



Kyle Peterson and RC Callahan address tools for online instruction.

IT RISES to the Challenge of COVID

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

The impact of COVID-19 has come with its challenges as Weber State University (WSU) moved to a high-risk stage on March 13, 2020.

WSU has been strategically stronger and more resilient while strengthening services to support student success. People will navigate the pandemic in three significant reflections; a before COVID-19, a during COVID-19, and an after COVID-19. We will be humbled to look back and remember the moments and memories we shared with family and friends before the pandemic. During this time, we are experiencing the cancellation of graduation ceremonies, weddings, and the loss of loved ones. Lastly, we will be stronger together as we look back after COVID-19.

The IT Division teams have collaborated with other areas on campus to make the transition from face-to-face to go virtual as seamless as possible. As we move forward, we will continue to strengthen our opportunities for navigating virtually.

Support Operations

Telecommunications Services

One big initiative was making softphones available to faculty and staff. A system upgrade was recently made and the softphone software hadn't been tested with the new system. Extensive testing and working out bugs before it was a workable solution that we could offer. The product was made available only a few days before the remote work announcement was made.

An extensive amount of work was made to get the Extension to Cellular (EC500) option configured for many users. Over two-hundred Softphone and EC500 requests were handled in the span of two weeks (a very steep increase in requests).

IT Service Desk

The Service Desk has a large pool of people staffing it (15 hourly employees and 8 full-time employees) and is at a 24x7 operation, so there were a few unique challenges heading into the pandemic.

The first concern was to figure out how to virtualize support and reduce the number of staff members in the office. A plan was made to transition as many employees to softphones and virtual support.

The second concern was figuring out how to support the campus community as it moved to a virtual-only presence. A lot of fast-speed trial, error, and training to get the team ready to support more requests related to Zoom, Canvas, webcams, and other remote business essentials.

An increase in the number of remote support tool licenses was for support in order to troubleshoot devices that could no longer be handled in person.

Creative Academic Technology Solutions (CATS)

Kaltura Support

The CATS team continues to produce many videos to support academics and highlight great programs on campus. The need for delivering video instruction has been available for years, but this spring the system was put to the test as hundreds of new contributors and tens of thousands of videos were served. Below are some statistics from January through April.



Classroom Technology Services

When the University went from a face-to-face environment to transforming into an online environment, there was a huge need for electronic equipment (webcams, laptops, and iPads). The Classroom Technology Services team stepped up and was able to fill this need by making equipment available to the entire campus. Faculty and Staff were able to check out the equipment by sending an email to CTS@weber.edu and then picking up the equipment from Lampros Hall. The following is a list of the equipment checked out to campus for Faculty and Staff:

Equipment Checkout

Equipment	Quantity
Webcams	32
Desktop	4
Doc Cam.	31
Headset	9
iPad	10
Laptop	26 (not NUAMES)
Monitor	3
Other	16

Zoom became very popular with the entire campus community during COVID-19, it was a way for people to commu-

nicate online and have visual interaction through this software. The team was able to set up classrooms in Tracy Hall and the Wattis Building to have Zoom capability for faculty to instruct students. Faculty were still able to have access to whiteboards and other technologies that they normally use.

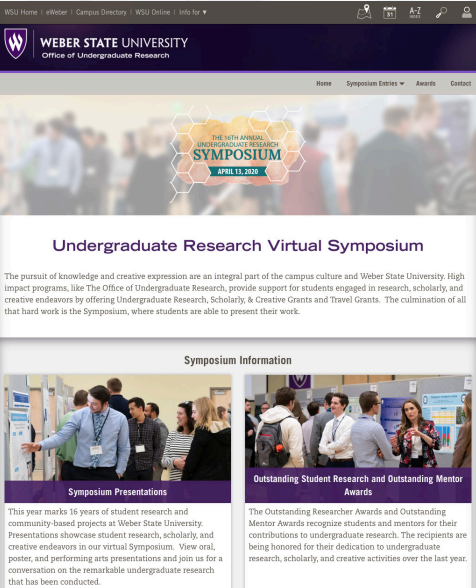
There have been 1,850 Zoom accounts issued to the campus community during COVID-19. By purchasing a webinar we've been able to meet virtually with large groups and use the functionality of panels and disseminating large amounts of information.

During this time it became evident that Citrix needed to be expanded to allow students to access specialty software. For example, ArcGIS remotely, crucial software for Geography and Geoscience courses. Much of the course work for some of the upper-division courses cannot be completed without the software.



Academic Web Services

The online symposium weber.edu/oursymposium is typically an event held on campus during the month of April. Due to COVID-19 it had to be canceled and created as an online showcase. The Academic Web Services team was able to fast track the project and complete the site in just two weeks.



Web Application Development Services

The Web Application Development Services team in conjunction with Systems and Networking worked through an extremely important migration of the Windows Server environment. This project was initiated during the winter and the move to remote work came at a critical point. The team rallied and was able to coordinate a near-seamless move that did not disrupt any of the critical processes. The Windows servers that were involved power eWeber, nearly two hundred applications, and the entire WWW public website for Weber.

The team's primary project right now is the Division of Continuing Education Student Information System (DOCE SIS). This project requires an in-depth collaboration from multiple teams and stakeholders across campus. Because of the complex nature, the project team was well-positioned to make the transition to a virtual environment. The initial tasks and workflows that had to be prepared during February made for an easy switch in March. But more importantly, the team has been able to figure out how to keep the speed up on the project as the project moved into new phases of development.

LinkedIn Learning During COVID-19

Previous 90 Days	Current
207 Hours Viewed	360 Hours Viewed
372 Users	498 Users
84 Courses Completed	259 Courses Completed
4286 Videos Viewed	8826 Videos Viewed



Ariel Olson, M.Ed
Academic Advisor



When I first learned that Weber offered employees access to LinkedIn Learning, I was so jazzed! Professional development opportunities are one of my favorite things about working for Weber--and this is something I can do in bite-sized chunks! My supervisor allowed me to add an hour of LinkedIn Learning time to my schedule each week, which has been incredible for someone who strives to be a life-long learner! During this time of working from home due to COVID-19, I have leaned heavily on LL's more self-improvement type courses, so far having completed ones like *The Surprising Power of Seeing People as People*, *Being Positive at Work*, and *Behavioral Science Insights on How to Have a Great Day, Every Day*. Some people may not think these types of lessons are as important as the ones focused on phishing and Excel (which I've also done in the past), but I am lucky enough to work in an office that wants me to develop every part of myself, including the part of me that works with others on a daily basis! Being able to utilize the courses on LinkedIn Learning has helped me maintain a higher level of positive mental health while figuring out how to work from home as a very extroverted person.