Academic Technology Advisory Committee

October 20, 2020

Corey Call	Kim Redford – Co-Chair
Darrell Carpenter	Sarah Reynolds
Scott Chapman	Shannon Salley
Krystle Forlines	Janet Smith
Jeff Ledford – Chair	Denis Trubitsyn
Julie Mersiowsky	Jonathan White
*Barbara Johnson - Minutes	

Jeff Ledford called the meeting to order at 3:45 pm. The meeting was held virtually via Zoom.

- **IT Update (Kim Redford)**
  - No changes from the last meeting. We are waiting on notification of ETF money. All items discussed last time regarding ETF are still pending. Same list of classrooms, labs, and faculty and staff machines.

- **DEC Update (Julie Mersiowsky)**
  - In the last month we have been working hard to comb through data and make purchasing decisions for the coming year.
  - We are adding the single-sign-on feature with Zoom, that puts Zoom into the system that will have the same login and password as myLongwood, banner, email and Canvas (and a few other things). This level of licensing allows us more licenses for the same price we were paying and gives us a little more cloud storage.
  - We are seeking input on the use of Studio and Panopto. A survey will be coming out in the next few weeks to all faculty about the use of Studio and the use of Panopto. The pilot of Studio will be coming to an end at the end of the Fall 2020 semester and a decision will be made whether we transition to Studio or stay with Panopto.

- **Old Business**
  - Last month during the ATAC meeting, we had a request from a faculty member for an extension to extend the deadline to apply for a pilot of a new piece of software. He is no longer interested in pursuing use of this software.

- **New Business**
  - Jeff Ledford's department chair asked for a list of math software in use at the university and what is being used.
    - Kim Redford reported that the University pays for a site license for SPSS for teaching and learning in classrooms, labs, and on faculty machines. The committee has discussed the use of SPSS, JMP, R (qualitative analysis

software), and other solutions in the past. The possibility of a replacement for SPSS has been examined. The overwhelming consensus has been that we cannot get rid of SPSS. It was reported that moving away from SPSS could have detrimental impact on research and academic careers. JMP is missing a lot of functionality that faculty member's use such as profile set up for certain types of research. 100+ profiles for doing statistical analysis time series and profiles don't exist in JMP. R is free but requires a fair amount of programing. Some CBE use R and believe it can do everything SPSS does if you are willing and able to put in the programming work.

- Jonathan White asked if the committee was familiar with Chegg. His department is running into issues with students cheating using this website. The chat feature on the website can be used to ask exam questions and get answers with the paid service. Integrity comes into question. His colleague had an online exam and found his question posted on Chegg. The question was asked if it was even feasible to block websites through longwood as it is a clear violation of the honor code.
    - Kim Redford said that she has never seen requests such as this allowed. Julie Mersiowsky said it is because we are a public institution and tax payer money allows freedom of speech that prevents this lock down. If we were a K-12 institution, we could, but we are not. Students can rent textbooks from Chegg and if we block the site they can't get to the textbook. Students that are working off campus could not be blocked. Kim Redford reminded them that Shentel provides network services in residence halls and Longwood apartments.
    - A follow up question was asked: is it a valid use of university funds for something like the Chemistry Department to have a Chegg account so they can get on there and see what is being posted? Kim Redford said it would be up to the chair of the department. Julie Mersiowsky suggested Academic Affairs may pay for the access.
    - Shannon Salley added it's not a solution even though it is spending funds appropriately. You may stop it at that point but recently her students had to log onto a site to watch a webinar and submit their grade. Students logged on with 2 different accounts. The first account was fake and used to see the test and then they logged in with their real account to take the test and receive the grade. If they look hard enough, they will find a way.
- Krystle Forlines said the Nursing Department has a tight testing policy so testing via Zoom is new for them. She asked if anyone had a testing policy for Zoom and could share it. Currently, they proctor tests using ExamSoft. ExamSoft is for face-to-face proctoring. Students are required to log into a secondary device via Zoom to be watched while taking the test in quarantine.
    - Julie Mersiowsky mentioned the university's use of Honorlock. She also suggested the committee ask their department if they have anything

to share for this policy request. Krystle Forlines shared her screen to show what the faculty had come up with so far. Jonathan White said he would email his policies to her. Janet Smith recommended having the student do a 360° recording.

- Kim Redford reminded the committee that they should be seeking feedback from their departments. What is working well in the classrooms? What is not working? What kinds of things should we be discussing to foster improvement and innovation in teaching and learning? They can also point their colleagues to the ATAC website to review meeting minutes.
- Julie Mersiowsky mentioned the last 2 years this committee reviewed the software technology and services the Help Desk and DEC provides with the hope they take the information back and share it with their departments.
- Denis Trubitsyn said colleagues are wondering the justification for changing LancerNet passwords every 120 days. Research suggests people who change their passwords often make them predictable since they just add numbers or count up and that makes it risky.
  - Kim Redford mentioned the password policy in place prohibits that practice.
  - Darrell Carpenter reported on some research that was conducted with his students for Bob Smith to see if they could crack a 15-character passphrases. Students made a dictionary with Longwood related words then created a 15-character passphrase that people might include. If the passphrase is not associated with Longwood, there was no way it can be cracked in this lifetime. He mentioned that we could move to multifactor authentication (MFA). There are pros and cons associated with MFA. Kim Redford mentioned that we are currently using MFA with our Virtual Private Network (VPN) and there is much conversation currently about what is next.
  - Kim Redford offered to invite IT staff to a meeting to discuss these topics further.
- Scott Chapman asked Kim Redford about single-sign-on.
  - Darrell Carpenter said it is good in a large enterprise with substantial staff to manage that but it takes a huge amount of integration to enter SSO. It requires an army of people to manage it and will be a monumental undertaking for Longwood. As a cyber-security professional, he would prefer the use of different credentials for each system. If a password is obtained in a single-sign-on environment, all systems accessed with that password are compromised.
  - Kim Redford offered to invite IT staff to a meeting to discuss this topics further.
- Kim Redford will send out the minutes and post them on the ATAC website.

The meeting was adjourned at 4:35 pm.