

Report of 2022/23 Instructional Resilience and Enhancement Fee Advisory Committee

- In Fall 2022 the Committee authorized the charge of IREF to summer students who were not enrolled during the preceding spring semester at a 60% rate, in alignment with the standing summer fee rate approved by the Chancellor. Students who were enrolled in the preceding spring are not otherwise charged IREF during summer enrollment. This decision closed an identified gap between fee charges and actual user needs.
- In Fall 2022 the committee endorsed the recommendation to sunset the VPN for International Students Located in China program based on the recommendation of CIO Jenn Stringer. The program, established during the COVID-19 pandemic to allow students based overseas to be able to access UC Berkeley platforms for study and research purposes, no longer became necessary as students returned to in-person instruction. The VPN was sunset in January 2023 and the \$100,000 allocated to the program was retained in fee reserves.
- In Spring 2023 the committee received two student-driven proposals; one to allocate funding to purchase Grammarly for Education Premium licenses for student use and the other to provide funding for staff positions in the ASUC-chartered Open Computing Facility (OCF). Both were considered and the committee decided, due to the newness of the fee and uncertainty about budget excesses in light of the UAW grievance levied against the fee in cases where the student is also an employee of the University, the committee determined that the prudent measure is to not entertain any proposals that would substantially reallocate budget savings or cause budget increases.
- In Spring 2023 the committee considered and endorsed a proposal from Student Affairs Information Technology (SAIT) to reallocate a small portion of their approved budget (\$36,000) for the Student Helpdesk to support a mobile printing program that will provide printing kiosks around campus in response to identified student needs. The committee was supportive of this proposal, in comparison to those mentioned in the previous bullet point, as SAIT was able to demonstrate how they were able to offset the change in previously approved costs with in-kind support from their internal budget.

Report of 2022/23 IREF Budget Expenditures

Berkeley IT

Berkeley IT spent this year capturing metrics for Adobe, Microsoft and Zoom. A new portal was developed for Adobe requiring students to request a license which, for the first time, gave us insight into the number of student users. Here's a brief summary:

- Metrics for Adobe: 19,700 students obtained a license.
- Metrics for Microsoft: 25,000 students used MS Office license this academic year
- Metrics for Zoom: 31,000 undergrads and 12,500 graduate students have used Zoom this academic year

The amount of effort needed to support Adobe student requests exceeded our expectations and we seek to add about 50% of an FTE (combination of staff and student workers) to help support student users. Since Adobe license costs came under budget, our estimates show that adding staffing support will not require a change to BIT's allocation from IREF in FY24. Please note that in the approved FY23 IREF budget, staff support was added for Microsoft and Zoom, but not Adobe.

Berkeley Research, Teaching, and Learning (RTL)

The usage of IREF funds by RTL is documented in Table A below. The funded services included:

- bCourses
- Kaltura (Viewers/Contributors, not Students/Instructors)
- Course Capture
- Ed Discussion
- Gradescope
- Turnitin
- Ally
- SensusAccess
- Poll Everywhere audience response
- iClicker audience response
- Classroom Technology Support
- Physical Instructional Labs
- Virtual Instructional Labs

In total, over 50,000 students and over 9,000 instructors have used these platforms, particularly bCourses. For more specific metrics, please see Table B below.

Over the past year, IREF has served a critical role in supporting services within RTL that ensured students received a resilient education. As noted above, these services impacted

most of the students at Berkeley and ensured that the campus can respond to instructional disruptions. In addition to support services that were critical during the pandemic, this funding also supported the development of an inclusive teaching unit within our Center for Teaching and Learning. With two new hires funded by IREF, the Division of Undergraduate Education will have the expertise to explore how to create inclusive and equitable learning environments during disruptions to instruction.

Student Affairs IT (SAIT)

Student Affairs IT provided services to over 7,940 students, both undergraduate and graduate students, through two of our most impactful programs: the Student Helpdesk and the Student Technology Equity Program (STEP).

- Metrics for Student Helpdesk: 4,405 cases opened and resolved. Wi-Fi/network connectivity cases are the most common, followed by software questions, CalNet issues and hardware troubleshooting.
- Metrics for Student Technology Equity Program (STEP): 905 new recipients and 2,630 continuing recipients were supported by STEP. Laptops continue to be the most highly requested, followed by Wi-Fi hotspots, and headphones.

Noteworthy examples of how the IREF was particularly helpful this past year include:

- STEP was able to support a graduate researcher working to protect and revitalize the Wintu language with tribal leaders.
- 890 Laptops were distributed to students.
- When the new Berkeley-IoT network rolled out in Spring 2023, the helpdesk staff supported a large volume of requests to register devices that previously could not be used on campus Wi-Fi.
- IREF funding enabled STEP to re-introduce Wi-Fi hotspots, allowing high-need students living off-campus to establish stronger home Wi-Fi connections.

Report of 2022/23 IREF Budget, Spending and Impact

Table A: FY23 IREF Spending and Forecast Report (May 2023)

bIT	Total Approved	Actuals to Date	Forecasted Total
Zoom Pro for Students	\$149,350	\$159,827	\$177,096
Microsoft	\$544,900	\$456,100	\$473,370
VPN for Students in Other Countries	\$100,000	\$0	\$0
Adobe	\$875,000	\$649,128	\$649,128
Total	\$1,669,250	\$1,265,055	\$1,299,594
Student Affairs			
Student Affairs	Total Approved	Actuals to Date	Forecasted Total
Student Helpdesk	\$750,000	\$534,652	\$717,291
Student Technology Equity Program (STEP)	\$910,000	\$549,322	\$890,922
Total	\$1,660,000	\$1,083,974	\$1,608,213
Research, Teaching & Learning			
Research, Teaching & Learning	Total Approved	Actuals to Date	Forecasted Total
Kaltura	\$735,000	\$567,927	\$693,097
Discussion Platform*	\$250,000	n/a	n/a
bCourses and LMS Integrated Tools*	\$1,337,000	\$601,099	\$1,382,559
Accessible Instructional Materials	\$678,000	\$96,166	\$135,739
Classroom Tech / Support*	\$2,140,000	\$1,182,571	\$1,658,625
Instructional Computing Labs*	\$59,129	\$97,417	\$160,535
Zoom Webinar\Spa Licenses and Support for Large Courses*	\$173,000	\$110,786	\$201,786
Hypothesis (course/social annotations tool)*	\$26,000	\$18,101	\$23,855
*Support Staff Across Platforms	n/a	\$605,842	\$984,077
Total	\$5,398,129	\$3,279,908	\$5,240,272

Table B: FY23 Impact Metrics for RTL

Service	Students	Instructors	Total Users	Notes
bCourses	52,072	9,838	61,910	
Kaltura (Viewers/Contributors, not Students/Instructors)	44,546	5,693	50,239	
Course Capture	28,659	907	29,566	
Ed Discussion	33,503	2,533	36,036	about 880 courses this FY
Gradescope	39,748	3,117	42,865	unique students and instructors
Turnitin	N/A	1805	1805	
Ally	10,573	297	10,870	Student data is based on "unique users" for the most used feature by this group: "Alternative Format Downloads. Instructor data is from "Total Courses with Fixes" which is a feature only available to those with the bCourses role of instructor, designer, TA, or admin
SensusAccess	N/A	N/A	N/A	
Poll Everywhere audience response	25,795	1040	26,835	
iClicker audience response	7526	186	7712	
Classroom Technology Support	45,307	3,243	48,550	Does not include Summer 2022; student count is definitely an undercount - the number is the Fall 2022 scheduled class student total
Physical Instructional Labs	1698	36	1734	
Virtual Instructional Labs	592	17	609	