COMMITTEE ON INFORMATION SERVICES (CIS)
ANNUAL REPORT TO THE ACADEMIC SENATE FOR 2017-2018

I.   During FY17-18, the CIS:
   a. Designed and administered surveys to CIS members, members of the Academic Senate, and the USC Technology Council (UTC) about priority areas for technology as related to teaching, service, and research at the University.
      i. Identified priority areas among CIS committee members: videoconferencing, federation, Blackboard training and tools, disaster recovery/emergency preparedness, and faculty tools and training to take advantage of the ongoing IT infrastructure improvements at USC.
      ii. Identified priority areas among Senate members: web and video conferencing between campuses and a review of USC's federated IT model.

   b. Finalized and ranked priority areas for further exploration in light of data gathered:
      i. USC's federated IT model,
      ii. Faculty IT resources: Meeting the computing needs of all faculty
      iii. Software acquisition,
      iv. IT's role in Emergency preparedness, and
      v. Information Storage options.

   c. Fostered communication between CIS and UTC by inviting members of each committee to attend each other's meetings when possible.

   d. Fostered communication between CIS and Academic Senate by presenting at select Senate meetings.

   e. Generated ideas for future meetings via brief brainstorm sessions (i.e., lightning rounds), including:
      i. Campus wireless.
      ii. Unifying virtual faculty.
      iii. Creating a task force focused on faculty resources (including online storage) to support emergency preparedness.
      iv. Promoting use of Blackboard for teaching continuity in the event of an emergency, including review of the process to upload syllabi and documents.
      v. ITS communications to campus (including Twitter alerts) & support (e.g., adding a campus genius bar; bringing the ITS service cart to HSC).
      vi. Email account lifecycle for students and retired faculty.
      vii. Accessibility issues (closed captioning for distance education).
      viii. Impact of changes to net neutrality
      ix. Adding summer meetings of the CIS.

   f. Discussed Hybrid Meeting Guidelines
      i. June Wiley, assistant dean for the virtual academic center (VAC) at the Suzanne Dworak-Peck School of Social Work, and Tory Cox, assistant dean for VAC field education, gave a presentation on the hybrid meeting guidelines

they had helped develop for the School of Social Work. They presented background information on how and why these protocols were developed and some of the lessons learned.

    g. Established working groups to explore and better understand priority areas:
   i. Federation model/Faculty IT resources.
   ii. Software acquisition.
   iii. Emergency preparedness.
   iv. Teaching with technology.
   v. Storage options.

    h. Planned for the committee's meeting with Provost Michael Quick
   i. Presentations on identified priority areas were given by designated working group members:
      i. Meeting the Computing Needs of USC Faculty
      ii. Online Education and Disaster Preparedness
   ii. Provost Quick requested additional information and noted the following questions specifically:
      i. How many different models are there of how schools make computers available to faculty? What does the "standard desktop" look like in 2025?
      ii. What would a solution to cataloging USC faculty software resources look like? How could it be sustained and updated?

II. The committee recommended the following items to the FY18-19 committee's attention:
   a. Continue promoting the CIS relationship with the USC Technology Council to facilitate communication between the university's faculty and IT staff.
   b. Continue promoting a relationship with the Academic Senate to facilitate communication among the university's faculty.
   c. Explore opportunities for collaboration with the Faculty on Disaster Recovery and Business Continuity Committee.
   d. Develop working groups to systematically address questions the Provost raised and plan for an end-of-year update.
   e. Continue to work on the priority items from this year, along with potential new items from the Lightning Rounds (see Sections I.b and I.e, above).
   f. Develop concepts for unified collaboration models across the university.
   g. Explore impact of emerging media (e.g., virtual reality) on teaching and research at the university.

APPENDIX

Committee membership:

Co-Chairs:
- Brian Shepard (Co-Chair – Fall 2017), Iovine and Young Academy
- Anne Vo (Co-Chair), Keck School of Medicine
- Richard Weinberg (Co-Chair – Spring 2018), School of Cinematic Arts

Committee members:
- Els Collins, Dramatic Arts
- Richard Dang, Pharmacy
- Christopher Gould, Dornsife/Physics and Astronomy
- William G.J. Halfond, Viterbi School of Engineering
- Karen Howell, USC Libraries
- Meng Li, HSC Libraries
- Jennifer Parga, Suzanne Dworak-Peck of Social Work
- Lars Perner, Marshall School of Business
- Brian Shepard (Co-Chair – Fall 2017), Iovine and Young Academy
- Geoffrey Shiflett, Viterbi School of Engineering
- Anne Vo (Co-Chair), Keck School of Medicine
- Richard Weinberg (Co-Chair – Spring 2018), School of Cinematic Arts

Ex-Officio members:
- Timothy Bessolo, Student Affairs
- Leyla Ezdinli, ITS
- Mike Lee, Academic Senate liaison and Senior Lecturer, Viterbi School
- Catherine Quinlan, Dean, USC Libraries
- Doug Shook, CIO, ITS