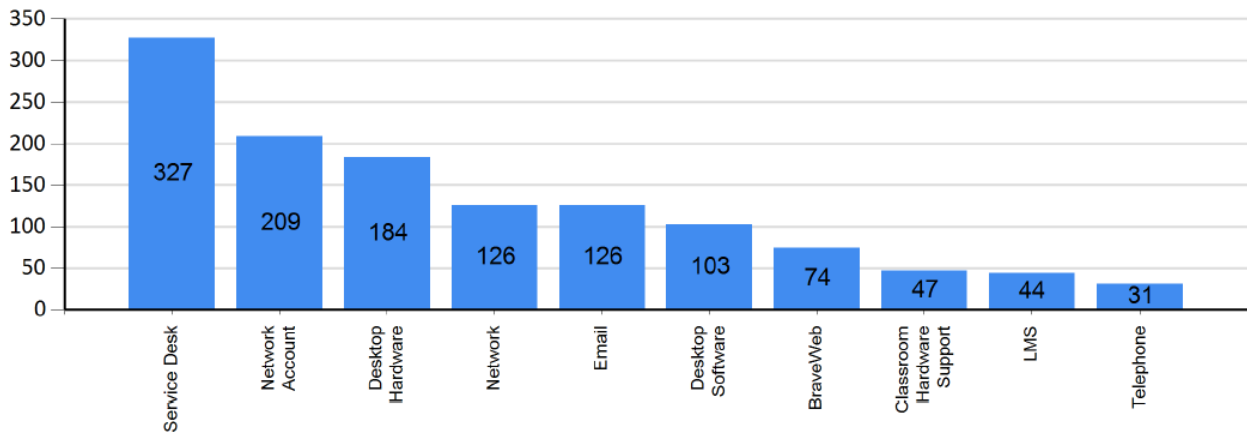
#### IT Support Services

- Incident Services – February 2021



- Incident Services – March 2021

Incident Services - Top 10



**Number of Incidents Resolved in February 2021: 1244**

**Number of Incidents Resolved in March 2021: 1223**

**Calls Presented to the Help Desk February 2021: 1727**

**Calls Presented to the Help Desk March 2021: 1727**

### **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.

<b>March 2021 IVF Metrics - Hours of Utilization and Support</b>	
	<b>March</b>
<b>Distance Ed - Day</b>	<b>18</b>
<b>Distance Ed - Evening</b>	<b>0</b>
<b>Class/Lecture Capture</b>	<b>27</b>
<b>NC REN Conference Hours</b>	<b>0</b>
<b>Ed Tech Training</b>	<b>9</b>
<b>Interactive Conferencing: WebEx Interviews, Skype, etc</b>	<b>0</b>
<b>WebEx Training &amp; Support: Academics &amp; Administration</b>	<b>4</b>

<b>Student Media/WebEx Assistance</b>	<b>0</b>
<b>Faculty Media Assistance</b>	<b>0</b>
<b>On Location Video Support</b>	<b>0</b>

**Canvas Support Tickets to Instructure by Type – February 2021**

Email	Live Chat	Online Submission	Phone	Total
<b>0</b>	<b>39</b>	<b>19</b>	<b>181</b>	<b>239</b>

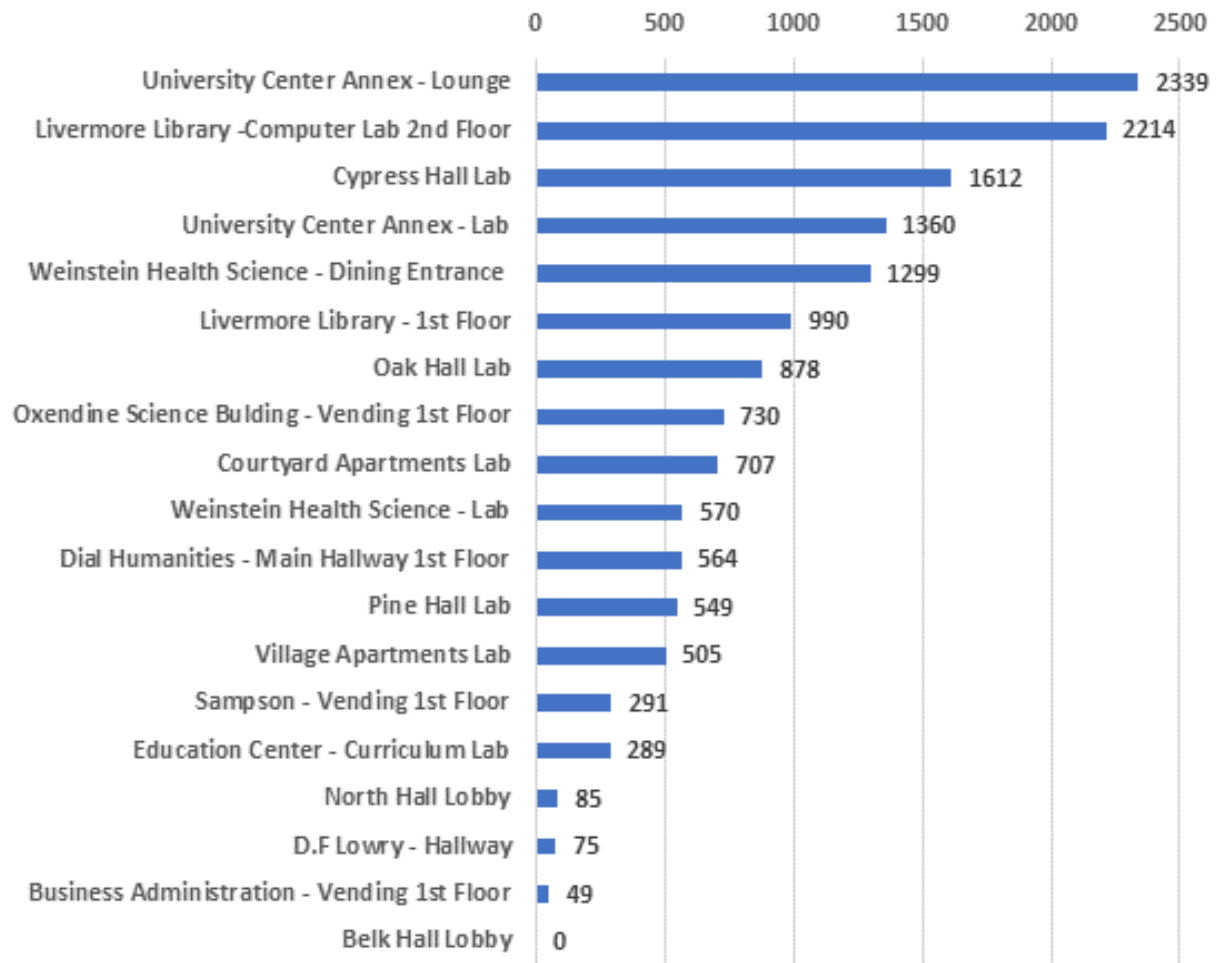
**Canvas Support Tickets to Instructure by Type – March 2021**

Email	Live Chat	Online Submission	Phone	Total
<b>0</b>	<b>36</b>	<b>28</b>	<b>155</b>	<b>219</b>

**Total number of pages printed on WEPA stations in February 2021:**

	Total	Mono Pages Printed	Color Pages Printed
<b>Public Access</b>	<b>10,770</b>	<b>7,572 (70.31%)</b>	<b>3,198 (29.69%)</b>
<b>Residential Access</b>	<b>4,336</b>	<b>4,336 (100.00%)</b>	<b>0 (0.00%)</b>
<b>Total</b>	<b>15,106</b>	<b>11,908 (90.68%)</b>	<b>3,198 (21.17%)</b>

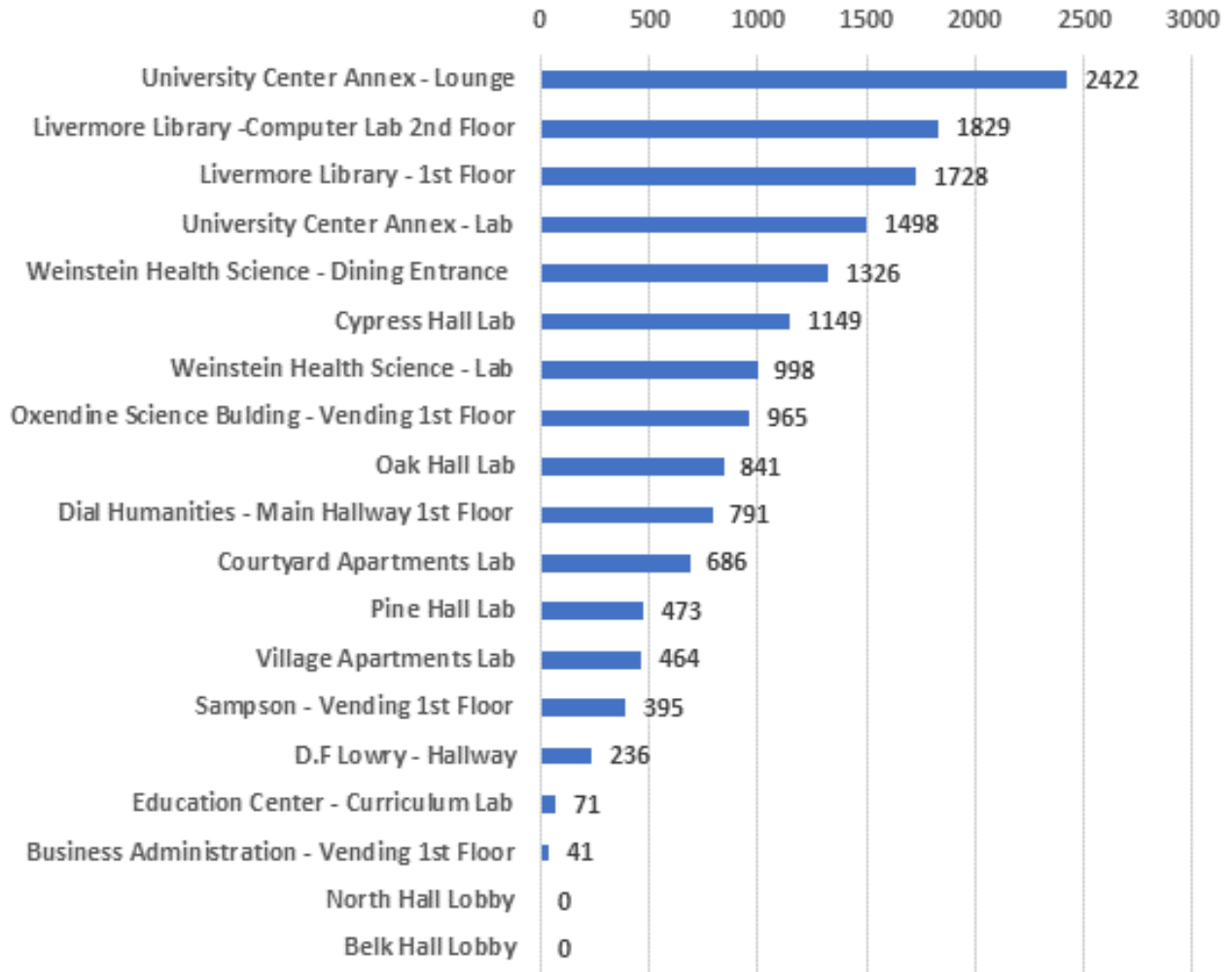
## WEPA Comparison February 2021



**Total number of pages printed on WEPA stations in March 2021:**

	Total	Mono Pages Printed	Color Pages Printed
Public Access	12,300	9,364 (76.13%)	2,936 (23.87%)
Residential Access	3,613	3,613 (100.00%)	0 (0.00%)
<b>Total</b>	<b>15,913</b>	<b>12,977 (81.55%)</b>	<b>2,936 (18.45%)</b>

## WEPA Comparison March 2021



### IT Security Summary Report

#### Executive Email Summary – February and March 2021

Table below shows the classification of messages for the month of February. Reputation of the sender still accounts for the most blocked incoming messages.



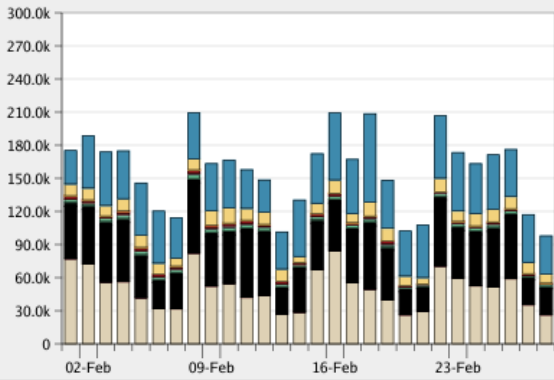
Time Range: Custom Range...

View Data for: Group: Hosted\_Cluster

01 Feb 2021 00:00 to 28 Feb 2021 23:59 (GMT -05:00)

Data in time range: 100.0 % complete

Overview > Incoming Mail Graph



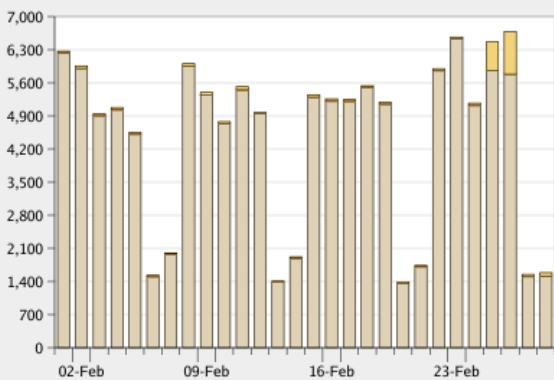
Export...

Overview > Incoming Mail Summary

Message Category	%	Messages
Stopped by Reputation Filtering	28.9%	1.3M
Stopped as Invalid Recipients	0.1%	2,754
Spam Detected	6.6%	286.6k
Virus Detected	0.0%	75
Detected by Advanced Malware Protection	0.0%	43
Messages with Malicious URLs	0.0%	0
Stopped by Content Filter	1.3%	55.7k
Stopped by DMARC	0.4%	17.4k
S/MIME Verification/Decryption Failed	0.0%	0
<b>Total Threat Messages:</b>	<b>36.8%</b>	<b>1.6M</b>
Marketing Messages	1.5%	67.7k
Social Networking Messages	2.1%	89.7k
Bulk Messages	27.4%	1.2M
<b>Total Graymails:</b>	<b>31.0%</b>	<b>1.4M</b>
S/MIME Verification/Decryption Successful	0.0%	0
Clean Messages	32.3%	1.4M
<b>Total Attempted Messages:</b>		<b>4.4M</b>

Export...

Overview > Outgoing Mail Graph



Export...

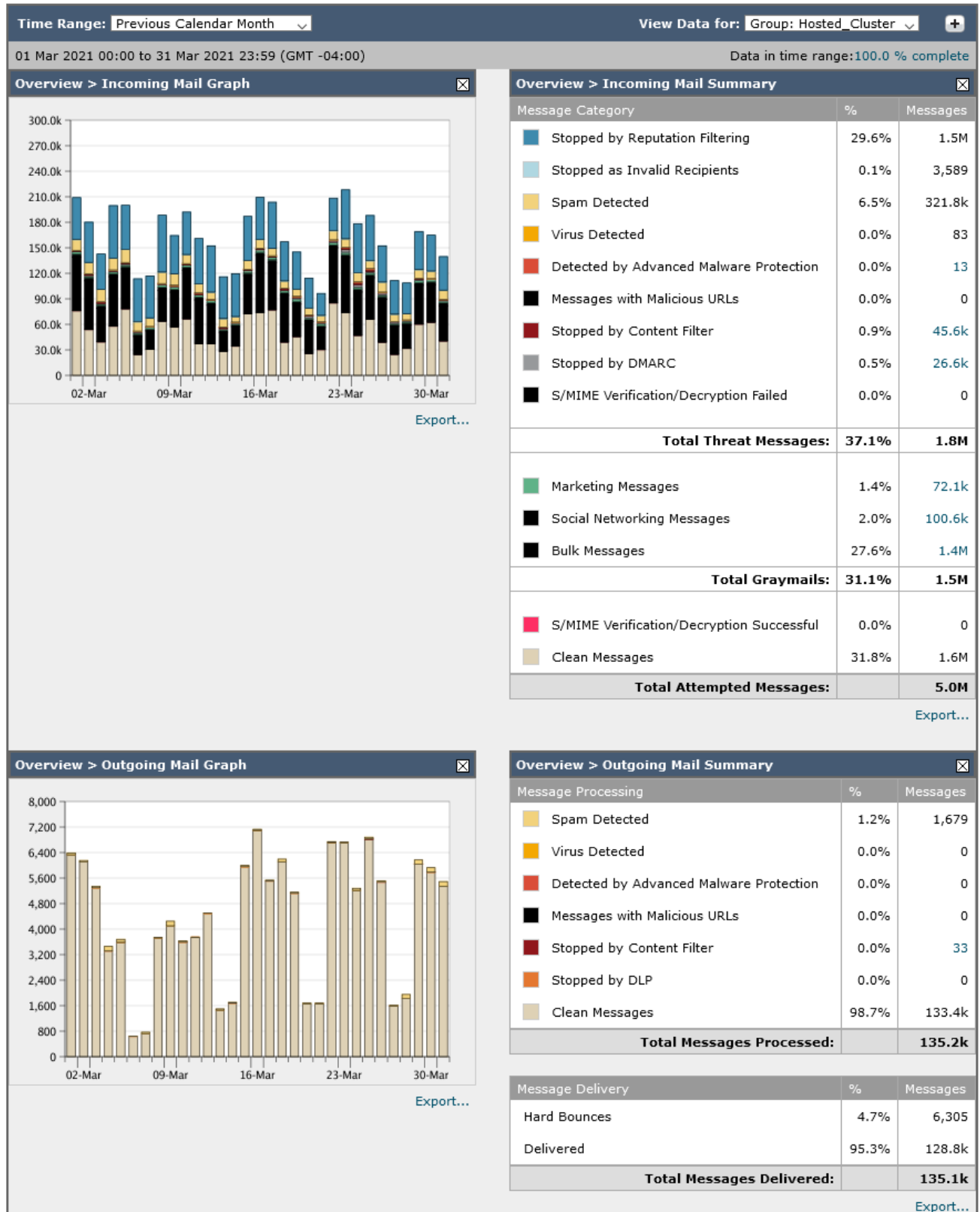
Overview > Outgoing Mail Summary

Message Processing	%	Messages
Spam Detected	2.0%	2,535
Virus Detected	0.0%	0
Detected by Advanced Malware Protection	0.0%	0
Messages with Malicious URLs	0.0%	0
Stopped by Content Filter	0.0%	1
Stopped by DLP	0.0%	0
Clean Messages	98.0%	121.4k
<b>Total Messages Processed:</b>		<b>124.0k</b>

Message Delivery	%	Messages
Hard Bounces	7.1%	8,822
Delivered	92.9%	115.1k
<b>Total Messages Delivered:</b>		<b>123.9k</b>

Export...

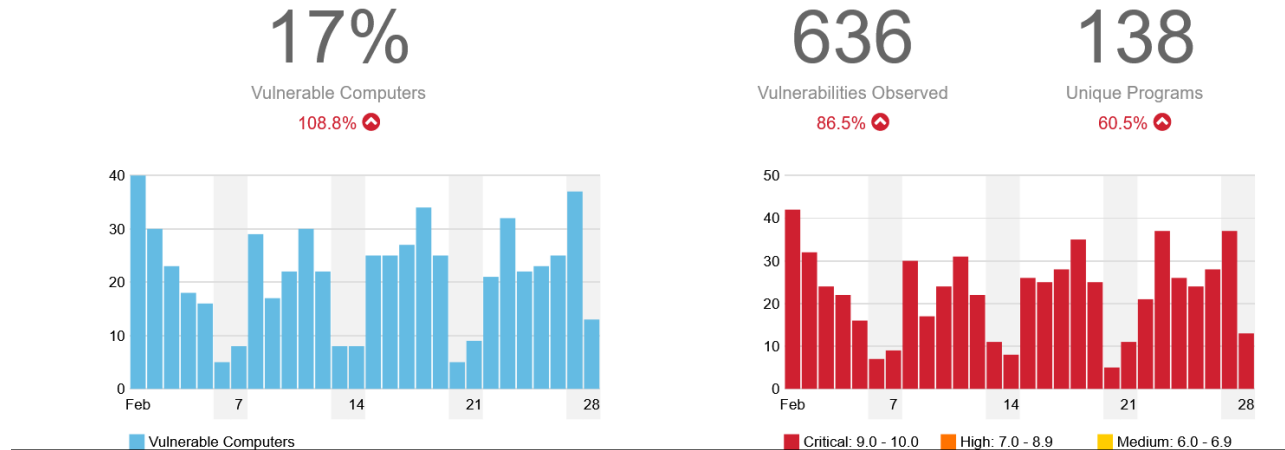
Table for the month of March 2021 shows a very similar pattern of messages with Reputation Filtering remaining the most prevalent cause of blocked messages.



## Vulnerabilities – February 2021

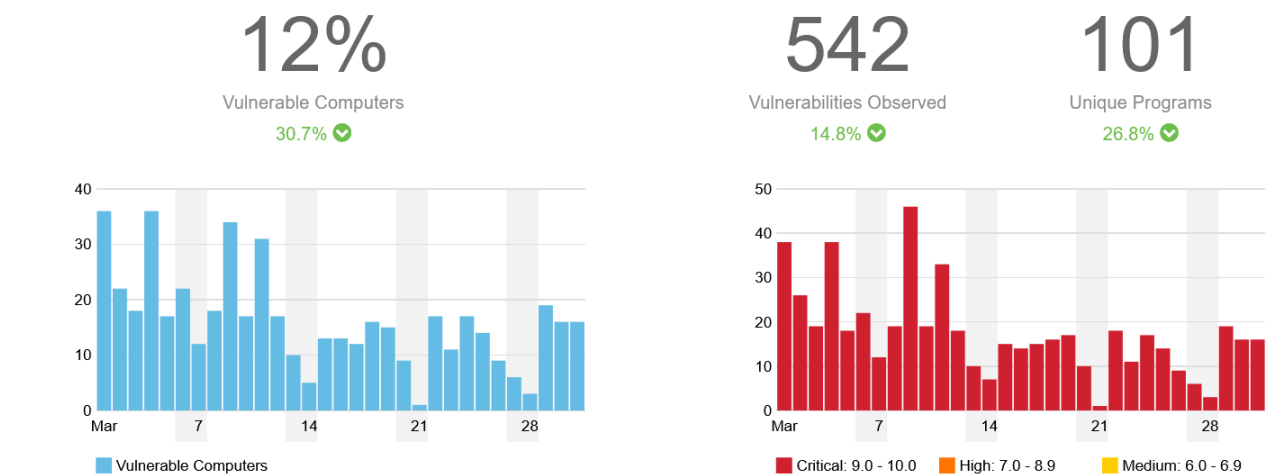
### Vulnerabilities

This shows the number of vulnerable applications that have been executed, moved, or copied, and the number of vulnerable computers. If an application with known vulnerabilities is recorded in the [Common Vulnerabilities and Exposures \(CVE\)](#) database, that information is displayed. The charts show the number of computers with vulnerable applications per day and the number of critical, high, and medium severity vulnerabilities within these applications per day.



## Vulnerabilities – March 2021

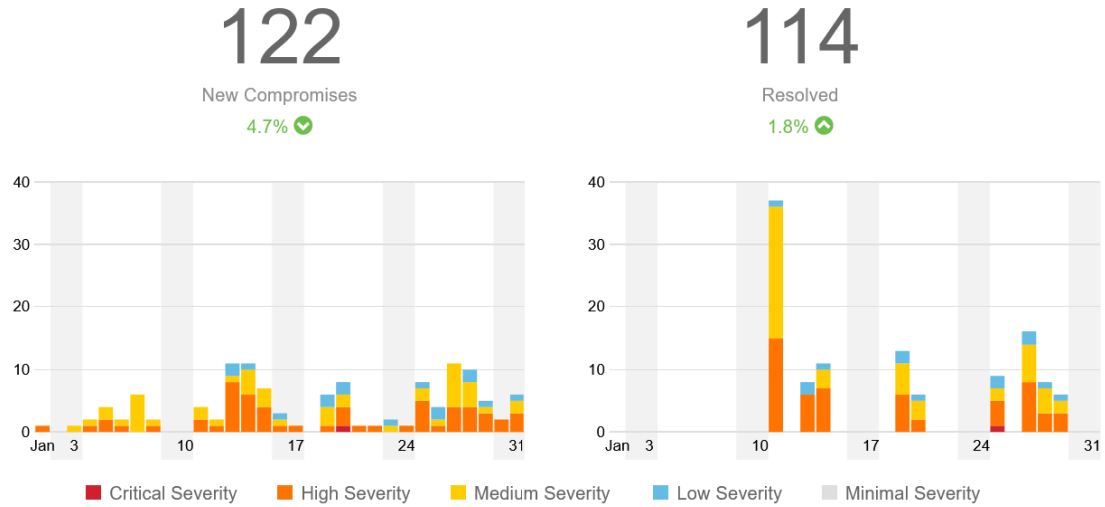
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## Number of New Compromises Reported in AMP / Compromises Resolved – February 2021

## 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.



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