I.   INTRODUCTION

Information Technology Solutions (ITS) is an on-campus organization at the University of California, Riverside that strives to efficiently and effectively deliver industry-forward technology services to faculty, students, and staff. ITS manages the core portion of the campus technology infrastructure, including wireless and wired operations, data centers, and cybersecurity, as well as the use of technology for educational purposes and enterprise software solutions to maintain day-to-day business needs.

II.   PURPOSE

Information Technology Solutions (ITS) is an on-campus organization at the University of California, Riverside that strives to efficiently and effectively deliver industry-forward technology services to faculty, students, and staff. ITS manages the core portion of the campus technology infrastructure, including wireless and wired operations, data centers, and cybersecurity, as well as the use of technology for educational purposes and enterprise software solutions to maintain day-to-day business needs.

III.   PROBLEM

Because of the public health emergency, the UCR campus has been closed in order to minimize the number of people, while also focusing on maintain the critical functions of the university. In tough times like the current public health emergency going on, students cannot be guaranteed the same quality of education that they receive at school while being safe at home. Students will have to adapt to learning in a completely different way that they may have not experienced before. As

a result, we believe that we need to be able to continue to provide students with the proper technological resources that will help them continue to learn effectively while being at home.

IV.   OBJECTIVES

In order to continue providing high-quality college education, we wanted to propose the use of Zoom Communications Inc. to the UCR Office of the Chancellor and to incorporate it into the Student Technology Fee that students will pay in their tuitions and fees. Here are some reasons why we settled on Zoom:

- Zoom for Education plan includes available add-ons such as **Webinar**, **Zoom Rooms**, **Zoom Phone**, **Cloud Recording**, and **Large Meeting**

- Easy accessibility for all learners (i.e. closed-captioning during lecture meetings or discussion sections)

- Session recording and transcription — allows students to watch a recording of class and to learn at their own pace

V.   TECHNICAL APPROACH

1. ESTIMATED BUDGET

We currently have a roughly proposed 2020-2025 budget plan prepared in order to give a clearer picture about the occurring costs for implementing Zoom into the accessible pool of educational resources for students:

- o **$900,000 annually** to provide Zoom host accounts for the number of UCR faculty members (850). Based on current funding assumptions, there is sufficient funding available to cover the 2020 budget expenditures.

o   Currently, we have agreed to maintain the Student Technology Fee at **$4/unit** in order to keep the low prices that students have to pay each quarter in their tuition and fees to access our technological resources.

2. ESTIMATED SCHEDULE

Our schedule to plan for incorporating Zoom into school costs are as follows:

o   **March 10**: meet with the UCR Office of the Chancellor to discuss plans on implementing Zoom as main tool for educators and students with possibility of spring 2020 quarter being online

o   **March 12** (ideally): come up with budget plan to propose to UCR Office of the Chancellor

o   **March 13**: come to agreement to incorporate Zoom into the UCR Student Technology Fee

o   **March 14**: purchase Zoom Education licensing and branding for UCR

3. BENEFITS

The benefits for using Zoom as the main online platform for UCR educators and students are as follows:

o   Conducting live video chat — allows students to drop questions down in the chat so instructors can see questions as they are teaching their courses.

o   Easily screen-share during a call — instructors can share their PowerPoint so students can jot down notes and have a helpful visual guide to read as they learn

o   Using the recording feature to save and document lectures — instructors can then record their lectures and send those recordings to their students; that way students can re-watch lessons in case they missed any notes