



ACADEMIC POLICY COMMITTEE (APC)
Minutes of Meeting

Date: Tuesday, November 17, 2020

Time: 9:00am-10:05am

Location: MS Teams (Virtual Meeting)

Present: Fazle Baki, Judy Bornais, Scott Cowan, Maria Cioppa, Emily Fraser Erika Kustra, Dragana Martinovic, Janice McAdam, Rashid Rashidzadeh, Antonio Rossini (chair), Jill Urbanic.

Absent: Mohammed Abdulaziz, Jeff Berryman (regrets), Scott Martyn (regrets), Aman Patel, Wansoo Park, Anneke Smit.

In Attendance: Ryan Kenny, Sue Holiga, Marcin Pulcer; Renée Wintermute (University Secretary), Alison Zilli (University Secretariat)

1 Approval of Agenda

MOTION: That the agenda be approved.

J. Urbanic/R. Rashidzadeh
CARRIED

2 Approval of Minutes

MOTION: That the minutes of the meeting of October 22, 2020 be approved.

J. Urbanic/E. Kustra
CARRIED

3 Business arising from the minutes

Nothing to report.

4 Outstanding business

Nothing to report.

Item for Approval

5 Reports/New Business

5.1 Information Technology Services Annual Report (2020-2021)

(See document APC201117-5.1 for more details.)

NOTED:

- A comprehensive presentation was provided on ITS' activities and accomplishments over the past academic year, as well as current and future initiatives.
- Information Technology Services has established a number of goals and objectives that are in line with the University's strategic priorities including: 1) implementing new features for key student systems; 2) modernizing campus wireless network infrastructure; 3) providing technical support for capital projects; 4) supporting Research Data Management; 4) supporting campus professional development and training for UWinsite, Windows, and Office 365; 5) active participation in Connecting Windsor-Essex (CW-E); 6) enhancing UWinsite Engage to improve outreach to international students; and 7) developing an international cohort-based tuition structure.

- Successes this year include several major University campus projects such as providing technical support for the Lancer Sports and Recreation Centre and Transforming Windsor Law, and conducting the National Survey of Student Engagement (NSSE).
- One of the main projects that has been implemented in collaboration with the Centre for Teaching and Learning and Office of Open Learning is related to Blackboard enhancements such as Black Board Learn, Collaborate, and Analytics.
- The major challenges are tied to resources as competing demands for IT services support continue to increase as the University expands and updates its IT needs.

The floor was open for comments/questions:

- IT Services was commended on the exceptional level of support provided on an ongoing basis to the campus community, particularly given the number of extensive projects they support.
- In response to a clarification requested regarding the Network Summary Table (re: satisfaction variants), it was noted that email infrastructure changes no longer include the total number of spam messages. The variance has been based on 2019 legitimate email.
- In response to a question raised about the online satisfaction scores and whether these can be further analysed, it was noted that the majority of issues are account based (*i.e.*, login, passwords, etc).
- In response to a question raised about alternatives for the multi-factor authentication which currently relies on a text message, it was noted that there are a few options such as using a specialized web-browser or requesting a hardware key (from IT Services) that can be plugged into a computer as a secondary factor.
- In response to a question raised about upgrading all systems from Windows 7 to Windows 10, it was noted that that are some departments with specialized scientific equipment where upgrades are not advantageous.
- In response to a question raised about the creation of high-flex classrooms to support synchronous teaching capabilities, it was noted that this is being piloted in the Toldo building and students will be able to access the classroom via webcam.

AGREED:

- That the following minor revisions be made: 1) a footnote be added to explain that the email infrastructure changes no longer include the total number of spam messages; and 2) the charts be colour-coded.

Additional Business

6 Question period/Other business/Open Discussion

Nothing to report.

7 Adjournment

MOTION: That the meeting be adjourned.

E. Kustra/J. Urbanic
CARRIED