  EDUCAUSE Moderator, Jamie Farrell: Welcome, everyone! Today’s ELI Webinar, “The IT Experiences of Faculty and Undergraduate Students: 2019 ECAR Findings” will begin at 1 p.m. Eastern Time.

  EDUCAUSE Moderator, Jamie Farrell: As we wait for today’s session to begin, feel free to introduce yourself or chat with attendees in this chat pod. Tweet your thoughts and reflections using this hashtag: #ELIWEB

Colorado College: Hello from Colorado College!

 Mark McCormack: Good morning from Nashville, TN everyone!

  Steven Endres - Dominican U: It's a lovely day here just west of Chicago. There's not a cloud in the clear, blue sky!

  educause webinar: hello from New York and hebrew Union College

  Bill Hoyt - Pitt State: Good morning from sunny southeast Kansas.

  Sue Harlan: Hi-Orange Coast College in SoCal

  Liz Pauly: Hi-Minneapolis College

  Lisa: Greetings from Wilmington, NC!

 Jane, captioner: Thank you very much.

  Joe Tobares: Howdy from The University of Texas at San Antonio!

  Tommy Ng: Hello from The George Washington University

  Noah Holm, Univ. Of Minnesota: Hello from Minneapolis

 Arturo Toscano-Ayala: The guests can be barely heard

  Sue Harlan: Cleveland! My home town!

 Cheryl Todd- Meredith College: Good Afternoon from Raleigh NC- Meredith College

  Mark McCormack: Hi, everyone! Mark McCormack from EDUCAUSE here.

  Robert Leitgeb: Greetings from Texas A&M University Texarkana!

  Dana C. Gierdowski: @cheryl - I'm just down the street from you!

  ElisabethG@UCF: Hello from the University of Central Florida!

  Steven Endres - Dominican U:@arturo on our end the guests were fine but Jamie was quite loud by comparison

  Austin Siders: Good morning from Tennessee!

  Karen Beal: Hello from Fairmont State University in Fairmont, WV

  Anderson University: Goo afternoon from Anderson University in Anderson, IN.

  Sara Grachek: Hi from St. Cloud State University, Minnesota

  D. Christopher Brooks: Lots of Minnesota folks in the audience today!

  Chris Gonnella: Hello from Mayville, North Dakota

  Cesar Hernandez: Hello from San Antonio, Texas.

 ElisabethG@UCF: do we have a sound test?

  Aleteia Greenwood: Hello from UBC in Vancouver British Columbia!

  Vicki Amos: Annapolis, MD here - U.S. Naval Academy

  Melinda P. - University of Georgia: Hi from Georgia

 EDUCAUSE Moderator, Jamie Farrell: To open captioning in a separate, adjustable browser: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.streamtext.net%2Fplayer%3Fevent%3DELIWEB1909&amp;data=02%7C01%7C%7C736f1274ede1403d6cfa08d76228f9cb%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637085800480249889&amp;sdata=%2FIyqUJrH1EeCtZNGuYrqekrr8yHbn%2BIvbqZEHpnekko%3D&amp;reserved=0>

  Megan Mize: Hello from Old Dominion University in Norfolk, VA!

  K Yu: HI, from Union, NY

  Bonnie Fleming: Hello from William & Mary

  Jill Buban: Hello from Unizin in Connecticut

  matthew wilk: Matt Wilk from Rutgers is here

  Helen Heinrich: Hi from Cal State Northridge

  Audrey Williams: Hello from Knoxville, TN

  EDUCAUSE Moderator, Jamie Farrell: If you have any technical difficulties, please send a private chat to Technical Help. To send us a message click in the upper right hand corner of the chat box and select Start Chat With > Hosts.

  Katie MacDonald: Hello from the University of Minnesota

  EDUCAUSE Moderator, Jamie Farrell: The recording and resources will be available at: <https://events.educause.edu/eli/webinars/2019/the-it-experiences-of-faculty-and-undergraduate-students-2019-ecar-findings>

  EDUCAUSE Moderator, Jamie Farrell: Hello everyone! Thank you for joining us!

  UC Davis Team: Hello from Uc Davis

 Meera lakhavani: Hello from SUNY Erie

Steve Faith: Hello from UC Davis

 Heather McCullough, UNC Charlotte: Hi from UNC Charlotte!

 Teresa Berghello: Will the power point be shared after the webinar?

 Carla Birckelbaw: Hi from Illinois State!

  EDUCAUSE Moderator, Jamie Farrell: Hello! Thank you for joining us on this webinar today!

[bamanuel@seewanee.edu](mailto:bamanuel@seewanee.edu): Hello from The University of the South, Sewanee

  D. Christopher Brooks: Note that for both of the reports we only use US responses.

  EDUCAUSE Moderator, Jamie Farrell: Hi Teresa! Yes! A handout of the slides will be available at: <https://events.educause.edu/eli/webinars/2019/the-it-experiences-of-faculty-and-undergraduate-students-2019-ecar-findings>

  Megan Holt: Hi from Northern Illinois University

  Douglas Hethmon: Good Morning from the University of Oregon

  Cesar Hernandez: how can my intitution participate in the ETRAC survey?

  Simeco: Hello!

  Ed Legaspi: SDSU here

  Leah Lang: Hi Cesar - sign up for ETRAC 2020 at www.educause.edu/etrac

  Leah Lang: click "Go to ETRAC Portal"

  Marc Lentini - Highline College: When you are describing a blended leaning environment, how is that described? Is seat time replaced with online activities?

    Ben Shulman, EDUCAUSE: Marc: Short answer is yes, some activities would be online as opposed to face-to-face.

 Andrew Bonamici: greetings from Drew University in Madison, NJ

 Marc Lentini - Highline College: Thanks, Ben. Blended seems to be used flexibly. Appreciate the clarity.

  Melinda P. - University of Georgia: would be great if the open ended responses were read out loud

  D. Christopher Brooks: Download the report and other materials from the research hub for the 2019 Study of Undergraduate Students and Information Technology here: <https://library.educause.edu/resources/2019/10/2019-study-of-undergraduate-students-and-information-technology>

 Anthony Perrone: Anthony Perrone here in South Florida - Palm Beach State College

D. Christopher Brooks: The opportunity for Q&A is coming up! Leave your questions for Joe and Dana here!

Heather McCullough, UNC Charlotte: Does the report include information about faculty access to and use of professional development support?

 Tracey: Hi! Tracey Tokuhama-Espinosa from the Harvard University Extension School. Question: Is there any data on which LMSs were correlated with which answers? For example, managing a classroom discussion in Zoom (with breakout rooms, visualization of large numbers of students, etc.) is different than trying the same in Adobe Connect, right?

 Leah Lang: according to the CDS 2018 survey, only 36% of US institutions provided release time for faculty

 Leah Lang: 86% of US institutions encouraged teaching innovation

 Boise State: I would be curious about student demographics- if there is a composite "profile" based on averages, or if you sliced based on age, etc.

 Leah Lang: 79% of US institutions provided instructor development opportunities

 Heather McCullough, UNC Charlotte: Thanks Leah

 Leah Lang: 54% of US institutions encouraged instructors to incorporate mobile use in the classroom

 Leah Lang: last one - 52% of institutions supported instructor peer mentoring

 Heather McCullough, UNC Charlotte: Leah: can you elaborate on how institutions encourage innovation? Release time, funding, changing RPT requirements, etc

 Leah Lang: We're thinking of bringing back the Educational Technology Services module for CDS this year.  We'd be able to take a look at whether these trends are increasing

 David - Univ. of Kansas: Following up on Boise State's great question about student demographics....I'd be interested in whether the survey sees differences in technology and teaching preferences among students with marginalized backgrounds.

 Leah Lang: the item in the survey says "Encouraged instructors to be innovative in their teaching (by the use of technology), even if all attempts are not successful"

  Mark J Prestopnik: OLC does provide definitions of key terms if anyone is interested - <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fonlinelearningconsortium.org%2Fupdated-e-learning-definitions-2%2F&amp;data=02%7C01%7C%7C736f1274ede1403d6cfa08d76228f9cb%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637085800480249889&amp;sdata=rWX0jjzYJJKwhF5z1x8%2BzY3xD%2BSIpUyN93z4p34xCb8%3D&amp;reserved=0>

  Heather McCullough, UNC Charlotte: Thanks Leah

 Mark J Prestopnik: e-learning definitions that is

  D. Christopher Brooks: Thank you, Mark!

 Melanie Thomas - UTEP: Here at  The University of Texas at El Paso the student WANT to use our learning syste (Blackboard) and ask how they can get their faculty to use it more.

 Joseph Galanek: Great, thanks Melanie

 Tracey: My students prefer Discussion within Zoom, in small breakout rooms, then into the large room (typically around 40 students). They say this allows them to have intimate discussions, then share more broadly. In Harvard we use Canvas with Zoom for the synchronous class.

Melanie Thomas - UTEP: BTW - we are a commuter campus.

 Joseph Galanek: This report provides information on what students want from their institution

  Tracey:They also rate Discussions on line far better than face-to-face.

  Joseph Galanek: <https://www.educause.edu/ecar/research-publications/enhancing-student-academic-success-with-technology/what-students-want-from-their-institutions>

 David - Univ. of Kansas: Thanks!

  Joseph Galanek: Yes, to LMS

 Leah Lang: for those who participate in ETRAC - I'm curious about how you use the benchmarking data we provide.

 Tracey: My guess is because it is more "democratic" (everyone can talk).

 Joseph Galanek: +1 Tracey

 Dee Vyas: Interesting to hear that student engagement is an occuring theme in US schools s it is in UK Universities

  D. Christopher Brooks: Download the 2019 ETRAC Infographic, "Getting to Yes: Student Devices and Faculty Policies" here: <https://www.educause.edu/-/media/files/library/2019/10/2019ssinfograph.pdf?la=en&hash=5E6F0F5E29347E57526F808D8B10CE79993DCEEF>

  Chris Gonnella: Why are so many faculty discouraging and banning tech?

 D. Christopher Brooks: Opportunities for questions coming up soon!

 Amy Chase Martin: Are any institutions providing instructions to students on HOW to effectively use an ebook? Students need different skills for notetaking, highlighting etc. with this platform.

  Tracey: It seems that teachers know why they do not want tech in the classroom (because of texting answers to others, etc.), however, they have not been taught how to leverage technology for good (e.g., variety of resources, differentiation of entry-levels to engaging material, etc.)

 Melanie Thomas - UTEP: We highly encourage e-exams and this has helped encourage faculty to allow mobile devices for any classtime.

 Chris Gonnella: We are pushing OER in Higher Ed... what a HUGE disconnect to not allow the tools students need to use their texts in class!!

 Victoria Getis: @Christopher, is there a faculty infographic, too?

 Tracey: Maybe if teachers were guided in leveraging tech there would be less prohibitive policies?

  D. Christopher Brooks: The infographic combines faculty and student data.

 D. Christopher Brooks: Hi, Victoria! That response was for you!

 Leah Lang: again - 79% of US institutions provided instructor development opportunities

 Victoria Getis: @Christopher - thank you!

 Leah Lang: so maybe there's an awareness issue?

  Melanie Thomas - UTEP: Also our clicker system requires a mobile phone to give reponses.

  Laura Sheehy: I think awareness is an issue and availability. We have the challenge of offering sessions that faculty don't sign up for.

  Mark J Prestopnik: "faculty are hungry for professional development", but they don't have the time to take advantage of it

  Victoria Getis: Last year, I used the infographic as the basis for a comparison for my institution against the whole. It really emphasized where we differ.

  Victoria Getis: I'd love it if you had a template for the infographics... because making one's own is really hard!

  Tracey: Has there been any research on who gives the professional development? Often , tech saavy people "train" teachers, but they know little about the teaching side, making their recommendations suspect. That is, many instructional designers have never taight a university class, so their recommendations might not be accepted easily.

  Mark J Prestopnik: piktochart is a great tool to create infographics

 Melanie Thomas - UTEP: If students re using their mobile devices interactively in class, then they won't be using them for Facebook, etc.

 Chris Gonnella: what are some more alternatives to banning tech?

  Luke: it would be interesting to see if there is a correlation of ban/discourage of smartphones with schools that have institutionalized apps/systems (like mobile clickers)

  Jonathan Wade: Is anyone giving incentives for faculty to integrate technology?

  Carrie: Are we assuming that ALL students have a device?

  David - Univ. of Kansas: Are there ways (technologies?) for instructors to monitor what students are doing on their devices during class? Especially in traditional classrooms where all the instructor sees is the back of a laptop monitor?

  Stephanie Richter (NIU): A great resource is the new book "Intentional Technology" by Derek Bruff. Just published: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwvupressonline.com%2Fnode%2F803&amp;data=02%7C01%7C%7C736f1274ede1403d6cfa08d76228f9cb%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637085800480249889&amp;sdata=pc14a1FuTTtkUkOxYe2v%2BkrxWvzYpb3XM7112U%2BjtW4%3D&amp;reserved=0>

 Chris Gonnella: Thank you!

 Chris Gonnella: Yes, I was thinking about using that as a book study for faculty next semester

  Leah Lang: @Jonathan - 82% of institutions offer special grants or awards for innovative use of instructional technology (including prof dev grants to attend conferences)

  Leah Lang: @Mark - see "only 36% of US institutions provided release time for faculty"

 Leah Lang: great point!

 Heather McCullough, UNC Charlotte: Related to some of the comments about the challenge faculty have coming to workshops, we've had good luck created self-guided and/or lightly facilitated online pedagogy workshops. The online format helps us reach more faculty

  Leah Lang: Thanks for the suggestion on the infographic template Victoria!

 Melanie Thomas - UTEP: At UTEP the institution is aware - but not the faculty :(

 Chris Gonnella: Students have to self report. their needs...

  Ben Shulman, EDUCAUSE: Top devices for student access are smartphones (98%) and laptops (92%).  Desktops, tablets, gaming, and streaming media devices are each accessed by around one-third of students.

  D. Christopher Brooks: Thank you, Ben!

  Laura Sheehy: Students have to go to Disability Services at UTSA to get services as well

 Melanie Thomas - UTEP: Negative experience with service animals - maybe fear of the animals?

  Cheryl Todd- Meredith College: The disabilites that are often overlooked are those tied to digital content not those with physical disabilities.

  Tracey: Can you define "accessible technology needs"?  My university is great at attending to needs, but we find the technology just doesn't reach the level of our imaginations. For example, we had a blind student who could not "read" the chats in the Discussion Board (his automatic screen reader could not read the Canvas screens). Any recommendations of platforms that are really leading in this area?

  Melanie Thomas - UTEP: Yes Cheryl!  Many have fear of technology.

  Tracey: Can you define "support services"? (Are these people, or tools?)

  Melanie Thomas - UTEP: Tracey - ours are both (software, equipment and note takers or singers)

  Melanie Thomas - UTEP: haha - signers

  D. Christopher Brooks: Opportunity for questions coming up soon!

  Leah Lang: If you're curious about what we plan to ask for ETRAC 2020 - take a look at our 2020 student survey - <https://www.educause.edu/-/media/files/educause/research/2020/2020etracstudentsurvey.pdf>

 Cheryl Todd- Meredith College: The college needs to include accessibility in  their startegic planning so the appropriate funding is there.

 Tracey: Thanks, Melanie.

 Leah Lang: topics this year include - accessibility and accommodations, emergency notification, online harassment, student success and advising, and data privacy

 Cheryl Todd- Meredith College: Colleges should be planning with Universal Design in mind. Addressing those that disclose and those that do not.

 D. Christopher Brooks: @Cheryl: +1

Chris Gonnella: Reach Everyone Teach Everyone by Thomas Tobin has been a great book for me to learn about integrating UDL on campus

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  Ben Shulman, EDUCAUSE: I have a few comments on this...

  EDUCAUSE Moderator, Jamie Farrell: We appreciate your feedback! As we near the end of the session, please take note of our brief session evaluation and fill it out before leaving the online room today: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveygizmo.com%2Fs3%2F5287521%2FELIWEB1909&amp;data=02%7C01%7C%7C736f1274ede1403d6cfa08d76228f9cb%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637085800480249889&amp;sdata=KHHMOrMhcbYFB4JCOmhwa3dEsgInOQ8Xhl6O5Fe%2BMMM%3D&amp;reserved=0>

  Ben Shulman, EDUCAUSE: Tracey: both "needs" and "services" are inerpreted by faculty or students individually as they respond to the survey.  Faculty would have a different perspective because they are evaluating the needs of their students based on their own awareness.  The faculty survey asked about "support for making courses accessible to students with disabilities" as a technology support service provided by the institution.  Students self-identified as having a disability requiring accommodation and then evaluated those services.

  Tracey: Not sure if this everyone's experience, but it seems there is a lot out there for deaf students, and very few for blind students. Also, lots out there for students who need more time, translations and repetitions of work, but little for those with dyslexia.

  Tracey: Thanks, Ben!

  Heather McCullough, UNC Charlotte: Thanks to our presenters!

  EDUCAUSE Moderator, Jamie Farrell: <https://tinyurl.com/etrac2019>

  EDUCAUSE Moderator, Jamie Farrell: To participate in ETRAC 2020, sign up at: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftinyurl.com%2Fetrac2020&amp;data=02%7C01%7C%7C736f1274ede1403d6cfa08d76228f9cb%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637085800480249889&amp;sdata=rE%2BTq0oxFy6cXCxGJgvQxGqpqg%2Fqq9ATVl04FSFZtGw%3D&amp;reserved=0>

  Cheryl Todd- Meredith College: Thank you for this opportunity.

  Laura Sheehy: Thank you!!

  Tracey: Thank you for an interesting presentation!

  EDUCAUSE Moderator, Jamie Farrell: Check the ELI Webinar site for upcoming events at <http://www.educause.edu/eli/events>

  Tommy Ng: thank you!

  Matt Smock, Northern Michigan University 2: thank you, very interesting!

  EDUCAUSE Moderator, Jamie Farrell: Thank you again for attending! Don’t forget to fill out our evaluation: <https://nam03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveygizmo.com%2Fs3%2F5287521%2FELIWEB1909&amp;data=02%7C01%7C%7C736f1274ede1403d6cfa08d76228f9cb%7Cdd4b037fe626495db0170cc0f7dddb37%7C0%7C0%7C637085800480249889&amp;sdata=KHHMOrMhcbYFB4JCOmhwa3dEsgInOQ8Xhl6O5Fe%2BMMM%3D&amp;reserved=0>

  Joseph Galanek: Thank you everyone for a great session!

 Chris Gonnella: Awesome webinar - looking forward to reading the report!

 Michele: Thank you from Davenport University!!

  Victoria Getis: thank you, Christopher, Dana, and Joe!

  Nick Laudato: thanks!

  Aleteia Greenwood: thank you!

  Karen Beal: thank you

  Dana C. Gierdowski: thanks everyone!

  Joey Van Buskirk: Thanks everyone.

  Megan Mize: Thank you! This was very useful.

  EDUCAUSE Moderator, Jamie Farrell: The recording and resources will be available at: <https://events.educause.edu/eli/webinars/2019/the-it-experiences-of-faculty-and-undergraduate-students-2019-ecar-findings>

  Wendy Hoag: Great presentation

  Dan Cabrera: Thank you all.

  James Frazee: Thanks!

  Lisa: Thank you. Very informative!

  Teresa Berghello: Thank you!

  DDE: Thank you

 Mark J Prestopnik: lol @bill murray reference...that was out of left field

  Dana C. Gierdowski: thanks for attending, James Frazee!

  D. Christopher Brooks: Thank y'all for coming today! If you have any questions, feel free to reach out to us!

  Liz Pauly: Thanks