WEBER STATE UNIVERSITY
Information Technology

# The Coronavirus Aid, Relief, and Economic Security (CARES) Act

The IT Division has worked to help the campus community navigate the technical challenges of teaching and working from home.

Passed by Congress and signed by the President, provided approximately $14 billion to the Office of Postsecondary Education to support K-12 schools and institutions of higher education as the Higher Education Emergency Relief Fund, or HEERF.

The CARES Act funding has provided WSU with the equipment that has been essential and beneficial to allow the continued delivery of course content to the students. Hundreds of laptops, iPads, cameras, and headsets have been procured and delivered to faculty/staff and students to enable remote access. The IT Division will be retrofitting over 200 classrooms for high-quality beamforming microphones and Pan Tilt Zoom cameras. The retrofit will make it possible for social distancing and streaming/recording classrooms across Weber State's different campuses.

The IT Division developed an online application for students to apply for emergency funding, both CARES funds and private funds, awarded to students to meet the needs impacted by COVID-19 disruptions during Spring/Summer/Fall 2020. To get up-to-date information please go to: https://www.weber.edu/FinancialAid/cares-act-report.html
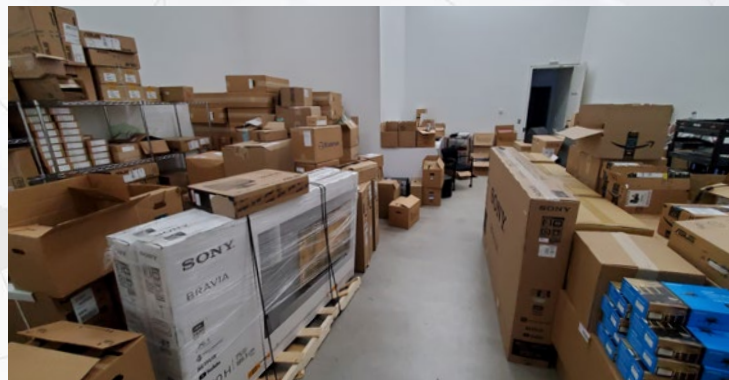
Lampros Hall

Furniture and equipment have been procured to redesign Lampros Hall to transform it into a space to spark and fuel the minds of faculty. To help them explore the possibilities of how to further engage their remote students.


IT Service Desk

The IT Service Desk recently moved to the 110-111 suite in Lampros Hall. The new space came just in time to help solve some of the major challenges of providing face-to-face support to campus during the COVID-19 pandemic. There is a separate walk-in area where users can bring their devices for support and consultation while maintaining social distancing. There is ample space in the main office area to allow the IT Service Desk to keep their team fully staffed without sacrificing properly distanced workspaces to support the increased needs of the campus community.
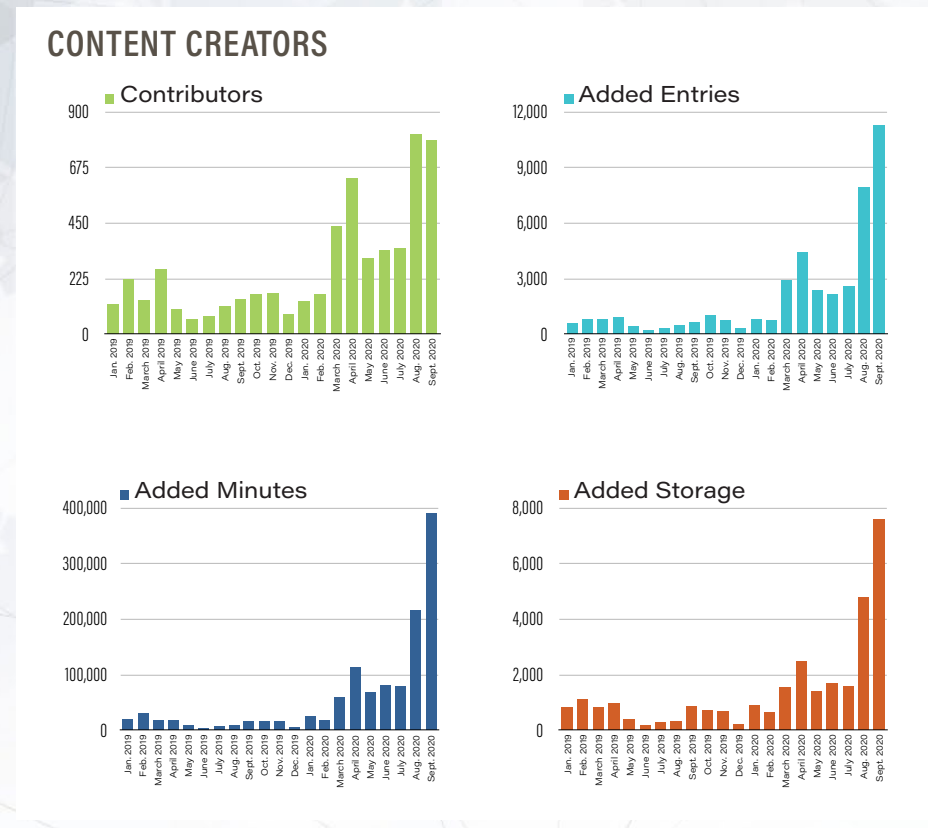
Kaltura Platform During COVID-19

The necessity of video for hybrid and online cannot be understated. Kaltura as the primary video platform has seen an impressive increase in usage.

With nearly 50 percent of classes going online or to a hybrid model this fall, video has become a primary delivery method for many courses. Kaltura, the primary distribution platform on campus has had a tough 6 months as they have worked to keep our media available as well as transition to a cloud-based storage solution to offer more responsive service demands going forward.

Kaltura had made plans to migrate their storage servers to the Amazon Web Services (AWS) platform at the end of 2020. With the increase of video usage on all platforms, from entertainment to gaming as well as education, Kaltura had to accelerate their timeline by several months in order to accomodate the increased storage needs. Unfortunately, the timing for the migration to AWS coincided with the first week of the Fall 2020 semester. The migration was a success, but the database transition was not a smooth one. Two full weeks of struggles and glitches followed causing a severe lack of availability and trust in the system. On Thursday, September 17, Kaltura posted a stabilizing fix for the remaining issues and has continued to monitor and tune the system. Kaltura continually strives to do what's necessary to support our users' video platform needs throughout campus.

AUDIENCE

Plays

Minutes Viewed

Unique Viewers
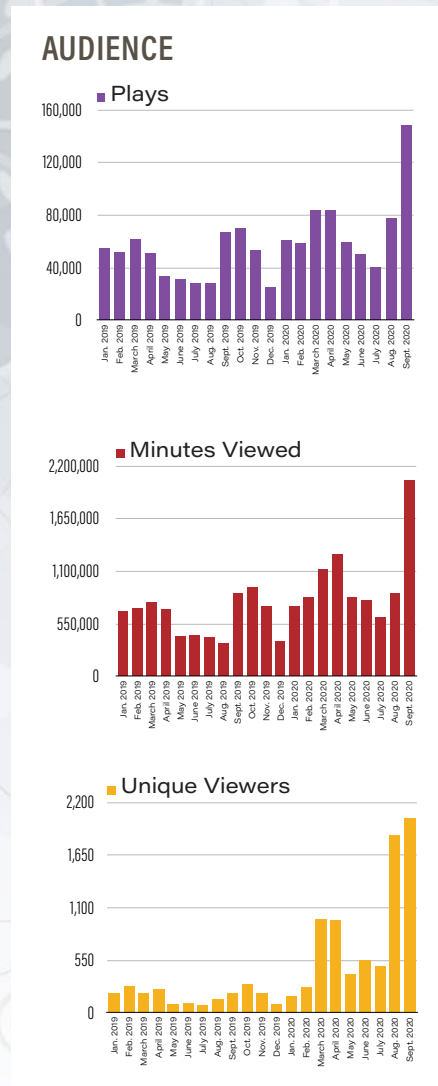
The following charts show some of the increases in service loads from 2019–September 2020

CONTENT CREATORS

Contributors

Added Entries

Added Minutes

Added Storage

in LEARNING

COVID-19 Learning Statistics

Previous 90 Days	Current
207 Hours Viewed	**470** Hours Viewed
372 Users	**498** Users
84 Courses Completed	**259** Courses Completed
4286 Videos Viewed	**8826** Videos Viewed