

Annual Report of the Academic Services Committee 2013-2014

The following people served on the committee during the year:

Sonit Bafna, School of Architecture (Chair)

Kristin Butler, Electronic Systems Laboratory, Georgia Tech Research Institute

Amy D'Unger, School of History, Technology, and Society

Peter Hesketh, George W. Woodruff School of Mechanical Engineering

Denise Johnson-Marshall, Office of the Dean of Students, Student Affairs Division

Helena Mitchell, Center for Advanced Communications Policy, Ivan Allen College

Susan Wells Parham, Library and Information Center

Carrie Shepler, School of Chemistry and Biochemistry (Secretary)

Arjun Meka, Undergraduate student, (Student Government Representative)

Michelle Powell, Office of Sponsored Projects (Liaison with the Faculty Executive Board)

The committee met seven times during the year. Much of the committee work was taken up by reviews of campus-wide initiatives. Two ongoing initiatives were reviewed:

1. In October 2013, the committee were first given a report on the Campus IT master plan being developed by Sonit Bafna, and then, in November, Robert Gerhart was invited to give an update of the first draft of the master-plan and to respond to the questions of the individual members. The committee members responded with short brief statement declaring themselves satisfied in the general with the scope of the plan and the issues that it would address. The members also expressed concern whether the new IT services being planned would make adequate provisions for universal accessibility. The statement is appended at the end of this document.

2. In April 2014, the committee were updated on the status of the library renovation project by Lori Critz, head of faculty engagement in Library and Information Services. This was essentially an information gathering session. But because the renewal planning process is still in the phase of obtaining user input, mostly through the work of Brightspot, the members had some suggestions on alternative activities to be included in the library. One of particular interest was the suggestion of a faculty club—the committee had produced a proposal for one in 2011 and it was decided to forward it to Lori for further consideration. Details of this meeting are in the April meeting minutes.

The rest of the committee business was taken up with three ongoing projects:

1. In March, Helena Mitchell and Denise Johnson-Marshall lead an informal discussion on a long-standing concern in the committee about the need to establish general criteria and procedures to ensure universal accessibility of various services. It was felt that accessibility is not often considered when new services are developed or new systems for such services procured, and that part of this problem was both lack of defined procedures and lack of information made available to those developing these services. Both Helena and Denise serve on the President's sub-committee on

accessibility issues and it was decided to review the document that the committee would produce. This is will be followed-up in 2014-15 year.

2. The committee decided to begin compiling information on all academic and informational services that Georgia Tech makes available to those outside the campus. The reasoning was that this was a valuable contribution that Georgia Tech makes apart from its core activities, but that information on the extent of such activities and their efficacy or impact was not easily available. Information about services that the Library and Information Services provides was collected and discussed by the committee in February. The work is to continue in the 2014-15 session on activities of other offices, in particular that of the Offices of Professional Education and Distance Learning. The details of the discussion are in March 2014 minutes appended to this document.

3. The committee continued to support the work on open-access policy from previous years. The policy adopted in 2013 called for the setting-up of an implementation committee. Susan Wells Parham is the chair of this committee, but it was decided to also appoint another member of the Academic Services Committee as a liaison. Carrie Shepler was voted unanimously for this liaisoning position.

Complete minutes of all the committee meetings are appended to this document, followed by the response to Robert Gerhart on the Campus IT Masterplan Draft.

Report prepared by Sonit Bafna, October 1, 2014

**Academic Services Committee
Monthly Meeting Minutes
September 16, 2013**

Committee Members Present: Sonit Bafna, Susan Wells Parham, Amy D'Unger, Denise Johnson Marshall, Raj Vachatu (Executive Board Liason), Helena Mitchell, Carrie Shepler

Not present: Peter Hesketh, Kristen Butler

Sonit Bafna called the meeting to order at 12:05pm. New members who were present were welcomed and introductions were made.

The *June meeting minutes* were presented. Amy D'Unger motioned to approve them, and Susan seconded. The committee voted unanimously to approve the minutes.

Sonit thanked Amy for preparing the *committee's annual report* for 2012-2013. Amy will present the report at the next General Faculty Assembly meeting.

Originally, Susan Parham had agreed to represent the ASC on the *Institute's Open Access Implementation committee*. However, she represents the library and cannot serve in both capacities. Carrie Shepler volunteered to serve as ASC representative, Sonit nominated her, and the committee approved. Susan says that Dean Murray Rust will convene a meeting of the group at which the committee will elect a chair, determine frequency of meetings, etc.

Amy D'Unger asked whether faculty are using the library's website link to comply with the open access policy. Susan Parham responded that some faculty are, and she will provide numbers at a later date. She feels the link is somewhat buried (if people don't know where to look).

The committee discussed the waiver process. For example, *Nature* requires authors to sign a waiver, but the authors still can comply with the open access policy by put identical, post-referee content in SMARTech without the journal formatting (in other words, they can upload their own version of a manuscript but not page proofs from the journal).

Helena Mitchell commented that some of her colleagues have complained about the open access policy being detrimental to their tenure process because some publishers prohibit them from complying with the policy (the implication being that the open access policy forces faculty to choose between compliance and publishing in certain journals). Susan Parham responded that this is the point of the waiver of compliance. There is no penalty for non-compliance, and by signing the waiver faculty actually are in compliance.

Helena Mitchell also commented that SMARTech is non accessible (ADA compliant) as it has no alternative text for photos or audio format. When asked, Denise Johnson Marshall replied that we have approximately 25 students with access disabilities registered with ADAPTS.

Sonit Bafna asked that Susan Parham and Carrie Shepler report to the ASC after each meeting of the implementation committee. Carrie Shepler will add this to the ASC meeting agendas after the implementation committee meeting schedule is set.

The committee discussed the agenda for fall 2013. The discussion is summarized below:

- Sonit Bafna will contact the *Office of Professional Development*. Potential discussion topics include:
 - How are course topics selected or decided upon? Ad hoc or systematic?
 - How can the ASC help OPD think about who is affected.
 - Online courses—what should they think about?
 - ASC could help develop a checklist to be assessed for each proposed course.
 - Could incorporate life-long learning
- *Technology Needs*
 - The ASC could develop a list of faculty needs to provide to the Strategic Technology Investment Collaboration (STIC), but it is not clear how the committee could assess those needs.
 - Sonit Bafna will work with Raj Vachatu to put together a visual picture for technology, and we will review this at the October meeting.
 - Currently, STIC is working on a master OIT plan.
 - Three primary STIC focuses:
 - OIT for research support
 - One from D. Llewellyn—teaching and learning
 - Systems administration

General Discussion

- Raj Vachatu says that Provost Bras has mentioned that the scope of each committee will be revisited.
 - The question was posed that as a committee, what are we supposed to achieve? Do we bring the work or just bring the ideas to others? Amy D'Unger has talked to Ron Bohlander about this, and there's no particular answer.
 - Raj commented that some committees have specific charters. Sonit Bafna has spoken with Ron Bohlander about this, and the academic services committee charter says that the committee's purpose is to review Institute policies and procedures related to academically oriented support functions. In effect, the committee's job is oversight of general policies. Raj

Vachatu commented that other bodies need to act on what our committee reviews.

- Sonit Bafna commented that the academic services committee should look into what committees exist and what they do. That will give us a better idea of direction.

Raj Vachatu provided an update from the *Executive Board*:

- Update on reorganization/redefinition of faculty/staff titles
 - The board is going ahead with the plan we previously saw
 - There will be no change in benefits based on these changes.
 - Meetings currently are taking place to discuss implementation
 - The changes may lead to 3 governing bodies all feeding into one executive board—academic faculty, research faculty, and staff.
 - The current plan is to implement by spring 2014.
- It was suggested that perhaps we could get Jeanne Balsam (chair) to come present at a meeting?

The meeting adjourned at 1:00pm by Sonit Bafna.

Minutes respectfully submitted by,



Carrie Shepler
Secretary, Academic Services Committee

**Academic Services Committee
Monthly Meeting Minutes
October 21, 2013**

Committee Members Present: Sonit Bafna, Susan Wells Parham, Denise Johnson Marshall, Kristen Butler, Michelle Powell (Executive Board Liason), Carrie Shepler

Not present: Peter Hesketh, Amy D'Unger, Helena Mitchell, Arjun Meka

Sonit Bafna called the meeting to order at 12:08pm. New members who were present (Kristen and Michelle) were welcomed and introductions were made.

The *September meeting minutes* were presented. Denise Johnson Marshall motioned to approve them, and Susan Wells Parham seconded. The committee voted unanimously to approve the minutes.

Sonit Bafna reported on the campus IT master plan after meeting with Robert Gerhart (RG):

- RG stated that the goal was to centralize and co-ordinate IT investments over the entire campus (previously very segmented)
- RG's committee is associated with the Strategic Technology Investment Committee (STIC), which is housed under the Enterprise Product Management (EPM) organization. More information can be found at : **<http://epmo.gatech.edu/stic/>**
- RG's committee is currently reviewing items listed in the handout prepared by Sonit and Carrie (see end of meeting minutes). In summary:
 - Communication and IT support for research collaborations and teaching
 - Developments in teaching and classroom technology (RG seemed very enthusiastic about this item)
 - , Questions about needs for computer labs and clusters (future of?), and developments like “classrooms-without-walls” distributed learning
 - Resources for communications and information exchange at a personal level:
 - Many people at Tech have 2 profiles (Tech and social)—can they be merged/connected?
 - Additional, non-academic services
 - Accessibility issues
- Schedule
 - The committee still was doing community outreach (until the end of October)
 - Their goal is to draft a 40 page document by end of November when they will be looking for formal feedback

- RG will attend the November ASC meeting
- Their goal is to complete a full draft document by December/January

The discussion turned to issues in which the ASC committee would potentially be interested. Discussion points included:

- The relationship between Tech as consumers and Tech faculty as producers *and authors*—can in-house production of technology be leveraged in future investments?
 - Susan Wells Parham and Michelle Powell have already worked in this area. Susan prepared and submitted a STIC proposal to improve repository infrastructure for the management of research data, which will allow GT researchers to conform with federal agencies regulations regarding public access to research outcomes.
 - *Committee action item:* Raise the issue again to push prioritization and enhance value.
- Classroom technology
- Michelle Powell is concerned about RG's committee's lack of focus on specific IT needs of research faculty and research activities (as opposed to those of teaching activities)
 - *Sonit requested that Michelle and Susan make a list of concerns and issues to present to RG at the November meeting.*
- Michelle Powell suggested that the committee report systems that are lacking to the IT for Research Support (ITRS) committee which is geared toward research agenda (Michelle, Susan Wells Parham, and the former executive board liaison to the ASC, Raj Vachatu, are all active with this committee).
 - The Technology Experts Council, chaired by Ron Hutchins, vets things from ITRS and reports to STIC.
 - Items to mention:
 - Denise Johnson Marshall stated that the IRB system is not universally accessible, and that it may create legal issues
 - Denise also pointed out that it is easy to deal with new systems, but dealing with countless old ones is more problematic, thus there is need for systematic review of all systems.
 - Michelle Powell indicated that in addition, the problems should be addressed at the policy level—currently, they come to light only at the user end and often at a point where it is too late to address them
 - Denise stated that OIT had a policy (that they admittedly stopped enforcing) and the Board of Regents also had a system at one time.
 - CATEA involvement should be formalized and funded.
 - Denise is part of subcommittee on programs/services of the President's committee on accessibility chaired by Jeanne Singleton and will report back to ASC from her subcommittee;

The next agenda item discussion of accessibility issues for the Open Access Implementation committee. Discussion points included:

- There is a gap between policy and implementation
 - Some portions of the policy are unclear
- All new systems should be compliant (related to the master plan discussion above)
- The validation process for technology should be formalized
- Transparency is needed in implementation
- If done correctly, this is a good opportunity to reduce administrative burden on faculty
- *What is the committee role in this?* Do we just make recommendations or do more?
- *Action item:* We will devote part of the December meeting to making a list of accessibility issues on which to work

The next agenda item was the Standing Committee Survey. Those ASC members who have been chairs in the past, (Helena Mitchell and Amy D'Unger) have be requested to fill out individual surveys. It was decided that Sonit will compile one response for the committee that he will distribute for revisions and comments.

In relation to the standing committee survey, the group discussed the role of the Academic Services Committee. Discussion points included:

- The historic role of the committee has been collection and presentation of data.
- Because we are not a totally representative committee (for example, not all colleges are represented), any of the work associated with any formal recommendations we make falls on the committee members.
- The general feeling is that the principal role of the committee should remain as providing oversight and advice.

The final agenda item was other business, and Susan Wells Parham discussed the "Reimagining the library" project as she thinks it is a good project for the committee. We will discuss further at the December meeting.

Sonit Bafna adjourned the meeting at 1:00pm.

Minutes respectfully submitted by,



Carrie Shepler
Secretary, Academic Services Committee

Georgia Tech Academic Services Committee
Notes on the Campus IT Master Plan; Meeting with Robert Gerhart on Oct 3, 2013.

Goal is to create IT master-plan for Georgia Tech, to manage and co-ordinate GA Tech future investments in IT. Plan co-ordinated by STIC, the campus Strategic Technology Investment Committee, under the Office of Enterprise Project Management [need to verify]

Areas of interest currently identified

1. Communication and IT support for research collaborations and teaching:
 - What IT systems will be needed to support teaching and research communication and collaboration (for instance, to replace t-square)
2. Developments in teaching and classroom technology:
 - What new classroom technologies might be required or desirable?
 - What kind of IT support would enable classrooms based on BYOD (bring your own device) technologies, if that is desired
 - Enabling “untethered instruction” or “wall-down” approach to instructional technology (the instruction is not tied to the classroom, but is possible outside it, due to supporting IT technology that allows information and visual resources to be accessed anywhere) / enabling remote access to resources
 - Resources or technology for addressing accessibility issues, particularly for people with disabilities
 - Will computer clusters and labs be still needed as existing, or will they take other forms?
3. Resources for communications and information exchange at a personal level:
 - Many people at Tech have 2 profiles (Tech and social)—can they be merged/connected?
4. Additional, non-academic services:
 - Bring efficiency to core-business procedures
 - Direct attention to functions that add value to business functions of GA Tech
 - Planning for ensuring security and privacy of personal information

Schedule

1. Community outreach till end of October (includes town-halls, focus groups, one-on-one meeting)
2. Then define goals (8 draft goals identified so far); prepare a 40 page draft of the master-plan
3. Meetings with faculty and other interest-groups beginning end of Nov to get feedback from master-plan

Concerns and issues that ASC might care to raise

- Relationship between Tech as consumers and Tech faculty as producers—can in-house production of technology be leveraged in future investments?
- What are the steps taken to assure universality of access to all users?
- Transparency of process / concerns about how decisions are made and transmitted up or down through the organizational hierarchy

Sonit Bafna / Carrie Shepler
presented before ASC, Oct 21, 2013

**Academic Services Committee
Monthly Meeting Minutes
November 18, 2013**

Committee Members Present: Sonit Bafna (committee president), Kristen Butler, Amy D'Unger, Peter Hesketh, Arjun Meka, Susan Wells Parham, Michelle Powell (Executive Board liaison), Carrie Shepler

Not present: Denise Johnson Marshall and Helena Mitchell

Guest: Robert Gerhart—College of Architecture (25%) and Director, IT & Facilities (75%)

Sonit Bafna called the meeting to order at 12:05pm.

The *October meeting minutes* were presented. Susan Parham motioned to approve them, and Michelle Powell seconded. The committee voted unanimously to approve the minutes.

Robert Gerhart (RG) presented a draft (working document) of the IT master plan to the committee. Highlights of the discussion are outlined:

- The Institute never before has developed an over-arching plan that looked at strategic planning and how technology underpins the Institute mission.
- Strategic Technology Investment Committee (STIC)
 - STIC initiated the master plan project last year and appointed RG as director. Primary work began in February 2013 and is on-going.
 - To date, some 200 interviews (including town hall meetings) have been conducted.
 - Data has been sorted to identify themes and suggest goals
 - "How can technology make your life easier?"
 - Where will technology be in 2035? We must be dynamic enough to adapt to changes that cannot be conceived of at this point (for example, MOOCs did not exist five years ago)
 - Benefits of having an IT master plan include having a guiding philosophical framework to support the vision and mission of the Institute as well as greater transparency
 - Some raised concerns or expressed skepticism about alignment and implementation of the policy
 - In addition to the document provided to the committee at this meeting, a 43 page environmental scan has been generated.

- The process of developing the IT master plan followed a strategic to tactical model with short (1-3 year) and long term (3-5) goals including:
 - Vision (what is to be created)
 - Georgia Tech's IT will advance learning, teaching, research, and innovation for the 21st century global community.
 - Mission (reason for IT to exist)
 - IT is integral to the Institute's ongoing achievements in academia, research, and administration. IT will deliver and support the Georgia Tech community with the systems and services to foster innovation, productivity, and success.
 - Strategies (approaches to achieving institute goals)
 - Objectives (actionable decisions given direction by strategies)
 - Outcomes (represent what has been achieved; deliverables)
- Values:
 - Partnerships and collaboration
 - Trust in and from [IT] constituents
 - Progress through creativity and innovation
 - Reliability, security, and quality
- Hierarchy of IT strategies:
 - Research and academics (top)
 - Enterprise systems/services
 - Infrastructure/core services
 - IT people, processes, and capabilities
 - Leadership and governance (bottom)
- Strategies:
 - Strategy 1: Enhance and sustain the systems needed to advance the successful outcomes of research activities.
 - Michelle Powell asked about the InCommons, an identity management federation (<http://www.incommon.org/index.html>) since some agencies (NSF) are encouraging institutions to pursue the use of it rather than the agency having to manage it. There are some challenges with the model tied to how individuals on campus provide support to their faculty members.
 - RG's responded:
 - The campus-wide challenge is support
 - Administrative staff will upload materials, and faculty may share log-in information. This will be direct violation of the policy.
 - There is no clear-cut policy about using Gmail, apps, etc.
 - Discussions will be needed about policy vs. technical tools
 - Susan Parham commented that the issues include policy *and* services.

- Strategy 2: Provide effective services and support to enhance instructional methodologies, processes, and outcomes.
- Strategy 3: Establish enterprise systems that are sustainable, secure, and user friendly and that reduce administrative overhead.
 - Michelle Powell asked about export control issues.
 - RG replied that this is one of the biggest challenges. Restrictions have to be put into place. Current conversations revolve around calendars and contacts in them.
- Strategy 4: Develop and maintain a scalable, reliable, cost-effective, and secure infrastructure that meets the needs of a globally connected research institution.
- Strategy 5: Enhance institutional effectiveness through the development of IT people, processes, and capabilities.
- Strategy 6: Cultivate credible and transparent leadership and governance of information technology decision-making processes and decisions.
 - Sonit Bafna asked about timeline.
 - RG responded that all strategies will be addressed simultaneously

A brief discussion took place after the presentation. Main points of the discussion included:

- Michelle Powell was glad to see how strongly research was represented in the master plan
- Susan Parham was glad to see library well represented, as well.
- Sonit Bafna discussed previous areas/concerns that the ASC had mentioned in relationship to the IT master plan:
 - Governance (the draft plan addresses this)
 - Research (the draft plan addresses this)
 - Accessibility (the draft plan does NOT address this issue)
 - RG responded that accessibility will be approached two ways:
 - There is a guidance philosophy that is not currently part of draft plan. It includes that everything will be evaluated from the accessibility perspective.
 - –There are 4-5 guiding principles that are part of all decisions (accessibility, use-ability, etc.)
 - Michelle Powell commented that it must be policy—anything that is built or procured must be done so under specific guidelines.
 - RG responded that both physical and virtual accessibility must be considered.
 - Sonit Bafna asked whether there was to be specific policy towards ensuring privacy of collected data, particularly if the institute replaces office phones with personal devices that can log location and activity.

- RG responded that he would be interested in hearing how everyone is going to deal with that. There must be a balance between public accessibility and maintaining some level of privacy. Susan Parham added that students have less concerns about privacy, and RG responded that they also have greater expectations of accessibility
- Peter Hesketh commented that there are many strategies, but he questioned by whom they will be implemented.
 - RG responded that this was a good question to which there currently is not an answer.
 - Answering that question is the second phase of the process. Some strategies are very specific to OIT, but some will come out of research incubators. The challenge will be in determining process, getting ideas into pipeline, getting community engagement, and then having a custodian of that implementation. The critical mission is to streamline processes. The master plan needs to be a living document.
 - Sonit Bafna asked who will maintain the master plan, if it is conceived as a living document? STIC? RG responded that the Georgia Tech community should make the decision.
- RG asked for first impressions from the committee. Do we think the master plan is headed in the right direction?
 - *Action Item:* Sonit Bafna responded that the committee will discuss via email and get back to RG.
- RG asked how the committee wants to be involved.
 - Sonit Bafna responded that perhaps we could have a liaison to the IT master plan committee.

Per the agenda, Susan Parham was slated to give an updated on the Open Access Policy implementation committee. This will either be taken care of via email or Susan will provide the update via email.

The last agenda item was the December meeting agenda. We will take care of this via email.

Sonit Bafna adjourned the meeting at 12:59pm.

Minutes respectfully submitted by,

Carrie Shepler

Carrie Shepler
Secretary, Academic Services Committee

**Academic Services Committee
Monthly Meeting Minutes
December 16, 2013**

Committee Members Present: Sonit Bafna (committee president), Kristen Butler, Amy D'Unger, Michelle Powell (Executive Board liaison), Carrie Shepler

Not present: Peter Hesketh, Denise Johnson Marshall, Arjun Meka, Susan Wells Parham, and Helena Mitchell

Sonit Bafna called the meeting to order at 12:06pm.

The *November meeting minutes* were presented. Amy D'Unger motioned to approve them, and Michelle Powell seconded. The committee voted provisionally approved the minutes (we did not have a quorum).

Update on Open Access Policy Implementation committee [Carrie]

- Susan attempted to gain access to a website openaccess.gatech.edu, but someone already owns it. She has attempted to contact the owner with no success. MP suggesting contacting OIT.
-

Committee response to GA Tech IT Master-plan [Sonit]

- Sonit prepared a document and will circulate via email for input from absent members (see below)
- Item 1: Universal accessibility
 - Amy D'Unger commented that everything moving forward should be accessible but what about all of the things we already have that are not accessible? IRBwise, etc.?
 - Michelle Powell responded that there is no guidance or information regarding how to be accessibility compliant for IRBwise. GTRI delays many things make sure they are in compliance. Michelle stated that she felt more guidance and more information to address 508 compliant issues were needed.
 - Amy D'Unger questioned who was in charge of these issues, and Michelle commented that it is not clear; however, there is a committee on which Lori Sundel serves.
 - Amy D'Unger questioned whether Disability Services (Denise Johnson-Marshall's office) would be responsible. Michelle Powell responded that Disability Services defers to other offices.
 - When CATEA was state funded, they assisted with compliance evaluations. However, they can no longer do so because they are grant funded.
 - There is another group on campus that does something similar, but these groups do not write policy.

- *Action item: Make a statement that there are issues with current implementation and maybe MasterPlan can address.*
- *Action item: Make this an agenda item for spring. Perhaps the committee should prepare a report on issues?*
- Physical accessibility and costs are also issues.
- Item 2: InCommons
 - This system allows people to use campus login to log into systems like NSF, etc. We need to make sure it doesn't create issues with campus login security policies (in particular, faculty sharing login information with administrative support who help prepare and submit grants).
 - Update provided by Michelle Powell on January 16: "...we are working with OIT/Eric Buckhalt to use the federated login [InCommon] to a couple of agency systems. It is just in the initial stages but are moving forward with this piece. We rec'd confirmation that it wouldn't interfere with our current support model."
 - Maybe need an additional PIN number for Human Resources issues (payroll compensation, benefits, etc.) could be created so that login information could be shared for Fastlane, etc.
- Item 3: Integration with personal devices
 - There are issues similar to those associated with item 2
- Item 4: implementation and day-to-day implications of the Master Plan
 - Should we ask for more clarification up-front, or is it nature of plan to be vague?
 - It may be appropriate to raise the issue so that it is readily considered even if there is no immediate answer.

The spring meeting schedule was discussed.

- *Action item: Carrie Shepler will send out an email regarding this.*

Sonit Bafna raised the issue of the spring agenda

- Amy D'Unger commented that the committee name has been changed to the Faculty Services Committee
 - Amy will find and distribute the link to the *Daily Digest* article in which she read this.
 - Sonit Bafna will check with Ron Bohlander to determine whether there is any intent also to change the purpose and focus of the committee.
 - The implications of such changes in committee names and purposes relative to the upcoming reclassification of faculty and staff relative to committee membership was discussed.
- Accessibility (see above)
 - After some discussion, the committee members present suggested that we should not focus on physical accessibility at that time and instead limit ourselves to items such as those discussed above.

- Research portal launched
 - Michelle Powell gave an update and commented that the portal is all about research.
 - Portlets with project numbers, etc.
 - Feedback from faculty is that the portal omits the academic half of what they do (number of grad students graduated, etc.)
 - There are questions about to what extent it makes sense to expand and how far.
 - Many chairs/associate chairs want management reports, too.
 - Is there info from a faculty standpoint that we can add and make it more general?
 - How is this redundant with GT Scholar?
 - The two are separate but linked projects. GT Scholar can be accessed from the portal.
- Michelle Powell asked if academic services refers only to teaching or can branch out to research.
 - Sonit Bafna responded that perhaps we should take a wider view. We should consider the ramifications of inter-faculty services (faculty providing services to other faculty).
 - There are a few areas in which the Institute is thinking about broader services (MOOCs, etc), services provided to alumni, etc.
 - Perhaps the committee should consider providing academic services to the community. The library, in particular, offers potential. The committee could function as instigators or have a subcommittee to focus on this long – term (both identifying best practices outside of the Institute and looking at developing new things).
 - New faculty orientation offers another opportunity. The committee could collaborate with Susan Cozzens.
 - To what extent should the committee be involved in these projects? Sonit Bafna questions whether we should think of them as big comprehensive reports with what we have in mind or short reports from which the committee develops committees. Amy D'Unger responds that Ron Bohlander may have insight regarding that (especially in light of the renaming of the committee).
 - *Action item: Sonit Bafna will contact Ron Bohlander and report back to the committee.*

Sonit Bafna commented that the committee is not representative—we do not have members from all other Institute committees, and we do not have representation from all Colleges. This is problematic in terms of data collection efforts.

- Perhaps the composition of committee should change to mandate members from each College.

- *Action Item: Michelle Powell will raise this issue with the Executive Board and Sonit Bafna will speak with Ron Bohlander.*

Sonit Bafna adjourned the meeting at 12:57

Minutes respectfully submitted by,



Carrie Shepler
Secretary, Academic Services Committee

**Academic Services Committee
Monthly Meeting Minutes
January 27, 2014**

Committee Members Present: Sonit Bafna (committee president), Denise Johnson Marshall, Helena Mitchell, Carrie Shepler,

Not present: Peter Hesketh, Arjun Meka, Susan Wells Parham, Michelle Powell (Executive Board liaison), Amy D'Unger, and Kristin Butler

Sonit Bafna called the meeting to order at 12:10pm.

There was not a quorum present, so December meeting minutes need to be approved via email at a later date.

Sonit Bafna reported on his December meeting with Robert [Kirkman](#) regarding upcoming changes to faculty and staff organization/classification and possible ramifications of the proposed change of the committee name from Academic Services Committee to Faculty Services Committee.

- Denise Johnson Marshall commented that since the committee is being renamed "Faculty" services, then there might be no need to continue having a student representative. She noted that the student representatives have not participated much, and the name change emphasizes that this membership is not needed.
- Sonit Bafna replied that his point to Robert [Kirkman](#) was that "academic" didn't apply to the category of faculty but to the types of services in which the committee is interested.
- [Kirkman](#) confirmed that the proposal focuses only on changing the committee name and not on changing the purpose or duties of the committee (which have always been somewhat amorphous).
 - There is a separate review of all committees ongoing. No action has been taken so far, but some changes may result down the road regarding our charge.
- Regardless of name, our committee will have both academic and research faculty (new labels). Other committees will be one or the other.
- *The committee members present agreed that the name change is fine, though Denise Johnson Marshall agreed with some reservations.*

Spring agenda:

- Accessibility is an on-going topic of discussion.
 - Denise Johnson Marshall reiterated from our previous discussions that there is no guidance system regarding accessibility for faculty members in place. She suggests that an effort to put in place a system should be coordinated through CETL (Center for Enhancement of

Teaching and Learning) since they interface with educational technology such as clickers.

- Denise indicates that a system, Vendor Profile for Assistive Technology (VPAT) exists, and if it were used appropriately then these issues would not arise. IRB Wise is example of inaccessible product that should have been "caught" using the VPAT system.
- Denise and Helena Mitchell indicate that Dr. Jenny Singleton currently heads a subcommittee of President's committee on access.
- Michelle Powell submitted this addition to the minutes via email:
The president has a working committee on the topic of accessibility for students (508 compliance). We may want to hear about any policies/procedures from them. Lori Sundal in EAS/OIT is a member of the committee and as mentioned in the minutes Dr. Jenny Singleton. I think we should see what they are working on as they might already have a structure in place to be collecting this type of information and also have an individual in OIT that has software to check its 508 compliance/non-compliance status.

There seems to be some misunderstanding about IRB Wise, it isn't commercially available to campus so a VPAT wouldn't have 'caught' anything since it wouldn't be required. It was built in the early 2000s and has only had minor updates. So even though technically 'exempt' per what we understand the GT policy to be we are working on getting it accessible. Additionally, our offices are working with OIT to ensure that any products we procure do have a VPAT.

I really don't think it is appropriate to get into the he said/she said on this, but as soon as it was made aware to us that the IRB Wise system wasn't 508 accessible, we began working on remediating this problem.

Please feel free to share with the committee as I want to be as transparent as possible when it comes to ensuring we meet the compliance issue.

We want to do the right thing not because we 'have to' but because it is the right thing to do. We believe that accessibility shouldn't be an issue. We were simply unaware of the problem but once informed are working on fixing the issue. I am truly trying to share what I've learned in this experience.

- Sonit Bafna suggested that the committee should generate a small report collecting all issues such as IRB Wise in one place, perhaps with recommendations of potential solutions. Denise Johnson Marshall

commented that the ASC could partner with other campus committee that could lend support to ongoing issues.

- Sonit Bafna requested that someone volunteer to draft a document. Denise Johnson Marshall asked what information should be included. The committee members present generated a list: 1) issues to address, 2) a list of all systems where issues might already exist and departments that are impacted by them, 3) other people/committees that are already working on these issues, 4) recommendations that specific groups on campus should take certain actions.
- Denise Johnson Marshall volunteered to write a draft document to circulate to the committee and reiterated that CETL would be a good leader to address accessibility issues. If they don't think they have the expertise, then consideration will have to be given to how to give them resources.
- A discussion of other committees and people on campus already working on accessibility issues ensued.
 - Archie Ervin (vice president for Institute diversity)
 - Taskforce on Aging and Disability
 - Center for Assistive Technology and Environmental Access (CATEA) and Alternative Media Access Center (AMAC)
 - The former now is run on soft money, and the latter is part of the USG (and so can more easily obtain a monetary boost when needed).
- Services such as continuing education and professional education
 - Sonit Bafna commented that academic services refers to those given to us as faculty in support of what we do (research and teaching) but also services that academia can provide to the community [at large, beyond the institute](#).
 - The discussion turned to the library and MOOCs.
 - Perhaps the library could have a space for community information gathering (info on registering for ACA, etc.).
 - The question arose regarding why MOOCs were not the purview of professional education?
 - MOOCs appeal to people already online. How can we make them appeal to those that aren't already pursuing education, etc.? Courses could be developed on an on demand basis.
 - The group agreed that there should be a coordinated effort provided by Tech to the "outside" community.
 - Denise Johnson Marshall commented that this is in alignment with the model of "One Georgia Tech" and encouraging collaboration.
 - Denise Johnson Marshall asked for an update on the previous ASC effort to look at ongoing education with alumni.

- Sonit Bafna commented that he is unsure, but he will try to follow up on this. Amy D'Unger attempted to speak with the Alumni Association, but she got -no response.
- *Sonit Bafna will start working on a document to outline this idea more fully.*

Denise Johnson Marshall commented that the committee could invite guest speakers to assist in examining the two issues above more fully. A list of potential speakers:

- CETL (Denise Johnson Marshall would like to invite them to the February meeting)
- Someone in Continuing/Professional Education and/or the library (Sonit Bafna will make contact)
- George Write, director of distance learning (to give overview of how MOOCs on campus)
- Paul Baker, associate director C21U (MOOCs)
- Nelson Baker, dean of professional education (MOOCs)

Schedule for rest of semester

- *Carrie Shepler will send out an email with the proposed schedule:*
 - February 24, 2014 from noon to 1pm
 - March 24, 2014 from noon to 1pm
 - April 21, 2014 from noon to 1pm

Response to Master Plan

Sonit Bafna requested that any comments regarding his draft response be sent to him. Amy D'Unger suggested (via email prior to the meeting) that we request a more concrete timeline from the Master Plan committee.

Sonit Bafna adjourned the meeting at 12:56

Minutes respectfully submitted by,

Carrie Shepler

Carrie Shepler
Secretary, Academic Services Committee

Academic Services Committee
Monthly Meeting Minutes
March 24, 2014

Committee Members Present: Sonit Bafna (president), Amy D'Unger, Peter Hesketh, Denise Johnson Marshall, Helena Mitchell, Carrie Shepler, Susan Wells Parham,

Not present: Arjun Meka, Michelle Powell (Executive Board liaison), and Kristin Butler

Sonit Bafna called the meeting to order at 12:04pm.

Sonit Bafna called for a vote to approve the meetings from the January meeting. He submitted comments regarding the minutes from Michelle Powell (submitted via email). He proposed the emailed comments be incorporated into the January meeting minutes. Helena Mitchell moved to approve amended minutes. Peter Hesketh seconded the motion, and the committee voted unanimously to approve the minutes.

Denise Johnson Marshall and Helena Mitchell presented regarding issues related to universal accessibility of campus services.

- There exists a presidential committee on accessibility, and one subcommittee (chaired by Jenny Singleton) focuses on programmatic access (classroom environments, etc.). Denise and Helena are on the subcommittee and have spoken with Jenny Singleton about providing a draft of the subcommittee's report to the President from which the ASC can pull out topics important to us (initiatives inside the classroom, in particular) to write a letter of support. Potential topics include:
 - Educating faculty about how to make instructional materials accessible during creation rather (as well as retroactively).
 - CETL would be a good partner for that initiative, and CATEA and Alternative Media Access Center (AMAC) could be utilized, as well.
 - Disability sensitivity training for faculty during new faculty orientation
 - Accessibility of portals purchased by Georgia Tech (T-Square, IRB Wise, etc.)
- The issue of getting information to current faculty arose. Possible solutions include:
 - Faculty meeting presentations by a designated (and properly trained) group
 - A point person could be assigned per department or per college

- Workshops led by CETL
- Training of and by OIT personnel
- Sonit summarized that the ASC's role can be to provide a letter of support for the subcommittee's report and proposals. *Denise and Helena will receive the subcommittee document from Jenny Singleton, draft the ASC letter, and circulate it via email to the ASC for approval prior to the next subcommittee meeting in April.*

Sonit circulated a summary of his research (including a meeting with Bing Wang, director of public services for the library) regarding academic services to the community outside of Georgia Tech.

- The public has access to most things that the Tech community does, but it is on a restricted basis. For example:
 - The catalog is open to all to browse, but the public is restricted from access to databases, e-journals, etc.
 - The public has access to library computers, but they are restricted to access of main cluster computers that have specialized software.
- Special services are available to the public:
 - Research of databases by library faculty or staff
- Special collections are open to the public.

Susan provided some additional information about resources open to the public:

- SmarTech,
- Archives
- *Susan will talk to head of archives for more information*

Peter commented that identification is required to enter the library. He questioned whether there is a way to eliminate this and make the library a more open, easily accessible space. Susan responded that for students feel it is really important to have security barrier.

Other campus resources include the Office of Professional Education. Sonit wrote to director Nelson Baker who put him in touch with Leo Marks. *Sonit proposed asking Mr. Marks to come do presentation regarding their outreach services for our April meeting.*

Susan asks if we should continue to try to have alumni angle for this topic. Sonit replied that right now things are open-ended, but we should continue to keep this in mind (we have received no reply from previous inquiries).

Sonit asks if there are other resources we should explore and whether we should make a college-by-college inquiry. Should we investigate MOOCS further? *Sonit will contact George Wright from distance learning.*

Sonit raised the issue of whether the ASC is interested in the central library reorganization. Susan commented that she recommended committee members to participate in survey collections regarding this, and Amy commented that she participated.

Amy commented that it seems as though the reorganization is too far along for the ASC to give significant input, but it might be good to learn about the current plans.

Sonit questioned whether the ASC is interested in having a guest speaker from the library. The general consensus was yes, and *Susan will contact Ameet Doshi, head of user experience, to invite him to a future meeting.*

Sonit Bafna adjourned the meeting at 1:01

Minutes respectfully submitted by,



Carrie Shepler
Secretary, Academic Services Committee

**Academic Services Committee
Monthly Meeting Minutes
April 21, 2014**

Committee Members Present: Sonit Bafna (president), Kristin Butler, Peter Hesketh, Denise Johnson Marshall, Helena Mitchell, Carrie Shepler, and Lori Critz (guest speaker)

Not present: Arjun Meka, Michelle Powell (Executive Board liaison), Susan Wells Parham, and Amy D'Unger

Sonit Bafna called the meeting to order at 12:03pm.

Sonit Bafna called for a vote to approve the meetings from the March meeting. Peter Hesketh motioned to approve the minutes, and Denise Johnson Marshall seconded. All of the committee members present voted to approve the minutes..

Sonit announced the committee composition for next year: [Myrtle Turner from GTRI and Mandi Dale Johnson from Library will be joining the committee; Denise Johnson Marshall was re-elected; Peter Hesketh and Helena Mitchell's term have expired. Carrie Shepler's term also will be truncated due to her election to the Executive Board. A replacement will be named.

Lori Critz (head of the Faculty Engagement department of the library and subject librarian) was a guest speaker for this meeting. She spoke both about the library renovation project and the move of the majority of the hard copy collection to a storage facility / service center in conjunction with Emory University.

- These two items are separate, but very connected, projects.
- Storage facility / service center
 - This is a joint venture with Emory, but the facility will be owned by a 4013C and effectively leased (99 year) to Georgia Tech and Emory.
 - Collections still are owned by the individual institutions.
 - The rationale is multi-fold:
 - Preservation of materials
 - The current library building is in poor shape, and the collection is suffering.
 - The new building will be climate controlled and offer a 200 year preservation minimum
 - Lack of student space on campus in general
 - Catherine Murray-Rust (Vice Provost Learning Excellence and Dean of Libraries) was approached about utilizing the library for student purposes and collaborative space.
 - Simultaneously, the library has been pushing for years to show that building is in poor repair.

- Moving the collection provides space that can be used by students.
- Most of the Georgia Tech collection will move from Price Gilbert and Crosland Towers to the facility.
 - This includes over 1 million volumes in phase one, but additional volumes may be moved later.
 - A *small* core collection will be held at Georgia Tech.
 - Rapid delivery from the facility is promised (twice daily).
 - The length of time that books can be checked out will need to be shortened.
 - Georgia Tech students and faculty also will have access to the Emory collection
 - This will increase Tech access to medical collections.
 - There will be a combined catalog.
 - NC State's (open source) virtual catalog will be our model
 - This model allows you to "look" at the shelf at related books
 - Books can be removed from the virtual shelf to browse content.
 - Lori Critz will send a link to NC State's catalog.
- Renovation of existing space
 - Library faculty and staff are working with BrightSpot Strategy (a consulting firm out of New York) who have worked on campus engagement projects before.
 - Faculty and grad student interviews of about 35 people were conducted in November to get notion of visions.
 - Work continues this semester with talk with those working in the library and shadowing faculty (have faculty do time journals to find points in teaching/learning that library will/can help with).
 - The Board of Regents has hired a design a two-part design team
 - A team out of Kansas City has worked on campus previously, and there also is a local team (both include design and architecture)
 - The teams have an early May deadline to make three presentations (conceptual ideas) to the Board of Regents who has a big say in which one goes forward.
 - The next phase is to get money for construction (nothing guaranteed yet—only design money is approved right now). A bond process will be needed/used to fund the construction.
 - It appears that a good deal of the space will be student study space that can be used for:
 - Collaborative space

- Project space
- Individual study space.
- Potential design features:
 - The archives will be moved out of basement (mold issues!) to 3rd or 4th floor in Crosland Towers.
 - Approximately 150 people who work in library will have office space on upper floors of Tower.
 - Contemplative spaces (quiet spaces)
 - Teaching and learning lab (request by faculty)
 - A space where faculty can get assistance with innovations in teaching (places to make video and podcasts; access to high end software; expertise to help use it)
 - Innovation and entrepreneurial center
 - Project rooms
 - Spaces that could be reserved either short or long term (month?) for project development
 - Lots of light
 - More windows and open spaces/atria, etc.
 - Top floor of Crosland Towers may be an open reading room.
 - Multiple coffee shops.
 - Scholars event hub
 - Conference space for about 100 people along with rooms of various sizes for poster sessions, break out rooms, etc.) which will be essentially free (no rental fees, etc.).
 - Graduate student commons area with individual and social spaces as well as workrooms.
 - Helena Mitchell and Peter Hesketh suggest something similar to programs at other institutions where there are carrels that can be reserved by graduate students.
 - Lori Critz mentioned that the University of Colorado has rolling file carts that can be reserved and then moved across the library to different spaces each day.
 - Grad students also want dedicated room that holds 20-30 and has excellent audio/visual systems that can be used for holding dissertation and thesis defenses.

Sonit asked whether a faculty club or lounge space might be added during the renovation (20 years ago bottom floor of library was a faculty dining area). Andy Smith (?) has raised this issue, but results of survey regarding it have been mixed so far. Helena Mitchell stated that the ASC did a survey and/or a report regarding this a few years ago. Carrie Shepler will look for the report on T-Square and forward to Lori Critz.

Helena Mitchell asked about needs of disabled persons. Is accessibility of the documents being considered? Lori Critz responded that physical accessibility will not be an issue. While many newer constructions grandfather in old accessibility rules, this will not be the case for the renovated facility.

Peter Hesketh asked if one can visit the storage facility. Lori responded that the actual books cannot be accessed, because special machinery will be needed to remove from them from 30 ft high stacks. However, there are reading rooms that people can use once they have requested specific books, and one could order many books at one time (for example, 10 years worth of a given journal). There also will be a rush deliver service for special cases.

Sonit asked the process of deciding what will constitute the small collection that will stay on Campus. The current proposal states that 25,000 volumes (approximately 1000 per school or department) will be retained. Librarians for those disciplines will help decide what should be retained, and it will vary by departments. The library still will maintain reserves that are separate from the core collection.

There is a push for purchase of as much electronic material as possible (even when print versions are purchased) so that more people have immediate access

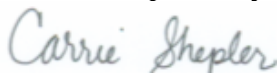
Sonit asked how the ASC can assist with these projects. Lori replied that, over the summer, the library would appreciate using the committee to conduct more surveys on usage. The committee is amenable to that.

Peter Hesketh asked if renovations will happen simultaneously or sequentially. Lori responds that it will be one building at a time, but the decision as to which building will be first has not been made. However, the desired start date is July 1, 2015. DM says shut down of PG will be an accessibility issue to cut through Clough. LC says right now they think CT first, but still up in air.

4. Denise Johnson Marshall sent out a statement on issues related to universal accessibility of campus services, but it did not go to the entire committee. Carrie Shepler will circulate it.

The date and time for next month's meeting will be May 19th at noon. Carrie Shepler will reserve a room and send out the location.

Minutes respectfully submitted by,



Carrie Shepler
Secretary, Academic Services Committee

Georgia Institute of Technology

ACADEMIC SERVICES COMMITTEE

Response to Robert Gerhart on Campus IT Master-plan

January 13, 2014

The ASC members appreciate the comprehensiveness of the plan and feel that in general it addressed all broad areas of concern that occurred to them.

They also wish to draw to attention to some issues that should be addressed as the plan is finalized. The committee recognized that the master-plan document did show awareness of these issues; they are mentioned here just to ensure that they are kept in sight as the plan develops. In particular, the ASC members felt that even though the master-plan document is primarily concerned with future developments, it may want to recognize current concerns so that they may end up being addressed as the plan is implemented.

1. Universal accessibility: Steps to ensure universal accessibility should be explicitly incorporated into all major initiatives taken regarding IT services provided to various communities in the Institute. If necessary, a policy document ought to be put into place. This concern comes more out of current experience rather than what was presented in the master-plan. Currently, 1) there is no explicit policy guidance about how universal accessibility should be addressed in any academic service program or initiative, 2) no office or body to whom a concerned administrator, who needs guidance in these matters, might apply, and 3) even where procedures exist for ensuring that programs comply with legal requirements for accessibility, resources are not easily available.
2. More explicit policy regarding information systems like InCommons in which sensitive information is shared across several departments and people: There was a concern that the universal log-in for such systems may violate institute privacy policy.
3. If the institute adopts the policy of integrating personal devices like smart phones and laptops into the institute network, as the master-plan suggests, the policy about privacy issues should be made explicit
4. The way the master-plan was going to be implemented and its day-to-day implications were still not clear from the draft document [Q: do we ask for something concrete here, or just raise this as an issue?]