

Faculty Technology Committee (FTC)

Meeting Summary

Date: September 14, 2026

Duration: 60 minutes

Present: Jodie Penrod, Laura Stapleton, Stephen Tipler, David Wiley, Pam Holland, Maria Serrat, Mark Zanter, Kelli PreJean, Jennifer Robinette, Boyd Rorabaugh, Lisa Heaton, Eric Himes, Yousef Fazea

1. Chair and Secretary 2026/27

- **Chair:** Boyd Rorabaugh moved Laura Stapleton is to be reappointed again as chair. Motion seconded by Pam Holland. The committee voted to approve.
- **Secretary:** Stephen Tipler was elected as secretary. A motion was made and seconded. The committee voted to approve.
- **Storage of Minutes:** Jodie Penrod noted that the edited FTC minutes should be shared in MS Teams for historical records and to share the minutes with faculty for feedback.

2. Consent Agenda Technology Updates

- **Consent Approval:** Jennifer Robinette moved for approval of the consent agenda. Monisha Gupta seconded the motion. The committee approved it without opposition.
 - **Operations Activity Wheel:** Jodie explained that the MUIT operations activity wheel provides a timeline for planned upgrades, outages, maintenance windows, production freezes, audits, and other operational activities. It is intended to help MUIT communicate system changes to stakeholders and is available through the MUIT website.
 - **Marshall Service Agent:** Marsha is available under the My Support tab in MyMU as an IT service management agent. Users can ask for help with issues such as Wi-Fi, passwords, Microsoft 365, Outlook, or Teams; they can use the knowledge base, submit a ticket, or escalate to a live agent. MUIT expects to extend the service-agent model to other departments after on-boarding them

- **Early Service Agent Results:** Jodie reported that Marsha handled 174 sessions during the referenced week, with 170 resolved without human intervention. Using a conservative estimate that 40% would otherwise have reached the service desk, MUIT estimated about 68 avoided contacts and approximately 11 staff hours saved. Jodie clarified that the purpose is faster service and allowing staff to focus on strategic work, not replacing or downsizing staff.
- **Service Agent Ratings:** Stephen asked whether user satisfaction ratings were included in the statistics. Jodie and Eric explained that a formal thumbs-up, thumbs-down, or one-to-five rating capability is not yet available, although Salesforce enhancement work and other observability measures are being considered.
- **Passkey Authentication:** Jodie said MUIT plans to transition from text- or voice-based multifactor authentication to passkey authentication, such as QR-code-based authentication, because the older methods are more susceptible to spoofing. The change is expected over the following months, with normal university change-management and communication processes.

3. Blackboard Course Access Review

- **Approval:** No decision will be made immediately on extending access. Additional feedback will be sought, due to concerns about faculty workload, adjunct compensation, software access windows, storage, and academic integrity. Jodie said the issue was not an emergency and welcomed a recommendation in the coming months.
- Should current students receive access to their Blackboard course **before their first class**?
 - The proposal would likely require syllabi to be posted in advance, but the exact period could be shorter, such as two days.
 - Early access could generate questions before faculty are ready, overlap with summer teaching and holiday preparation, create obligations for adjuncts before they are paid or even have active accounts, and conflict with the first-week syllabus review, expectations, and add/drop process.
 - Blackboard could open early while allowing each faculty member to decide when to post materials.
 - Students could inadvertently activate limited software courtesy periods by accessing course links.
 - Selective Blackboard release could allow faculty to share time-sensitive information, such as textbook discounts, while withholding other materials, giving instructors control over what students see.

- Should former students retain access to their Blackboard courses **after they have completed them?**
 - Jodie also asked faculty to consider allowing students to access Blackboard courses after completion. Eric clarified that the current approach keeps three years of courses online, with older material generally unavailable online.
 - David explained that students using open educational resources or faculty-created materials may need former Blackboard content as a substitute for a textbook. Laura raised the risk that retained assessments and reused quizzes could facilitate cheating. Jodie suggested exploring a middle-ground model that preserves selected instructional materials while excluding assessments.

4. Zoom and Teams Contract Direction

- **Approval:** Voting has been tabled, to allow further faculty consultation during the next month.
- **Details:** The university will continue permitting departmental Zoom spending in the current fiscal year, but is considering ending the enterprise Zoom purchasing arrangement beginning in fiscal year 2028 to reduce duplicative technology spending.
 - **Financial Context:** Huron seeks approximately \$20 million in university savings amid a structural deficit and cash-flow challenges. Huron identified duplicative IT spending as an area for savings; Teams is the university enterprise solution, while departments currently fund Zoom through a pass-through contract managed by MUIT.
 - **Current-Year Decision:** the proposal to change Zoom access during the current period was withdrawn because it had become controversial and could disrupt active courses.
 - **Faculty Use Cases:** It should be determined whether Teams can meet users' needs. Some music faculty believe Zoom provides audio or other functionality that works better for instruction, while noting that Teams now has modes intended to address it.
 - **MUIT** would work with departments to identify Teams solutions, provide education or retraining, and investigate specific feature gaps. If Teams cannot support a necessary function, a one-off Zoom purchase using a P-card or free Zoom could remain possible, rather than maintaining a broad enterprise purchasing arrangement.
 - Some users may not have been included in prior feedback. Jodie agreed to table the vote, and Laura asked Eric to identify Zoom users in the College of Science and other colleges so representatives could contact affected faculty before the next discussion.
 - **It is primarily a university-spending decision:** departments would otherwise request funds for Zoom, and ending duplicative purchases would redirect those funds toward university savings. Jodie also acknowledged that technology adoption requires change management and user support.

5. Technology Governance and AI Policy Revision

- **Approval:** Jodie Penrod reviewed the changes and answered questions. Stephen Tipler moved to approve the revised technology-governance and procurement policy. Motion seconded by Jennifer Robinette. The committee voted to approve.
- **Purpose:** The revision defines the technology governance process, including the adoption and use of artificial intelligence technologies as a function of the University's technology shared governance committees, in addition to outlining the requirements of the Technology Procurement Review process.
- **History:** This procedure replaces the previous ITP-48 Technology Review procedure effective on August 19, 2019. This procedure was updated on August 28, 2024, to incorporate shared governance into technology decision making. This procedure was updated to incorporate artificial intelligence governance into the technology shared governance process in September 2026.
- **Second Reading:** The committee approved revisions to ITP1 that integrate artificial-intelligence governance into the FTC and ATC shared-governance structure, dissolve the separate AI committee, define TEC responsibilities, and require security and data-classification review for certain AI-enabled technologies. New AI-powered PDF remediation tool introduced to improve accessibility compliance.
 - **Governance Scope:** Jodie explained that the revised ITP1 broadens technology governance to include adoption and use of AI. The FTC will address technology affecting teaching, learning, research, and related systems, including enterprise AI adoption, academic use, and academic-integrity implications. AI becomes a standing FTC function rather than the responsibility of a separate committee.
 - **Committee Membership:** The revision adds a president-appointed faculty member with AI expertise as a voting FTC member; David serves in that role as chief academic AI officer. The CIO may also designate non-voting AI subject-matter advisors to participate as ex-officio members when specialized input is needed. The ATC receives parallel operational AI responsibilities and membership changes, including financial-aid and student representation.
 - **Separate AI Committee:** Laura asked whether the existing AI committee would continue. Jodie said it is dissolved, and its functions are superseded by the revised procedure. Former participants may continue contributing through the FTC, ATC, or non-voting advisory roles.
 - **TEC Responsibilities:** The Technology Executive Committee remains the escalation and approval body for university-wide technology decisions. For AI-related matters, David participates as a voting member, and the TEC oversees university AI strategy and the approved-tool list with associated data classifications in collaboration with Chief Data Officer Brian Morgan. Conflicting FTC and ATC recommendations may be sent to the TEC for final majority-vote approval.

- **AI Tool Approval Paths:** Yousef asked whether educational AI tools requires approval by FTC, by ATC, or by both. Jodie clarified that FTC and ATC participate in shared-governance policy and strategy decisions and receive the same agendas, while an individual teaching tool generally goes through an IT technology-review and procurement process. MUIT and Brian Morgan assess security and permitted data use, then route the request to the appropriate committee when governance approval is required.
- **Procurement And Security:** The revised procurement process specifically covers generative or agentic AI that uses private or restricted institutional data for training or tuning or produces automated decisions or recommendations affecting students or employees, regardless of cost. MUIT and the Chief Data Officer determine the permitted data classification, and the information-security review includes the applicable higher-education vendor assessment supplement.
- **Emergency Authority And Policy Cleanup:** The revision extends the CIO's compliance responsibilities to emerging AI and algorithmic-accountability requirements, while preserving the CIO's ability to act during emergencies such as a cybersecurity incident. Jodie also removed the Banner oversight section and project-portfolio-management material because those functions are addressed elsewhere.

6. Generative AI in Teaching and Learning Policy First Reading

• **Purpose:** This policy establishes the University's position on the use of generative artificial intelligence in teaching, learning, and academic work at Marshall University. It affirms a default permission for students to use generative AI, affirms faculty authority and responsibility for instructional decisions, including how AI may or may not be used, and identifies a limited set of AI uses that are prohibited in all circumstances. This policy also directs academic units to develop discipline—specific guidance consistent with this policy. event highlighted for accessibility support and training.

• **First Reading:** David introduced a first draft focused narrowly on generative AI in teaching and learning, while Jodie described a review path through the FTC, ATC, a second reading, and a 30-day university shared-governance period aimed at adopting a policy before year-end.

- **Draft Origin:** David said a faculty group developed the draft after reviewing policies from other universities and incorporating feedback from the summer AI leadership retreat involving cabinet members, deans, and chairs.
- **Policy Scope:** The draft is limited to generative AI in teaching, learning, and academic work. It does not address administrative or operational AI uses, which are handled through other governance processes.
- **Expected Revisions:** David explained that additional AI feedback is being gathered at the dean and department levels and is due to the president by the first of the

month. The group expects to revise the draft after that feedback and emphasized that the document is an initial draft open to committee contributions.

- **Review Timeline:** Jodie said the draft had its first reading with the FTC and would proceed to ATC review, a second reading for the FTC's approval to advance, and then an additional 30-day shared-governance review during which all faculty could comment. The goal is to establish a policy before the end of the year.

Follow-up Tasks

- **Faculty Senate Liaison:** Confirm with Haley Bibbee how the Faculty Senate liaison is appointed or elected and report the process back to the committee. (Stephen)
- **Meeting Minutes:** Prepare and store the committee meeting minutes in the Teams space using the AI-generated notes and the committee's minutes template, then compile the annual summary report. (Stephen)
- **Blackboard Early Access:** Gather faculty feedback on opening Blackboard courses before the first class, including timing, syllabus/material availability, adjunct workload, student software-access implications, and whether the proposal should proceed. (Laura, Stephen)
- **Blackboard Course Retention:** Gather faculty feedback on allowing students continued access to selected materials from completed Blackboard courses while addressing assessment security, storage, licensing, and archival constraints, and develop a recommendation. (Laura, Stephen)
- **Zoom Transition Review:** Consult faculty constituencies, including affected music faculty and any College of Science users, to identify essential Zoom features that Teams may not support and report the findings before the committee votes on discontinuing university-funded Zoom spending. (Mark, Eric, Laura)
- **AI Teaching Policy:** Review and provide feedback on the first draft of the generative AI teaching-and-learning policy after incorporating feedback due to the president, so it can proceed through ATC review and the next shared-governance stages. (David, Faculty Technology Committee)

Adjournment

- Meeting concluded with next meeting scheduled for one month later.