

UNIVERSITY COMMITTEE ON ACADEMIC COMPUTING AND COMMUNICATIONS

Tuesday, April 28, 2020

Meeting Minutes**I. Chair's Announcements, agenda review, approval of minutes**

Chair Anthony Joseph started the meeting by acknowledging the difficulties during this time due to the Covid-19 pandemic and asking members to share preliminary concerns about their work (prior to the scheduled campus-reports round-robin later in the meeting).

The biggest issues for instructors are the amount of extra work to teach online and concerns about testing and evaluation, especially remote proctoring for exams (security, privacy, academic dishonesty, etc.) Other issues were around the recording of courses and lectures for asynchronous learning options for students in different time zones. Solutions included using TAs to help instructors with technology for large classes.

UCACC members reported that faculty are discouraged – or in some cases prohibited – from using Zoom for exams, but are not provided with guidance for other options. Appropriate assessment of student learning for online courses are a concern.

Meeting minutes from February 25, 2020, were approved.

II. UC CIO and IT Services Updates

Mark Cianca, Interim Chief Information Officer

David Rusting, Chief Information Security Officer

Robert Smith, Systemwide IT Policy Director

- Impact of COVID-19

As the Covid-19 crisis grew, the CIOs started meeting three times per week, leading to a relatively cohesive response systemwide. The IT staff's responsibility is first and foremost to support the faculty and administration. Greater communication and sharing best practices among CIOs has fostered more of a feeling of teamwork in the IT support community. The first big adjustment was the full deployment of Zoom throughout the system.

Next steps for CIOs is evaluation of current practices and planning for the future. Much is still unknown about what will happen in the fall, but there will certainly be big IT impacts. A full day CIO meeting in the third week in May will focus on campus Covid-19 responses and lessons learned. UCACC members suggested that the CIOs use discuss metrics such as the amount of time spent by faculty on mundane activities like uploading videos and getting the technology up and running. There is general understanding that everyone is under pressure and that third-party vendors are swamped too.

Student Affairs offices are providing computing devices to all students who need it by using federal funding and/or existing programs for excess equipment.

UCACC members asked about IT budgets for the upcoming year. Costs have increased, but the budget depends on the State budget for UC, and statewide tax revenues are projected to be way down. UC won't know its budget until September. Federal relief funding has helped, but the IT enterprise is

preparing for budget decreases. The overwhelming expense in IT is labor; procurement represents about \$420 million, with about half of that spent on twenty top vendors. In addition to hiring freezes and possibly renegotiating contracts, UC's IT organizations will need to figure out how to consolidate and defer in order to protect core activities.

UCACC members wanted to know the cost of the Covid-19 crisis to UC's IT enterprise. Interim-CIO Cianca said he would find out about Zoom and other IT expenditures, and noted that Slack utilization is up by a hundred percent (with insignificant financial impact). Each campus is tracking Covid-19 related expenses.

- ***Research Information Management Systems (RIMS) Working Group update***

The RIMS Working Group continues its exploration of research analytics systems on the campuses and is developing a survey that should be ready in June. The group settled on using a definition from OCLC (a library consortium and service provider). At its next meeting, the Working Group will get updates on UC policy from IT Policy Director Robert Smith and on procurement practices from Associate Director for IT Strategic Sourcing Tom Trappler.

- ***IS-3 update***

UCLA has revised its change request, but there will still be a small update to the event logging standard.

- ***IS-12 update***

The IS-12 policy development is still on track. Comments on the draft were due on April 24. The Presidential approval process will start in the fall.

- ***CRGC update***

Topics from the latest meeting of the Cyber-Risk Governing Committee included:

- Data classification campaign at UCSF
- CIO/CISO systemwide risk assessment effort
- CMMC
- An update on the Cybersecurity Summit in April that was quickly moved to an all online format. Participation was much greater than usual, with over 440 participants. One of the presenters was Jack Rhysider, creator of the popular Darknet Diaries podcast.

- ***UCPath***

The final UCPath deployment will be to UCSF and UCSD in the coming weeks. With the exception of Lawrence Berkeley National Lab, this means that all locations will be using UCPath as of June 1. Covid-19 has meant that staff training at the new locations takes place online (which has improved turnout rate). The UCPath center in Riverside is 90% remote now; it was deemed essential and some employees go into work. LBNL, which has requirements that align with DOE, will be online with UCPath at the end of July. The UCOP UCPath Project Office will shut down at end of June.

III. Update from Senate Leadership

Kum-Kum Bhavnani, Academic Council Chair

Mary Gauvain, Academic Council Vice Chair

Discussions about when and how to reopen campuses are in progress. Much of what happens depends on local restrictions. The new Vice President for Research & Innovation Theresa Maldonado started a daily meeting of Vice Chancellors for Research (now meeting twice weekly) to talk about research

issues including shut-down, maintenance, and eventual ramp-up. UC is in communication with federal agencies such as NSF and NIH, and with congressional representatives around loss of time and money due to the pandemic.

UC received some funding from the federal government as part of the latest relief package. UC's government relations personnel are working with state and federal government officials on additional support for the university, but there will still be a big budget impact. The loss of a residential experience for students is a big issue, and some students are interested in taking leave until in-person instruction is back. All universities are working on plans for fall.

The Board of Regents met via video in March. An item on "cohort tuition" was pulled from the agenda. All campuses have been asked to do projections for various budget decrease scenarios. Although the Academic Senate does not propose cuts, local Senates should be involved in the budget discussions. The report of the Academic Council's Standardized Testing Task Force and discussion of UC's standardized testing requirement will be on the Regents' agenda for May.

The search for a new UC President should be wrapping up soon. The Senate's Academic Advisory Committee was involved in narrowing down the 600 names provided to around 40 for the Regents' special search committee. The original plan was for an announcement of a new President in May, but the timeline may have been extended.

Last week, a survey was sent out to faculty to gather information about remote instruction. All instructors are encouraged to fill it out. There is concerted attention toward making sure that faculty are not harmed in their careers due to the pandemic. UCAP has issued guidelines for teaching evaluations, merit reviews, and tenure and promotion assessment. UCACC members wondered if UCFW was discussing the additional workload for teachers due to transitioning classes to remote platforms.

One of the concerns about the online environment is the potential loss of privacy due to the recording of all interactions, which could potentially mean increased surveillance, widespread distribution, and the amplification of mistakes or mis-statements.

Academic Council Vice Chair Mary Gauvain noted the importance of UCACC in this time as technology needs are greater than ever, and are only going to continue to increase. There are financial and human costs that need to be accounted for, including the emotional drain of increased online work. The committee's interest in electronic communication etiquette and fatigue is timely as well.

IV. Member/campus issues

UCACC members discussed issues on their campuses related to academic computing and communications, including the impact of Covid-19.

At UC Santa Cruz, the recording of online courses is a big issue. The online environment changes the dynamic of the classroom and some students will not talk if they are being recorded. This is a broader issue that should be addressed once the crisis is over. Other concerns focus around intellectual property rights and recordings. The wildcat strike of UC Santa Cruz graduate students was had raised these issues even before Covid-19. Accessibility of online courses could potentially be a factor to consider. The posting of unauthorized materials on Course Hero has been a problem for a while, and continues in the online environment. But instructors have noticed that students ask more questions in class and more participate in online office hours.

UCLA faculty are concerned about how the time involved in switching courses to remote formats. The primary issues are access and connectivity issues, maintaining control of a class, and lack of visual feedback when giving a lecture or leading a discussion. Faculty are also worried about childcare, tenure, etc., and the overall general anxiety.

At UC Berkeley and UC Davis, there are concerns about Zoom security; Zoom was banned for final exams at Berkeley. On the Davis campus, many researchers have concerns about Zoom privacy and at least one PI won't use it. There are theoretical and potential issues like viewing inappropriate or illegal things in the background of a video call, ergonomics, and Workers' Compensation. UC Davis faculty are concerned that the administration will see cost savings from online instruction and will not go back to business as usual.

Faculty at UCSD developed impromptu websites and are sharing best practices. There is much support from peers. The campus is offering to not count spring quarter evaluations in promotion review, which is helping to relieve stress.

At UCSB, as elsewhere, the loss of face-to-face interactions is having a big impact on fine arts departments. The Zoom fatigue, lack of in-person cues, and online interaction offer a chance for research, but are also challenging. The heaviest toll for some is the loss of human interactions. UC Irvine is concerned about exams and assessment. Methods of testing, grading and assessment are shifting. Some fields are switching from final exams to final projects. UC Berkeley offered pass/no pass grading to alleviate some of the stress, but some graduate programs will not accept that.

There is still uncertainty about lab courses and how to teach without equipment. Regardless of an online solution, it will not be an optimal experience. However, most report that there is generally good communication from the administration and sharing of best practices among faculty colleagues.

UCSF's silver lining to the crisis has been in the dramatic increase in the use of tele-health. Many think the use of telemedicine will continue even after the pandemic.

Some IT faculty and staff are concerned about Zoom's resiliency and robustness for the situation. At some point there should be a security analysis and evaluation of other products that could be used if needed. Google has given UC top-tier enterprise support, but its online meeting options are not as advanced as Zoom's.

V. Best practices for electronic communication etiquette in the university setting

Committee members were asked to gather any information they can find about guidelines or best practices for electronic communication etiquette in the university setting.

Now that almost all communication is virtual and people spend more time on screens, there is more attention to psychological impacts. At Berkeley, to alleviate information overload, the faculty mailing list was divided into two, with one that was "opt-in" to allow for more ad-hoc communication. Everyone has different ideas about what type of communication works best, from Slack channels to course management systems.

Members had questions about institutional risk and acceptable behavior, including inappropriate virtual (or actual) background, and whether there are acceptable use policies for remote learning or online meetings. It is possible to apply the same rules to virtual classroom as in-person classes, guidelines

might be helpful. Even regularly reminding people that emails and other communications (e.g., Zoom chats) are recorded and saved. In larger classes, TAs can help with Zoom classroom management.

Other recommended practices for videoconference meetings are regular breaks (for longer meetings) and finishing 10 minutes before the hour. Building in informal time or scheduling a separate gathering can also be beneficial for groups who used to interact in person. Some students are doing remote study sessions.

Even though there are student resources available, many are reaching out to faculty for help because they are familiar faces.

The current situation is exposing challenges in learning and assessment; the solutions in use now are not necessarily sustainable in the long run.

VI. Wrap up for the year, topics for next year

Potential topics for UCACC for next year:

- Managing security data
- Privacy protection
- Systemwide distance learning resources

Meeting participants:

Members: Anthony Joseph (Chair), David Robinowitz (Vice Chair), Ethan Ligon (Berkeley), Matt Bishop (Davis), Feng Liu (Irvine), Susan Cochran (Los Angeles), Ian Galton (San Diego), Lisa Jevbratt (Santa Barbara), Leila Takayama, (UCSC alternate), Kum-Kum Bhavnani (Academic Council Chair), Mary Gauvain (Academic Council Vice Chair).

Consultants, guests, staff: Mark Cianca (Interim Chief Information Officer), David Rusting (Chief Information Security Officer), Robert Smith (Systemwide IT Policy Director), Joanne Miller (Committee Analyst).

Meeting minutes drafted by: Joanne Miller, UCACC analyst
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