Relationships Among the BFA AST, OIT, and the CU Boulder Faculty
adopted April 20, 2015

Executive Summary
The Office of Information Technology (OIT) supports the teaching, research, scholarship, and creative work of the faculty. It anticipates and addresses the technology needs of the faculty, and quickly responds to technology issues as they arise. OIT partners with faculty members to enable and assist them in their work. Though OIT doesn’t prescribe technologies or teaching methods, it offers suggestions on helpful emerging technologies that could solve problems for faculty members. Before OIT adopts a service, it gathers the input and support of the faculty through IT governance groups, the Boulder Faculty Assembly’s Administrative Services and Technologies (BFA AST) committee, faculty-wide surveys, and pilot tests of the technologies in campus classes. The OIT recognizes and respects the authority of the faculty in the domain of curriculum and instruction; its role in this area is to respond to and collaborate with faculty initiatives that may involve IT.

Campus-wide technology services are created in partnership with the faculty through direct faculty requests; promising in-class technology pilots; requests from the BFA AST; government regulations; and requests from the Provost, Chancellor, President, or Regents.

OIT is a standing, non-voting advisory member of the BFA AST committee. The committee monitors OIT and assesses its services. OIT leaders attend committee meetings, advise the committee of technology initiatives and programs, and ask for feedback and guidance from the committee. OIT provides an annual report of its progress to the committee and partners with the committee on an annual survey of the faculty.

Key Aspects of the Relationships Among OIT and the Faculty
- OIT provides faculty members with a stable computing environment.
- OIT supports faculty technology needs by providing a service center (5-HELP or help@colorado.edu) to address their technological problems. It also provides how-to help and consultations through websites, email, telephone calls, and face-to-face interactions.
- OIT helps faculty members pilot and evaluate emerging technologies. These technologies may become services for the entire campus if they are promising and if there is interest among the faculty.
- OIT provides venues for dialog with faculty members through research meetings, governance committees, and a faculty advisory position, which reports to the AVC for IT (CIO). These venues may lead to the consideration of new services or discontinuing existing services.
- Continuous improvement—OIT pursues continuous improvement in our relationships with faculty members.

OIT Helps Faculty Members Learn Technologies
- OIT answers faculty members’ questions about technologies. Faculty members can contact OIT through the service center or an email address. OIT works with them via email, over the phone, or in person to answer questions.
- OIT provides documentation on how to use technologies such as Desire2Learn, clickers, and Zoom, and information and support on using technologies in learning spaces such as classrooms and labs. Also, OIT provides an online guide to help faculty find a technology based on their needs; or to guide them in working with multimedia projects.
● OIT provides **training sessions** on how to use technologies as well as **online computer-based trainings** on how to use a variety of technologies.

**OIT Partners with Faculty Members**

- OIT and faculty members **explore, pilot, and evaluate technologies that can partially alleviate teaching and learning problems**. Examples include:
  - Clickers, which were initially adopted by physics and chemistry faculty on campus. As more and more faculty members found clickers useful, key physics faculty asked that a campus-wide service be created. The service was formed by a steering committee of faculty members and ITS administrators.
  - Desire2Learn, which was selected by a steering committee of faculty members, OIT administrators, and campus technology support staff. The process included gathering requirements, initiating a request for proposals from vendors, selecting four vendors as finalists, exploring of all four platforms, and review of on-site presentations by the vendors.
  - The campus-wide Lynda.com license, which resulted from findings from last year’s BFA AST and OIT faculty technology survey.
  - Sometimes faculty and OIT administrators choose to not move forward with a service after an initial examination. For example, in Fall 2014 OIT conducted a pilot with several faculty members of the Respondus lockdown browser for in-class online exams. The product did not meet the faculty members’ requirements; OIT decided to document the pilot and not move forward with Respondus.
  - OIT and the BFA AST distribute an annual survey of the faculty to ask which technologies they use, which technologies they want to learn more about, and how they prefer to get support for those technologies.
- OIT helps faculty members analyze data on how students interact with the tools we support. Examples include helping faculty members understand how students are using our D2L learning management system, and analyzing D2L data to identify students needing extra help in coursework.

**Faculty and OIT in Dialog**

OIT has appointed Professor Noah Finkelstein as a **faculty advisor to OIT**. He meets regularly with OIT staff and faculty to help shape OIT’s strategic direction as it relates to supporting teaching with technology, academic technology tools, and classroom and academic spaces.

- OIT leaders meet monthly with the BFA AST Committee.
- OIT hosts meetings with faculty representatives through the IT Faculty Advisory Committee.
- **OIT’s annual report** is shared with the BFA’s AST Committee, the Dean’s Council, and the IT Faculty Advisory Committee. That report identifies OIT transactions and activities on behalf of the faculty. In the report, OIT also describes steps taken to address issues identified through surveys of the faculty.

**OIT Provides Support for Stable and Usable Technologies**

- OIT provides support to faculty members to ensure their laptop or desktop computers are operating correctly.
- OIT also provides support to faculty members as they use technologies in the classroom.
- OIT provides tools such as learning management systems, clickers, and cloud-based office tools to assist them in teaching.
- OIT assists faculty members in producing online teaching content in an accessible format.