

**COMMITTEE ON INFORMATION SERVICES (CIS)
ANNUAL REPORT TO THE ACADEMIC SENATE FOR 2018-2019**

Specific Charge for 2018-2019 Academic Year

The charge of the Committee on Information Services (CIS) is to identify the IT needs of USC faculty and students. Outcomes of the committee's work have included providing feedback on planned upgrades of USC network infrastructure, technology-related policies, and information resources and services, as well as recommending the use of new technology to support teaching and research. The committee advises the Chief Information Officer (CIO) and the Senate and coordinates with USC Libraries on matters of joint concern.

Discussion Topics for 2018-2019 Academic Year

Our discussions for AY2018-2019 focused largely on the work of three subcommittees, each posing a key question:

1. **Disaster Preparedness and Recovery:** How can the university help faculty to prepare to teach following a disaster?
2. **Virtual Integration:** With over 90 online programs at USC and nationwide, how can we help our institution to better integrate faculty who do not live in LA?
3. **Core IT Services:** What are the minimum technology requirements for 21st century teaching/learning?

Additionally, the committee explored different video conferencing and collaboration platforms, reviewing different platforms at each meeting. In the fall, the committee held hybrid meetings, with some members physically present and others participating remotely. In the spring, the committee held virtual meetings, where everyone participated remotely. The videoconferencing and collaboration platforms reviewed included Adobe Connect, BlueJeans, Microsoft Teams, Zoom, and Google Hangouts. An informal survey sent to all committee members showed that most found Zoom and Microsoft Teams to be the preferred platforms for collaboration and virtual meetings.

The committee also discussed a range of other issues, including anti-cheating technologies and calendaring software for the university.

Committee Proposals

In April, the committee voted to endorse formal proposals from two of the subcommittees for AY2019-2020:

1. **Disaster Preparedness and Response** (Subcommittee members: Chris Gould and Els Collins):
With the goal of preparing faculty to teach remotely in the event of a crisis or natural disaster, the CIS proposes to sponsor a pilot program in Fall 2019 of volunteers teaching a single class session "virtually" during the week of the Great ShakeOut, in preparation for a university-wide annual implementation of all instructors each teaching a single class session "virtually" during future Shake Out weeks beginning in Fall 2020.

2. **Virtual Integration** (Subcommittee members: John Pascarella, Theresa Granger, Richard Dang, Jennifer Parga): To better understand the needs of faculty working remotely, the CIS proposes to survey the faculty in the fall of 2019 to measure the different levels of access to university programs and services, along with faculty technology needs. The subcommittee created a preliminary survey and a proposed implementation time line.

In May, the committee met with Provost Quick to present the above proposals. Provost Quick expressed support for both proposals and encouraged the committee to work with the Office of the Provost on next steps in the fall.

APPENDIX

Committee members

- Els Collins, ecollins@usc.edu, School of Dramatic Arts
- Richard Dang, rdang@usc.edu, School of Pharmacy
- Patrick Dent, dent@usc.edu, Iovine and Young Academy
- Christopher Gould, gould@usc.edu, Dornsife College of Letters, Arts, and Sciences
- Theresa Granger, tgranger@usc.edu, Suzanne Dworak-Peck School of Social Work
- Harvey Kaslow, hkaslow@usc.edu, Keck School of Medicine
- Carl Kesselman, carl@isi.edu, Viterbi School of Engineering/Information Sciences Institute (ISI)
- Yong-Hwee Eddie Loh, eddie.loh@usc.edu, Health Sciences Libraries
- Jennifer Parga (Co-Chair), jparga@usc.edu, Suzanne Dworak-Peck of Social Work
- John Pascarella, pascarel@usc.edu, Rossier School of Education
- Francis Pereira, fpereira@usc.edu, Marshall School of Business
- Jyotirmoy Vinay Deshmukh, jdeshmuk@usc.edu, Viterbi School of Engineering
- Anne Vo (Co-Chair), annevo@usc.edu, Keck School of Medicine

Ex Officio

- Douglas Shook, shook@usc.edu, chief information officer and vice provost, ITS
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- Catherine Quinlan, cquinlan@usc.edu, dean, USC Libraries