

## Educational Technology Committee

April 25, 2024 (approved 9/26/24)

Name	Location	PR/ EX	Name	Location	PR/ EX
Jamey Nye (Co-Chair)	DO	x	Morgan Murphy (Co-Chair)	DAS	x
Pamela Bimbi	ARC-DE	x	Shar McCarrol	ARC	x
Alice Dieli	ARC	x	Lori Hokerson	ARC	
	ARC-Adm		Jena Trench	CRC	
TBA	CRC		Steve McDowell	CRC	
Gregory Beyrer	CRC-DE	x	Tyler Rollins	CRC-Adm	
Rebecca Mendell	FLC	x	Jennifer Kraemer	FLC	
TBA	FLC-DE		Angela Prelip	FLC	
Matt Wright	FLC-Adm		Deborah Saks	SCC-Adm	
Charles Whipple	SCC		Kandace Knudson (Alt.)/IAC	SCC	
Norman Lorenz	SCC	x	Brian Pogue	SCC-DE	x
Tak Auyeung	LRCFT		Patrick Crandley	SCC	x
Karen Tercho	Librarian	x	Manveer Bola	DO-AVCIT	x
Tammy Montgomery	DO-AVCI	x	Guest: Kevin Wong	DOIT	x

### **Welcome & Announcements**

The zoom meeting was called to order at 3:00p

### **Approval of Agenda and February Notes:**

The agenda for the day and notes from the March meeting were approved. The topic of Duo Mobile MFA in the classroom was added as a discussion item.

### **Discussion Items:**

- Fraudulent Enrollment – this continues to be an issue, and discussion was held related to any actions we could take in addition to our already established best practices. DOIT continues to mitigate this problem by putting in safeguards, including weekly fraud checks, in addition to CCCApply fraud checks. Efforts are weakened by phones/other technology's ability to hide IP addresses. Identity verification services have been engaged (Lexus/nexus). Some manual checking of suspicious activity is also used which results in about 100 fraudulent accounts per week. It was noted that we do not have a formalized process, especially for those students who are enrolled in several courses on different campuses, to report/track this information. DOIT currently puts a flag indicator on email accounts that locks them out of email and PeopleSoft, but doesn't drop them immediately. Using Service Central could aid in the reporting.
- Duo Mobile Use in Classroom – a committee member reported on their experience/frustration related to recent changes to DuoMobile – remember me for 30 days will be replaced with “yes, this is my device.” Classroom computers now require them to log in every time they use a classroom computer. DOIT confirmed that removing

the “remember my account for 30 days” would require faculty to do the DuoMobile each time they log-in. Faculty’s frustration was noted because Duo Mobile is connected to Canvas, but the Okta program still requires us to do DuoMobile – so you’d do it 8-10 times during a session. Faculty currently have to log-in three times to access classroom computers (not their own laptops). Session timeout limits could be an issue. Training on methods to reduce the number of log-ins would be helpful.

### **Informational Updates**

- DOIT/LMS -
  - DOIT Master Plan – was presented at Chancellors Cabinet. They are also going to share a summary (one page) to cover the main points of the plan.
  - The faculty co-chair presented information to DAS on replacement platforms for Proctorio, and they selected Honorlock. DOIT noted that they will work with the approved vendor to obtain a contract and negotiate a price. Messaging to faculty on the transition will be sent out, and assistance was requested on crafting those messages. It was suggested that: Proctorio be disabled at the end of Spring 2024 semester to avoid faculty entering their information; videos and live training sessions on Honorlock be available; and communication avenues include using Canvas. The faculty co-chair indicated that DAS was notified that some features will be disabled. The negativity around Honorlock’s feature entitled, “Search & Destroy,” was noted and it was asked that the use of the term be minimized or relabeled before implementation.
  - Popetech Dashboard – It was on DAS consent agenda, and passed with no concerns. Discussion related to enabling this feature included: providing a summary document on how information garnered from this feature will and will NOT be used; and noting that there is a MOU already in place restricting the use of the information. Discussion on whether we can turn on the feature immediately? It was determined that this in line with the MOU, but should we write a statement of what the tool will and will NOT be used for to provide to LRCFT highlighting the fact that this feature will decrease any voluntary workload faculty have accepted by using Poptech. This new feature would reduce any work they choose to voluntarily take on by providing a summary. A short summary of Popetech – what it is, how it’s currently implemented and what this additional feature will do, would be useful as is noting DAS’ approval. It’s a tool within an existing approved tool, so this might not be necessary. UDA coordinator information should be included in any communication so any questions can be answered.
- IAC (Instructional Accessibility Committee) – they provided an update.
- Library – Peoplesoft integration with ALMA for library fees went live this week. This was a two-year project to allow students to pay fees through Peoplesoft. DOIT was thanked for their work on this project. Fees totaled \$250K in damaged/non-returned materials fees. They no longer charge for late fees.
- College LMS - Colleges provided updates from their campuses.

### Future Agenda Items:

Lexus/Nexus Identity Verification/Fraudulent Students

DuoMobile Classroom Verification Streamlining

Adjourn 4:10p