

The University of North Carolina at Pembroke
Academic Information Technology Committee (AITC)
Minutes - Monday, October 12, 2020 at 3:30 p.m.

Members Present: Susan Edkins, Chair; Benjamin Killian; Roger Cross; Lisa Mitchell; Jaime Martinez, Secretary; Roland Stout; J. Porter Lillis; Katina Blue, CIO; Terry Locklear, Instructional Designer; Debbie Bullard, Representative of the Accessibility Resource Center; Jessica Collogan, Library Dean, June Power, Representative of the Library; Luke Fleming, SGA Senator

Members Absent: Ki Byung Chae; Miguel Nino, Director of Online Learning

Guests: Scott Billingsley, Liz Cummings, Ray Buehne

Minutes (approved 11.09.2020)

- A. Roll Call
- B. Approval of Minutes (Appendix A) approved 12-0-0
- C. Adoption of Agenda approved as amended 12-0-0
- D. Reports
 - 1. AITC Chair—Susan Edkins
 - a. Online Student Evaluation of Instruction: Senate approved continuation of this for all Fall 2020 courses regardless of instructional method
 - b. Statement from guest, Dr. Scott Billingsley
 - i. We no longer have a scantron machine to handle in-person evaluations
 - ii. FERS is updating handbook to accommodate online evaluations
 - iii. Our experience so far has been that response rates are lower for online evaluations
 - iv. We will follow schedule outlined in handbook (off-schedule requests need to go through chairs)
 - v. Management of evaluations will be moved out of Office of Online Learning, most likely to Institutional Research in the long term
 - vi. CourseEval contract ends June 2021, so this year is when we need to evaluate the tool and determine if it's the best program for our needs.
 - 1. Need to speak at next meeting with Gene Deese about experiences with CourseEval so far and Aaron Vandermeer about the process of selecting CourseEval in the first place. Graduate School may have additional insights.
 - 2. Also would be useful to see what other system institutions are using (that might facilitate purchase process).
 - 3. RFP usually takes 6 months but can be compressed, so we are already looking at a tight timeline (particularly since this committee does not meet in December or January)
 - vii. We need information about how our current system functions (things we like, limitations, etc.) and potential alternatives (other vendors

and/or internal options). DoIT will work on gathering some of this information and we will hear from them (as well as relevant guests) in November meeting.

2. AVC for Technology, Resources and Chief Information Officer—Dr. Katina Blue with Liz Cummings and Ray Buehne
 - a. DoIT undergoing an audit with State Auditor
 - b. Budget plan for 2020-2021 cuts about \$70,000 from funds for classroom technology and other student computing
 - c. Multi-factor authentication being strengthened after malware problem at ECSU
 - d. Increase in Canvas storage to 8 GB per faculty member cost about \$200,000; DoIT will keep an eye on usage to see if there's a more efficient way to allocate storage and what types of files are most often used
 - e. Zoom setup is almost complete—documentation will be finished Oct 19 (our WebEx license continues until we see what people are using)
 - f. Campus Computing Initiative updates to faculty computers underway
 - g. 5 classrooms will be updated over Winter Break (working with A&S, CHS, and SoE to identify which classrooms); classroom software will also be updated/installed over Winter Break
 - h. James creating more videos to help students and faculty understand how to use various instructional tools
 - i. There will be a system-wide outage over a weekend (Canvas will still be available) to update disaster recovery systems—working with Cabinet to find best possible times but most likely during December.
 - j. Also working to build a BravePortal intranet system for sensitive and internal materials so that information and those login areas do not need to be on the public-facing website.
 - k. Point of Concern: new SafeLink procedures in our email are interfering with Library's procurement of eBooks and other vendor activities. Katina will ask Kevin Pait to investigate.
 - l. Full DoIT Technology report is included in Appendix A.
 3. Director of Online Learning—Terry Locklear
 - a. Meeting with academic departments and chairs
 - b. Fall semester certificate program is wrapping up; another group will work during the spring
 - c. Regional Center programs will begin running through Canvas
 - d. Goal is to refine training programs plan for spring and summer
 4. Library Report—Dr. Jessica Collogan
 - a. Library is going to discontinue two items due to budget restrictions: SCOPUS and GALE's 18th-century collection
 - b. Planning a LibGuide for WinterSession to promote library electronic resources; Reference Desk email will be monitored over winter holidays to cover last week of the term.
- E. Unfinished Business—none
- F. New Business
1. LTI Process – Workgroup met on September 21

- a. Existing process seems fine but needs to be better publicized
- b. Proposed cutoff date: LTIs need to be proposed 6 weeks prior to the semester in which they would be implemented
- c. There needs to be a group to consider requests over the summer during final AITC meeting of the spring semester
- d. This year (and possibly future years) there also needs to be a group to meet during winter break (to be selected at November mtg)
- e. Announcement should be posted to Canvas related to the 6 week deadline
- f. Adopted items 2, 3, and 4 from subcommittee report (Appendix B) 12-0-0; will be forwarded to Senate for their approval

G. For the Good of the Order

H. Announcements: next meeting is Monday, November 9

I. Adjournment: 4:59 pm

Appendix A

Division of Information Technology Report Academic IT Committee October 2020

Project Portfolio Updates

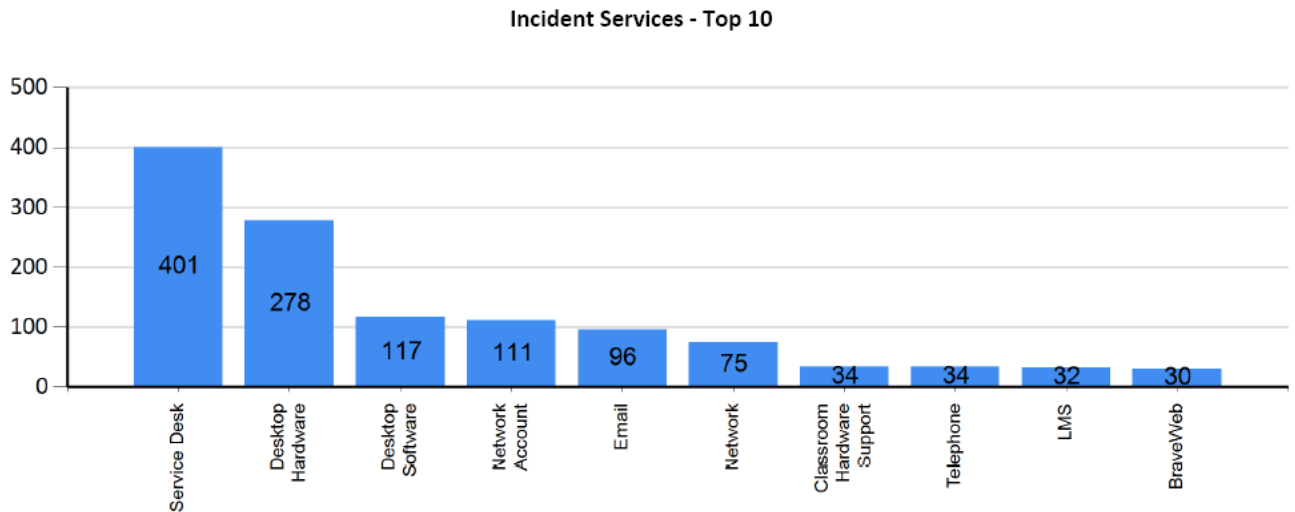
- 23 DoIT Projects Currently In Progress
- 59 - Completed Projects FY 19-20

Projects and Efforts of Academic Interest

- Netapp MetroCluster Hardware Upgrade
- BravePortal

IT Support Services

- Incident Services – September 2020

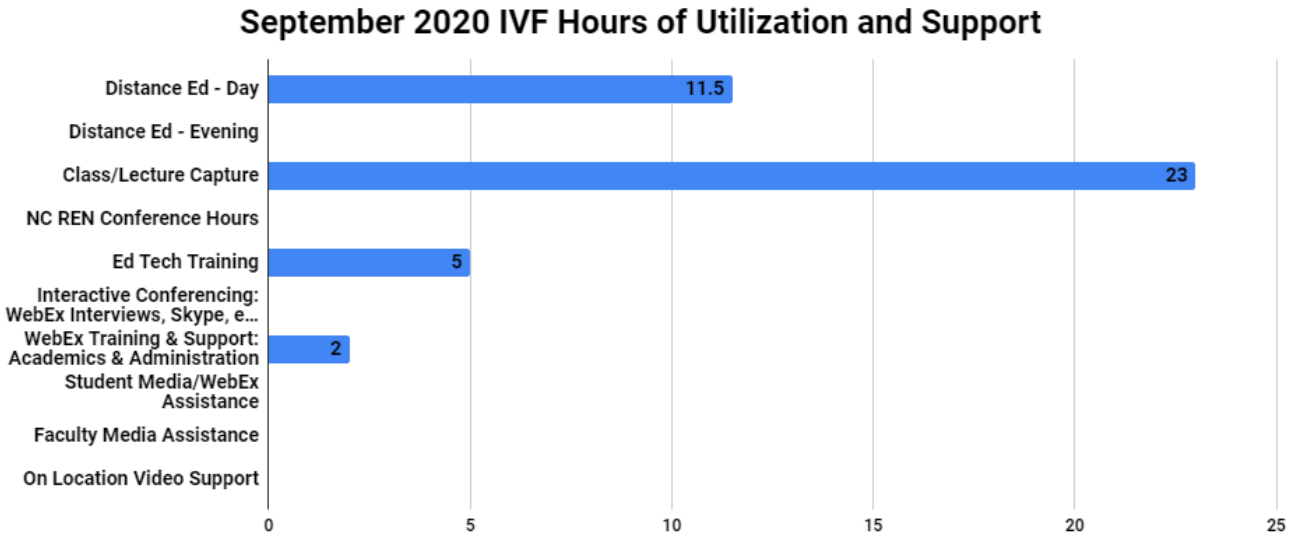


Number of Incidents Resolved in September 2020: 1069

Calls Presented to the Help Desk September 2020: 1442

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.



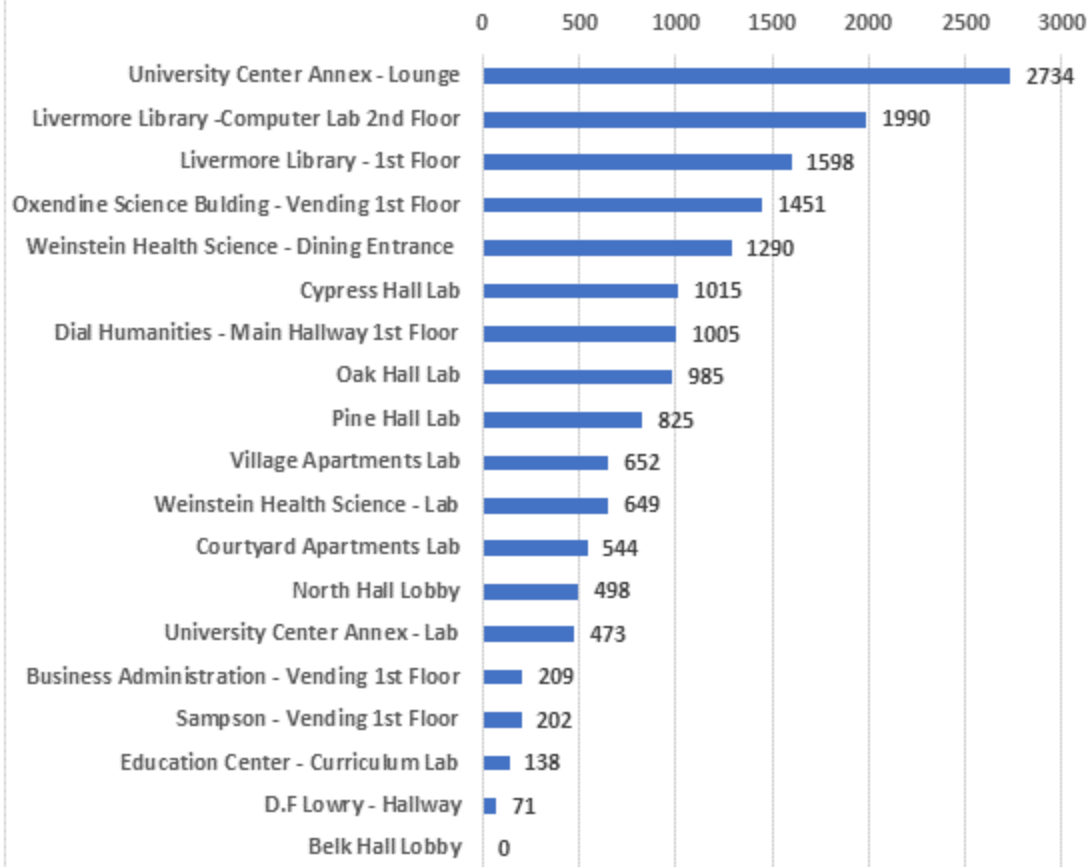
Canvas Support Tickets to Instructure by Type – September 2020

| FAI | Email | Live Chat | Online Submission | Phone | Total |
|-----|-------|-----------|-------------------|-------|-------|
| 0 | 1 | 53 | 12 | 176 | 242 |

WEPA Kiosk Print Station Report – September 2020

| | Total Number of Pages Printed | Mono Pages Printed | Color Pages Printed |
|--------------------|-------------------------------|------------------------|-----------------------|
| Public Access | 11,810 | 9,148 (77.46%) | 2,662 (22.54%) |
| Residential Access | 4,519 | 4,519 (100.00%) | 0 (0.00%) |
| Total | 16,329 | 13,667 (83.70%) | 2,662 (16.30%) |

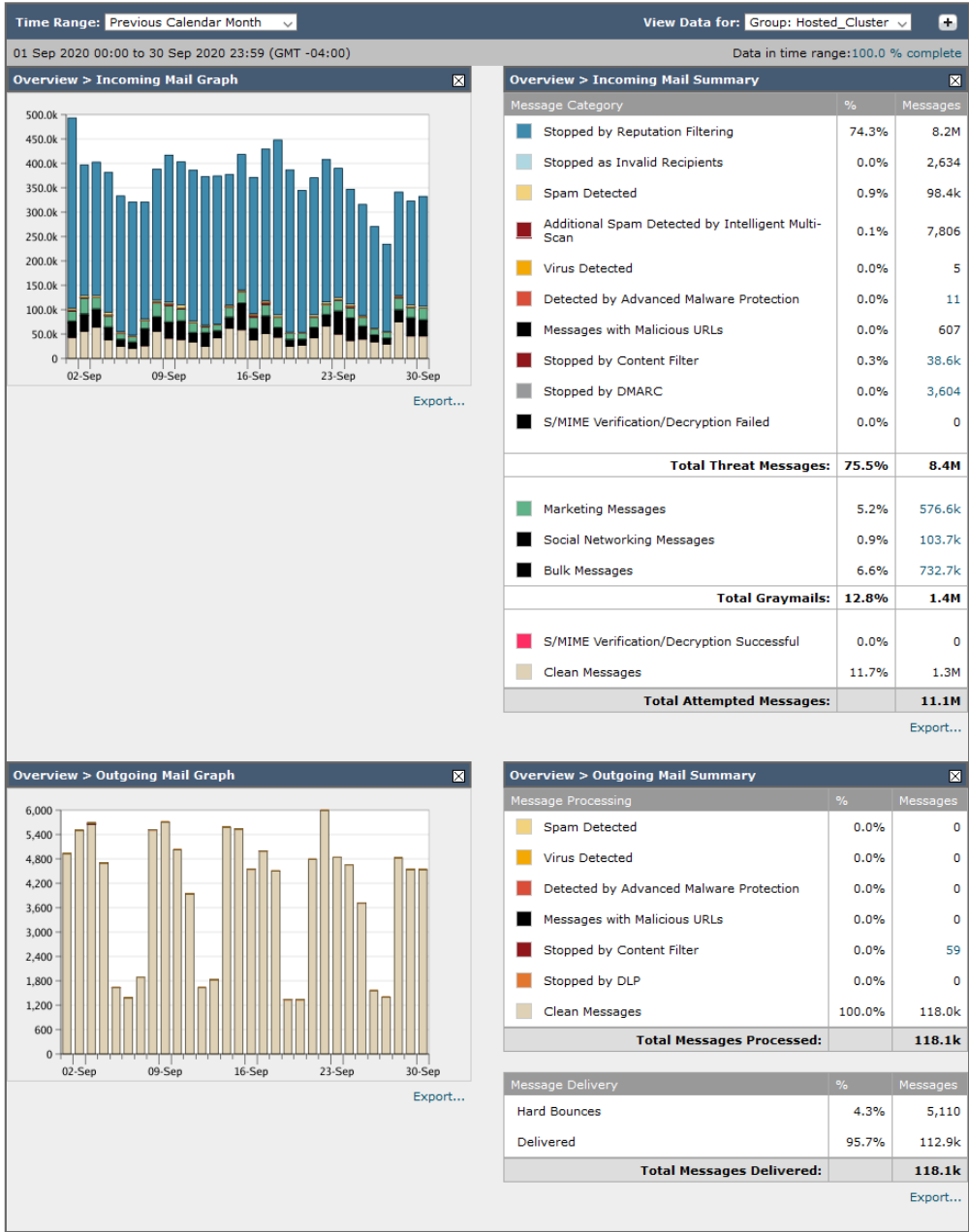
WEPA Comparison September 2020



IT Security Summary Report

Executive Email Summary – September 2020

Below is a table showing the incoming and outgoing email for the month of September 2020. Reputation filtering, by far, stops the most incoming emails. Domains are ranked by reputation and our email security system filters out the worst of those domains. There were also 3,216 emails blocked due to containing known malicious URLs.



Vulnerabilities – September 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.

Number of New Compromises Reported in AMP / Compromises Resolved – September 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.

110

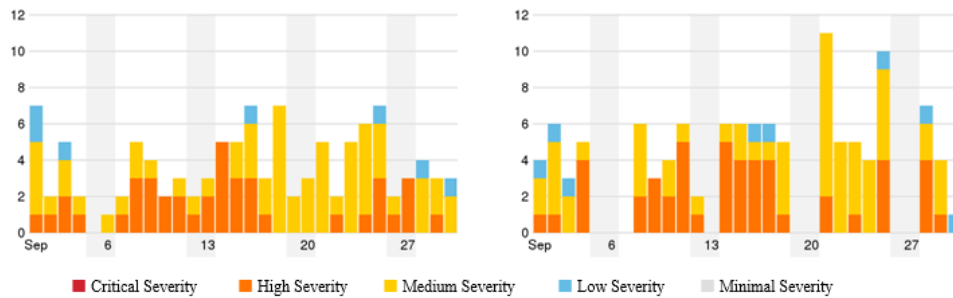
New Compromises

47.6% 

115

Resolved

72.9% 

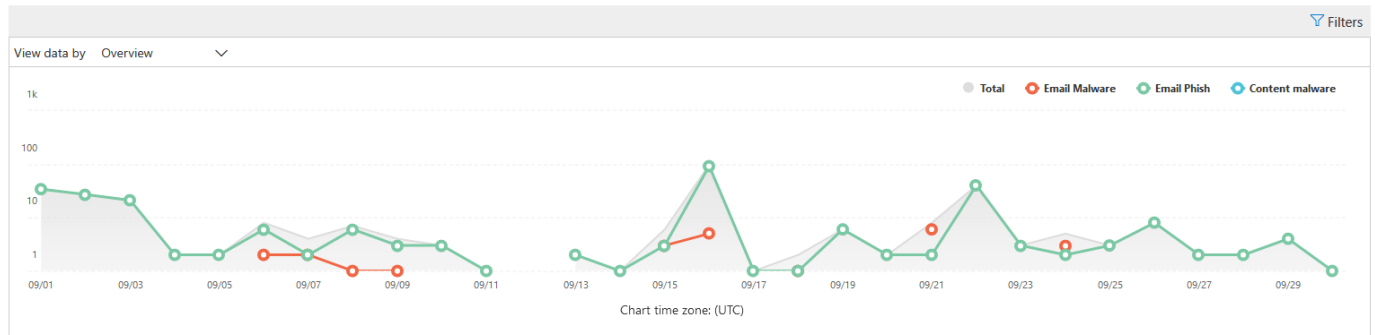


Threats Detected and Blocked by Microsoft O365 Security

Malicious Email messages and content, by type, detected and blocked by O365. Phishing is by far the largest email threat by volume, but Emails containing malware are just as serious a threat.

Threat protection status

The Threat Protection Status report is a single view that brings together information about malicious email message and content found and blocked by various layers of protection offered by Office 365 Security. [Learn more about this report](#)



Most Active Ransomware Domains

Umbrella, our DNS Protection System, has blocked access to these domains that are known to either contain ransomware, or to be covert command and control servers for ransomware. Ransomware will encrypt files, making them inaccessible unless a ransom is paid. The Federal Government is insistent that ransoms are not paid, so the need for prevention cannot be understated. Not only are the files encrypted, but the data can also be exfiltrated, resulting in not only a security incident, but a data breach.

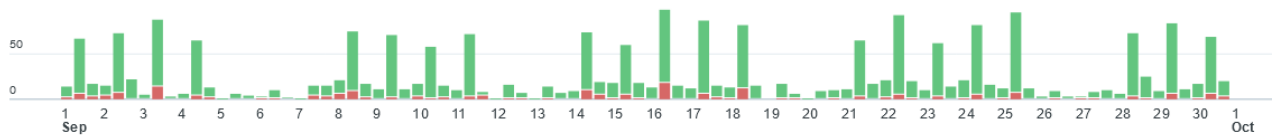
| Destination | Allowed | Blocked | Total |
|--|---------|---------|-------|
| www.yournextshoes.com | - | 26 | 26 |
| www.blueridgeheritage.com | - | 4 | 4 |
| mamsports.org | - | 3 | 3 |
| www.onlineemenu.com | - | 2 | 2 |
| www.campusoutreach.org | - | 1 | 1 |

DUO Activity – September 2020

September usage of DUO is on par with usage in August.

2.4k Authentications

Shown at every 8 hours.



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

Appendix B

LTI process meeting notes.

09/21/2020

Attendees: Roland Stout, Lisa Mitchell, Benjamin Killian, Wes Frazier

Purpose of the meeting.

The AITC committee requested a review of the Learning Tool Interoperability (LTI) process with an objective to determine how LTI requests during the summer semester could be better handled.

Meeting results.

1. The team members determined that the current process is acceptable.
2. A cut off date for LTI requests for upcoming semester should be implemented.
 - a. LTI requests for the next semester must be submitted 6 weeks prior to the start of the upcoming semester.
 - b. LTI requests after the 6 weeks cut off date will be reviewed but with no assurance that a decision can be reached prior to the start of the next semester.
3. During the last AITC committee meeting prior to the Summer semesters and Winter break, volunteers from the AITC committee will be determined to review LTI requests during the break. Recommendations for volunteers are below.
 - a. AITC Chair (from previous year)
 - b. Director of Enterprise Applications (DoIT)
 - c. LMS Administrator (DoIT)
 - d. Accessibility Resource Center
 - e. Office of Online Learning
 - f. 3 Faculty members
4. Communications about the 6 week deadline needs to be delivered to Faculty periodically. The recommendation is that the following alert be displayed in Canvas 8 weeks prior to the start of the next semester. (include other communication methods besides just Canvas).
 - a. "Requests for new teaching and learning technology tools (a.k.a. LTIs) are to be submitted 6 weeks prior to the start of the semester that they will be used."