Lessons from COVID-19

Action Item: Issue Brief on COVID-19 Impacts on Strategic Technology Planning

Resources / Reading:
- [Is Higher Ed Asking the Wrong Questions?](#) (Insider Higher Ed, 5/19/20)
- [EDUCAUSE COVID-19 QuickPoll Results: Fall Planning for Education and Student Support](#) (Educause Review, 5/15/20)
- [Traversing the Edge of Chaos: Phase 3 and 4 preparations for post COVID-19 world](#) (PhilonEdTech, 4/10/20)

Questions
How has the move to remote work/learning due to COVID-19 changed Higher Ed?
- Video technologies have become critical to delivering education
- Digital equity has become an issue (broadband, computers) - who has access and who doesn't? What technologies are required for students to be successful in the digital world?
- Traditional boundaries between instructional and administrative technologies have broken down
- Ability to scale quickly, become adaptable and flexible in adopting new technologies

What do we want to keep doing? Best practices?

- Broadband expansion across the state (K20 working with libraries, statewide initiatives, utility districts) - can we participate and advertise broader access to wifi? Policies and resources at the state level?
- Professional development for faculty, staff and students in how to use the technologies effectively
- High level of direct support for faculty and students

What are the considerations for future "strategic" technologies?
- Impacts on retention - guidance for instructional practices that improve the student experience
- Reviving pooled courses and WAOL model so that all colleges can participate?

What has been resilient (adaptive) and what has been fragile during the COVID-19 crisis?

Resilient:
- Canvas and Panopto have become strategic for online learning
- Cloud technologies, virtual workspaces
- Asynchronous vs. synchronous online learning

Fragile

- Devices: Access to mobile computing devices, printing, etc. can be an equity issue. Not all students can afford them, not all colleges can afford to provide them.
- Connectivity: All online technologies rely on internet access, which is inconsistent geographically and not accessible financially for some households

Are we using the "right" technologies?   (Security considerations, accessibility, integration, etc.)
- Exam proctoring? Issues with privacy and assessment practices.
- How do we assure accessibility?
- Equity?
- Mobile platforms?
- Virtual workspaces?
- Integrated technologies / platforms for sharing? (i.e., 0365, Google Suite, Canvas)

What specific technologies will/may be needed? Strategic recommendations at the system level?
- Web conferencing tools (Security, accessibility)
- Mobile devices?
- Digital literacy?

WACTC-Tech Meeting Notes: 6/04/20

Grant and Eva presented, and included these questions with the WACTC-Tech. There was good feedback and discussion among the WACTC-Tech members around concerns of digital equity that have arisen during the COVID-19 crisis. This is something that the STAC could work on as an issue brief and strategic recommendation for the presidents.

The WACTC-Tech will have a retreat in the summer to determine a work plan for their committee and transition committee members. We will present the STAC Charter for their approval at that point.