

The University of North Carolina at Pembroke
Academic Information Technology Committee (AITC)
Minutes - Monday, November 9, 2020 at 3:30 p.m.
Approved 02/08/2021 11-0-0

Members Present: Susan Edkins (Chair), Senator; Benjamin Killian, Senator; Roger Cross (ARTS, 2022); Lisa Mitchell (EDUC, 2022); Jaime Martinez (LETT, 2021); Roland Stout (NSM, 2021); J. Porter Lillis, (SBS, 2022); Katina Blue, CIO; Terry Locklear, Instructional Designer; Miguel Nino, Director of Online Learning; Jessica Collogan, (Library Dean), June Power, Representative of the Library; Luke Fleming, SGA Senator

Members Absent: Ki Byung Chae, Debbie Bullard

Guests Present: Liz Cummings, Ray Beuhne, Vanessa Hawes, Wes Frazier

Order of Business

- A. Roll Call
- B. Approval of Minutes 3:32 pm
- C. Adoption of Agenda 3:34 pm
- D. Reports
 - 1. AITC Chair—Susan Edkins
 - a. Online Student Evaluation of Instruction Update: there is a process underway via the Senate to review online SEIs, including whether or not we should renew our CourseEval license
 - b. Recommendations for LTI procedures were approved by Senate
 - c. 3 faculty needed to serve over winter holidays if there are LTI requests: Jaime Martinez, Lisa Mitchell, and Roland Stout volunteered
 - 2. AVC for Technology, Resources and Chief Information Officer—Katina Blue
 - a. Cyberinsurance coverage has been expanded
 - b. School of Ed participating in a program with PSRC to use a product called Gaggle within Canvas to monitor student safety and mental health
 - c. Received system grant for \$40,000 that came with 20 new computers—working with Academic Affairs to find appropriate locations
 - d. Classroom infrastructure technology upgrades happening over Fall 3 for targeted classrooms (Education 301, Jones 1193, Oxendine 3202, Sampson 136, 234, and 237); classroom and lab computers will also be re-imaged during that time
 - e. New tech training videos available at <https://www.uncp.edu/resources/division-information-technology/technology-training>
 - f. Multi-factor identification being rolled out across campus
 - g. Campus security cameras have been installed and/or upgraded

- h. Parking Lot WiFi has been expanded near Library, Courtyard Apartments, Entrepreneurship Incubator, and six other areas
 - i. DoIT monthly report (Liz Cummings): See Appendix
 - i. Current major project: BravePortal
 - ii. On-call number for last week of December will be shared with faculty teaching during Fall 3 (DoIT requests that faculty report student problems rather than giving this number to students). Canvas Help functions will be available throughout Fall 3.
3. Director of Online Learning—Miguel Nino
- a. 25% of faculty have completed Online Teaching Excellence certificate program; another group will participate in the spring semester
 - b. Video, consultations, requested training sessions, and other assistance will be available during Fall 3
 - c. Online SEIs were distributed this week
 - d. Online Learning Excellence Task Force posed two questions/concerns for us
 - i. Are all faculty using Canvas for their online courses? If courses are happening through other means, are students getting the information and support they need?
 - ii. Faculty need more information about LTI approval process and timeline. (We will work on helping to better explain on DoIT and OOL websites.)
 - e. Question about E-Portfolios—are we considering this a campus-wide initiative, and if so, how will funding work?
4. Library Report—Jessica Collogan
- a. Work to digitize and share special collections resources is under way
 - b. LibGuide available for Fall 3 Library Resources; the library will be open weekdays Nov 30-Dec 23; the reference desk will be available via phone and email the last week of December for Fall 3 classes.
 - c. Library will not hold extended hours during Exam Week due to staffing concerns as several library staff are under quarantine/self-isolation
 - d. ILL requests will not be processed between December 19-January 19 (this is normal)
- E. Unfinished Business
- F. New Business
1. Review of LTIs
- e. H5P
 - (https://bravemailuncp.sharepoint.com/:w:/t/DoITTeam/EWzr_PenHjtBnE4ZQ7YBifQBw78yeYMeF9KUhHJIXr-mRA?e=6U4Sb2)
 - i. Cost is about \$47,000 per year and no funding is currently identified.
 - ii. Has some useful functions; DoIT has not identified any potential problems other than cost.
 - iii. DoIT does not currently have a way to limit LTI use to specific classes (and thus limit costs) unless they are all within one school.
 - iv. ARC has identified accessibility concerns, particularly for students with visual impairments. Debbie was not able to navigate the product while using a screen reader. The suite of tools is not universally

accessible, but it seems it would be possible to work within H5P to only use the accessible components. The product just ended beta phase so we anticipate that these problems will be resolved.

- v. Rejected due to lack of funding source (primary reason) and accessibility concerns (secondary reason): 12-0-0
- f. Pivots Interactive
 - (https://bravemailuncp.sharepoint.com/:w:/t/DoITTeam/EQsH5Zh-ZwJIvpDcoUeixjMBjr5PFO-RzDO5078_EBVgJA?e=yHvFh5)
 - i. DoIT has significant concerns regarding privacy and security of student data and is not in favor of implementing this LTI.
 - ii. ARC also found that it is not accessible for blind and visually impaired users.
 - iii. Rejected due to security and accessibility concerns: 12-0-0
- 5. For the Good of the Order
 - a. How can we help faculty identify LTIs that meet their needs (including ones that are already approved and available) and advertise those to increase usage?
- 6. Announcements
 - a. LTI ad hoc group will most likely meet in December or early January
 - b. Next meeting of the full AITC is February 8, 2021
- 7. Adjournment 4:43 pm

Appendix

Division of Information Technology Report Academic IT Committee November 2020

Project Portfolio Updates

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

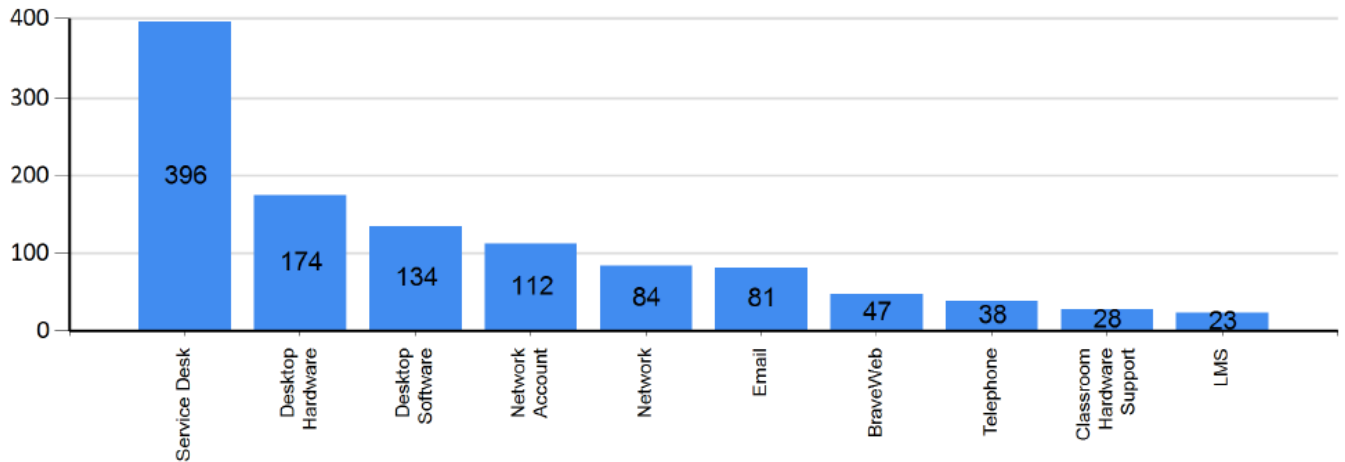
Projects and Efforts of Academic Interest

- Netapp MetroCluster Hardware Upgrade
- BravePortal

IT Support Services

- **Incident Services – October 2020**

Incident Services - Top 10

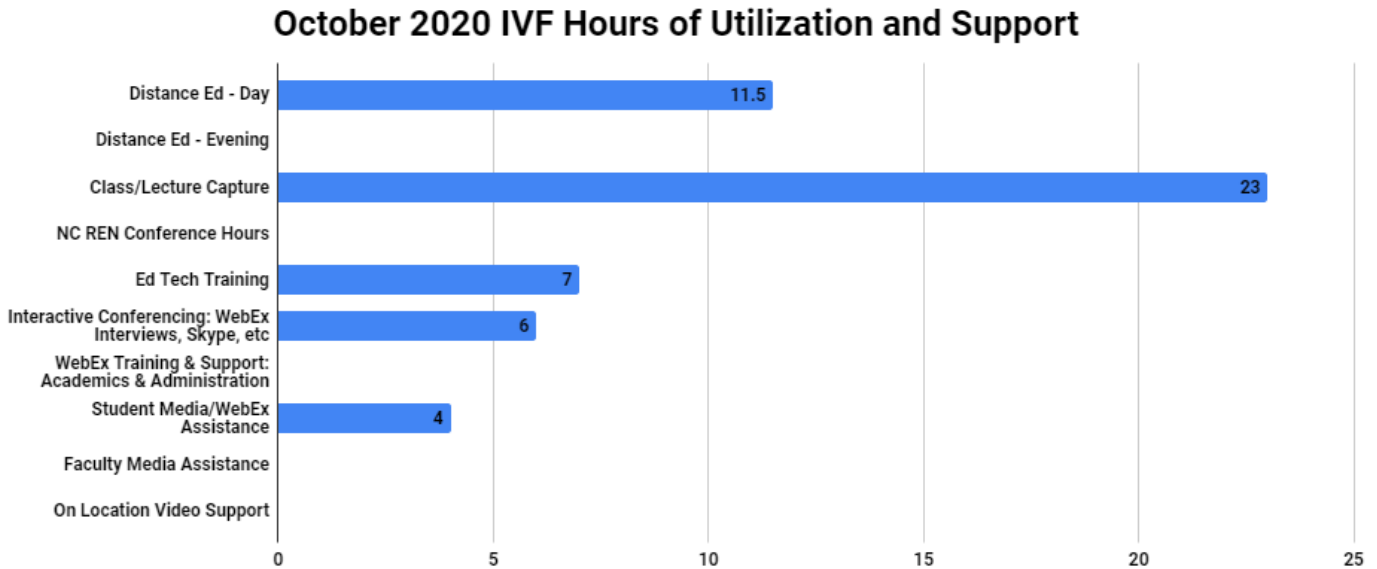


Number of Incidents Resolved in October 2020: 932

Calls Presented to the Help Desk October 2020: 1326

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.



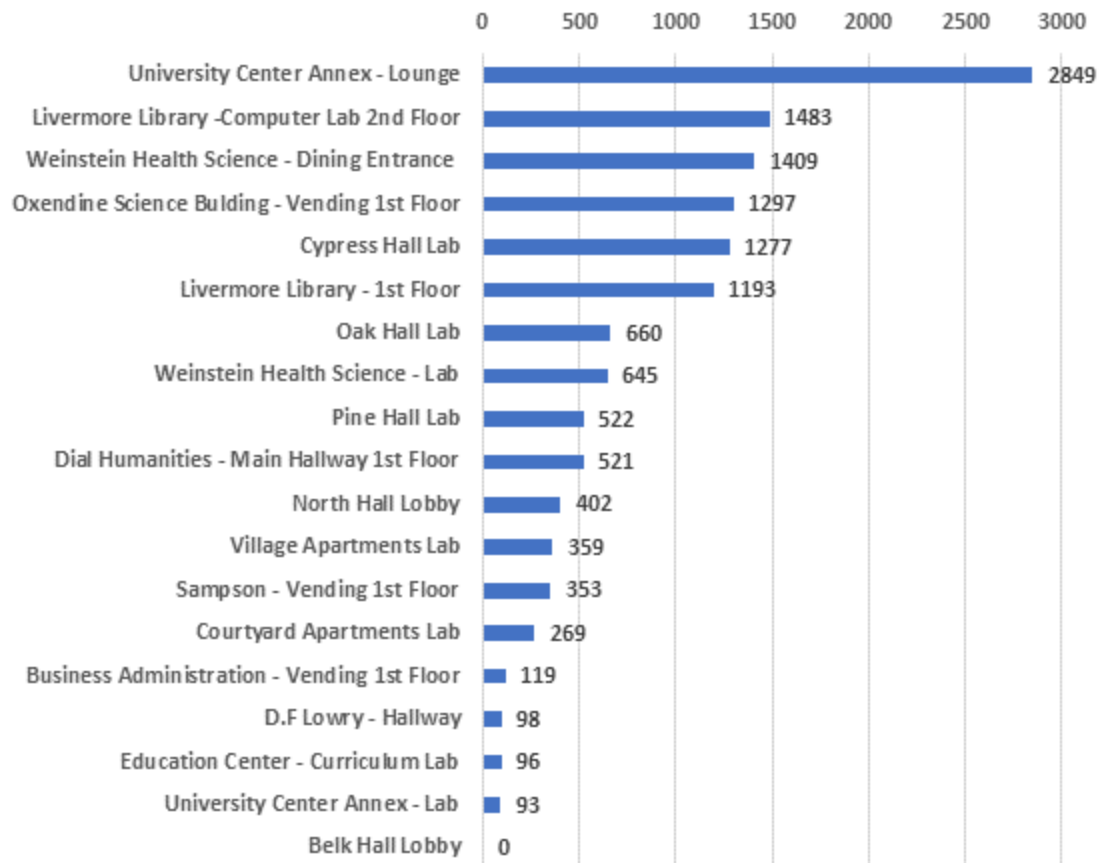
Canvas Support Tickets to Instructure by Type – October 2020

FAI	Email	Live Chat	Online Submission	Phone	Total
0	1	20	16	135	172

WEPA Kiosk Print Station Report – October 2020

	Total Number of Pages Printed	Mono Pages Printed	Color Pages Printed
Public Access	10,156	7,953 (78.31%)	2,203 (21.69%)
Residential Access	3,489	3,489 (100.00%)	0 (0.00%)
Total	13,645	11,442 (83.85%)	2,203 (16.15%)

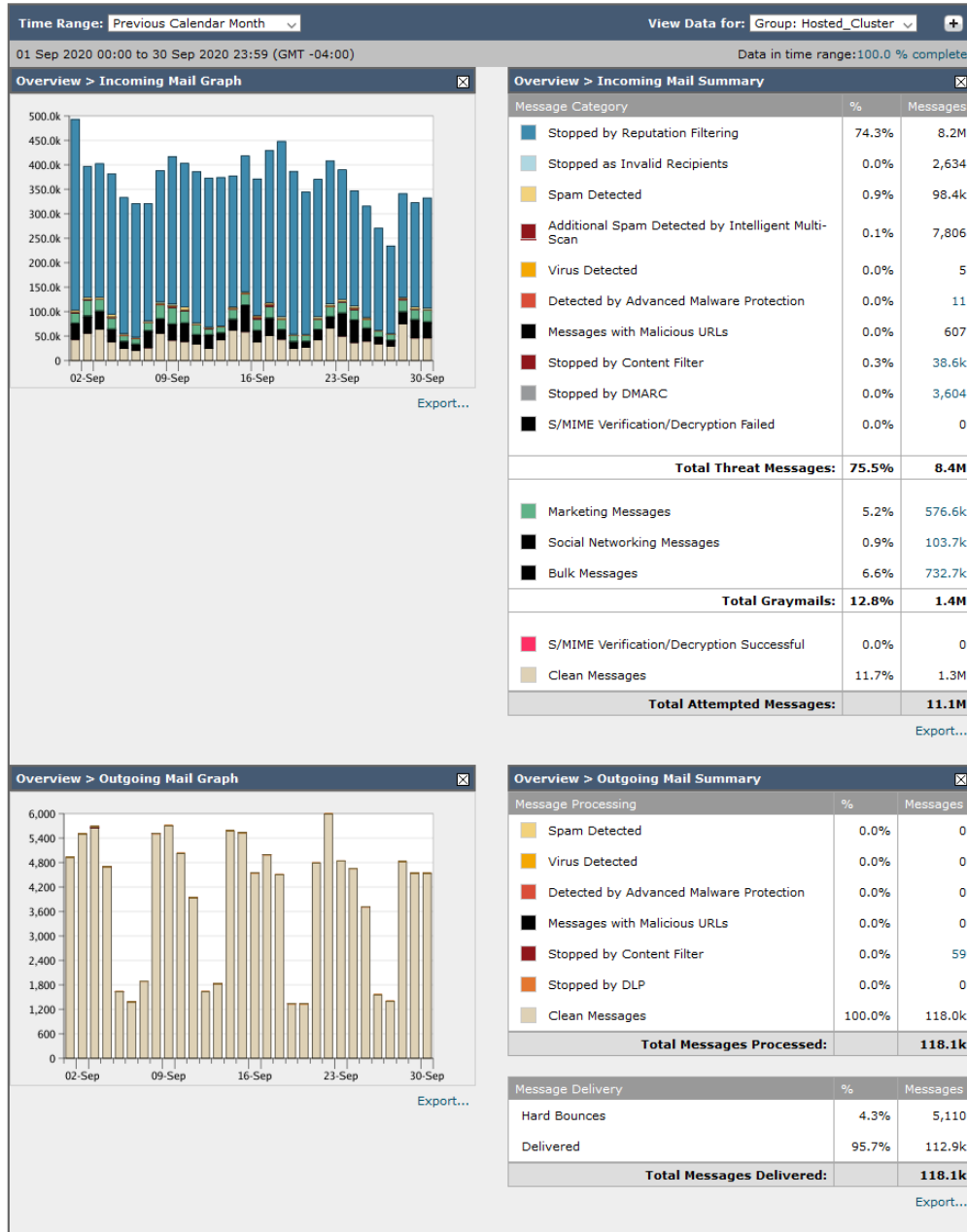
WEPA Comparison October 2020



IT Security Summary Report

Executive Email Summary – October 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 – October 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.

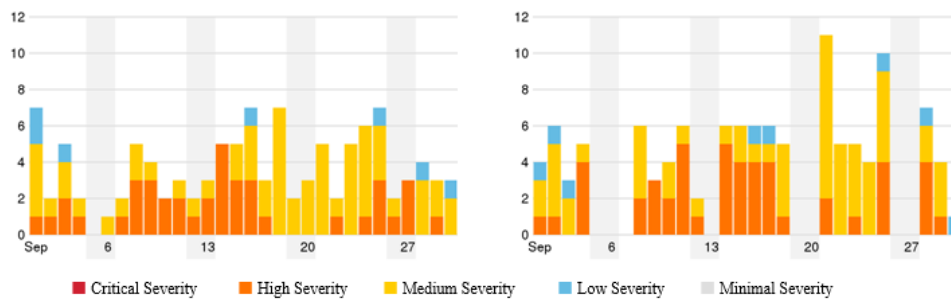
Number of New Compromises Reported in AMP / Compromises Resolved – October 2020

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% 

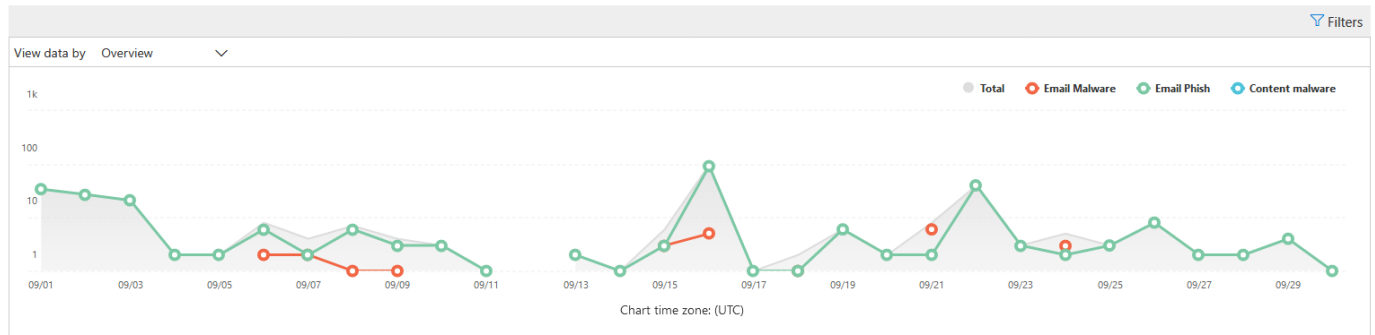


Threats Detected and Blocked by Microsoft O365 Security

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.

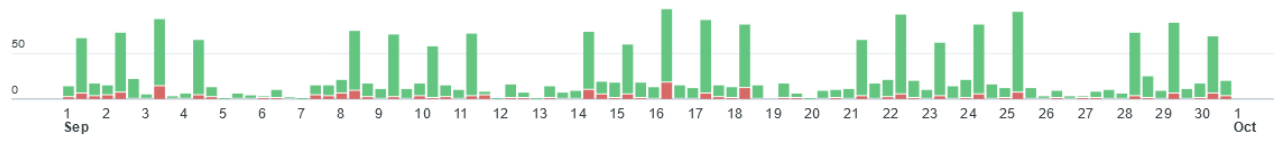
Destination	Allowed	Blocked	Total
www.yournextshoes.com	-	26	26
www.blueridgeheritage.com	-	4	4
mamsports.org	-	3	3
www.onlineemenu.com	-	2	2
www.campusoutreach.org	-	1	1

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.