

COMMITTEE ON INFORMATION SERVICES (CIS)

ANNUAL REPORT TO THE ACADEMIC SENATE 2016-2017

I. The committee identified the following discussion topics for the year:

- ITS communication with campus community
- IT learning opportunities for faculty and students
- Vision for Blackboard learning management system
- USC's mobile presence
- USC safety app for emergencies
- Lifecycle of USC NetID accounts for alumni, especially recent graduates
- Connectivity on wired and wireless networks
- Cybersecurity and the implementation of Duo for all faculty
- Videoconferencing tools for teaching and meetings
- Resources for teaching with technology
- Online education
- Minimum expectation levels of IT support for faculty across the schools
- Technology for promoting academic integrity among students

II. During the FY17 session, the CIS provided feedback to ITS regarding faculty support needs for:

- The implementation of Duo two-factor authentication
- The email retention portion of the [USC employee email policy](#)
- Campus unification and web conferencing
- The Blackboard learning management system
- Connectivity issues on the USC wired and wireless networks and ITS communications regarding performance issues
- Technology to promote academic integrity among students

III. Additional FY17 discussion and recommendations:

Duo for Faculty: The committee provided input on messaging and documentation prior to the deadline for all faculty to begin using Duo two-factor authentication. In response to committee suggestions, ITS expanded documentation about using Duo without a Wi-Fi connection, available at itservices.usc.edu/duotravel.

Employee Email Policy: The committee provided feedback on ITS documentation about moving email to top-level personal folders. At the request of the CIS, ITS created a series of how-to videos, available at itservices.usc.edu/office365/folders/videos. The committee also invited Cyrus Shahabi, professor of computer science, and William G.J. Halfond, associate professor of computer science, from the Viterbi School of Engineering to the February meeting to provide feedback on a Gmail option for faculty and CIS outreach to schools and departments.

Student Email Accounts: The committee invited Asbed Bedrossian, ITS director of enterprise middleware applications, to the January meeting to discuss the lifecycle of student email

accounts. The committee recommended that ITS facilitate life-long student email addresses through email forwarding or another means.

USC Mobile App: The committee invited Samantha Chilton, ITS director of web design & development for web services, to the March meeting to discuss the development of a new USC mobile app. The committee provided feedback on the new app including incorporating more features related to campus safety.

Mobile Safety Apps: The committee invited William Regensburger, director of fire safety and emergency planning for Environmental Health and Safety, and Sam Hinojosa, chief technology officer for Administrative Operations, to the April meeting to discuss the current USC mobile safety apps and development of a new, faculty-focused safety app. The committee provided feedback on their priorities for the new faculty safety app.

Grade and Roster System (GRS) Replacement: Doug Shook announced that ITS needed to begin planning to replace the legacy grading and roster system and presented a proposal to have faculty use the campus learning management system (LMS) for grade submission. The committee discussed the pros and cons of the proposal, including the costs and risks of the different options. After some debate, the committee asked that more information about the costs and risks of the different options be presented and discussed at a fall meeting.

Committee Membership

Committee Chairs

Brian Shepard, Iovine and Young Academy
Julie Tilson, Biokinesiology & Physical Therapy

Members

Subarna Biswas, Keck School of Medicine
Els Collins, School of Dramatic Arts
Christopher Gould, Dornsife College of Letters, Arts, and Sciences
Karen Howell, USC Libraries
Mike Lee, Viterbi School of Engineering
Meng Li, Health Sciences Libraries
Jennifer Parga, School of Social Work
Lars Perner, Marshall School of Business
Geoffrey Shiflett, Viterbi School of Engineering
Richard Weinberg, School of Cinematic Arts
Michael Wincor, School of Pharmacy

Ex Officio

Douglas Shook, chief information officer
Leyla Ezdinli, ITS director of organizational initiatives and communications
Timothy Bessolo, associate vice provost for Student Affairs
Catherine Quinlan, dean, USC Libraries

Committee Support

Alana Beltzer, ITS organizational initiatives and communications
Connie Roque, Academic Senate