

## MINUTES BITOC MEETING

Date: Tuesday March 26th, 2019  
Location: Ravelijn 3411  
Time: 12:40 – 14:00

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**Present:** Luis Ferreira Pires (chairman), Niek Khasuntsev, Adam Dubowski (minutes), Wessel Ammerlaan, Bernard Verheijen, Adina Aldea, Maria Iacob, Christian Versloot, Laurence Arnold, Marloes van Grinsven, Joyce van Baaren, Jos van Hillegersberg, Marten van Sinderen

**Absent:**

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### 1. Opening and Agenda

Luis opens the meeting at 12:45.

### 2. Announcements

#### a. National Student Survey (NSE) and Keuzegids (Master)

BIT response rate is quite high in the NSE thanks to the Wessel's intervention. The response rate of students has risen from 22 to 40. It's now in so-called "green zone" for both the Bachelor and Master programmes. Meanwhile, the deadline for filling in the survey has been postponed due to some technical issues.

In Keuzegids, BIT Master has scored the 2<sup>nd</sup> place again, just after Nijmegen. The total score of our programme was the same as last year, Nijmegen scored 3-4 points more. Even though BIT is not ranked a top-programme yet, it is considered a good programme.

#### b. Open days

Master Open Days had around 32 participants this year. There were less participants than last year.

The Bachelor Open Days experienced quite many participants, around 80 people per round, both on Friday as well as on Saturday. Maria's presentation was also positively evaluated by a Communication Science professional, who Maria had asked to train her a bit. There were many questions from the participants as well.

#### c. TEM 2.0 will be postponed until 1/9/2020

The official decision regarding TEM 2.0 is to postpone it till 1<sup>st</sup> of September 2020 due to difficulties with Osiris and in BOZ. The steering committee decided that during the next academic year the rules will be almost the same as in the previous year with only slight modifications. The BSA rules will stay exactly as last year.

#### d. Re-design of the Master's programme BIT

Maria would like to invite BITOC for a session to investigate the contents of the Master programme. Maria did this kind of session with the advisory board from the industry already and the results seem to show that a Security core and an AI-for-Business part are missing.

The session will take place in the beginning of May, only the Exam board and BITOC will be invited for now. The results will probably be discussed with the teachers later.

Christian mentions that he will probably be only available via Skype.

**AP Marloes find a suitable date for the Master review session and invite BITOC and Exam board members**

e. Digital testing within BIT, Remindo training

Maria did large tests with Remindo with a relatively good experience of the tool. It's meant for taking and grading of exams. Works really well with multiple-choice questions as well as for most open questions. Teachers confirm that it saves them a lot of time that they would typically spend grading the exams. At the moment 200 laptops are ready to use for exams, Maria is trying to get another 200 together with Arend Rensink who excessively needs it because of the estimated intake of students in the next academic year. Maria asks everyone to think about possible implementations of this testing method in various courses to save some time for teachers spending it on grading.

Adina confirms that the tool is quite successful, but it does have its limitations like the fact that tables are presented as pictures so cannot be filled in by students during a test. Videos and different kinds of materials are possible to be attached but there is an issue with open-book exams because Remindo does not allow access to the Internet. Only the specifically mentioned pages can be allowed by a teacher. The exams would have to be redesigned to be closed-book, possibly allowing to use some specific materials and printed materials that students can bring with them to the exam.

Maria mentions that a big advantage of Remindo is the possibility to share grading responsibilities with teaching assistants which would additionally speed up the process. Luiz agrees that it would be very useful in grading exams of MOD02. There seems to be a possibility to integrate Remindo with Canvas what could also help with the transfer of grades.

Maria encourages the teaching team to look into the tool and is willing to arrange the training for people who would like to use it. Marten and Luis are interested.

f. Adam and Niek leaving BITOC

Christian will send the vacancy description to Wessel, who will start looking for suitable candidates.

Niek is leaving BITOC as well since he starts his Computer Science Master. Christian might leave soon as well.

### **AP Christian and Wessel Find the replacement for Adam and Niek**

g. Maria was advertising BIT in Romania and received a lot of positive feedback

During her stay in Romania, Maria experienced a lot of interest in the BIT and TCS programme. University of Twente seems to be quite known there in general.

## 3. Minutes and Action Points

- **Minutes 29-01-2019**

Page 1: Update: The deadline for the annual report is 1<sup>st</sup> Sept. BITOC will need to find the time to write the report. Maria explains that there is a template for this so it should be quite straightforward.

Page 2: Update: In the slides sent by Maria, we can find information about the money that typically goes to the reserve fund. Last year, half of the money was reserved, but this year more will be available. The details are included in the document.

Page 2: "multiplication" -> "multiple"

- **78. Student assistants pool:**

Bernard and Laurence started making the plan about how to create such a pool of teaching assistants. Problem exists mainly for the Laurence programme. Laurence explains more elaborately the idea: work together with Inter-Actief to find the teaching assistants for the first year, but also to build a recognizable position of teaching assistant and to make it more clear what teaching assistants do.

Luis mentions that he had more than 60 Teaching Assistants in total but less than half was really active. Marten and Luis agree that finding teaching assistants for the Master courses was more challenging for them, but this is mainly because less people are qualified to apply.

Adina experienced a lot of difficulties in MOD03 and had to ask IEM students to help. Maria mentions that many students she asked about a TA position were either working or going abroad for an exchange.

Bernard mentions that the most important thing to note is which modules need the TAs most. It seems that modules 01, 03 are in a serious need while modules 02 and 05 could use some help but probably not that urgently. Adina adds that she would mainly need teaching assistants for tutorials. For the Master TAs, the focus should be mainly for grading but it's difficult to find people with the required certifications. Especially the Enterprise Architecture, E-commerce and possibly other could use some help. Bernard says that now the main problem seems to be lack of information about being a TA and Maria suggests a system with vacancies offered.

Finally, there are significant issues with hiring students from outside of EU. HR department is not keen on arranging the paperwork required for the working permits. Adina says that the system with job offers or the application form should contain a field to indicate for how many modules would a person be interested in working as a TA for because then it would be easier to consider non-EU students if they are available for longer. Will be continued.

- **79. E-strategizing course, Ton Spil:**

Maria discussed this with Ton, and he is not willing to change the course much. The main concern is the testing method used but he finds any other way than the current method as too much time consuming. He promises to send an improvement plan to Maria, but no such document has been seen yet. The course will be given one more try and if it is improved enough it will be kept and otherwise it will be marked as an elective and the chance will be given to a new soon-to-be teacher who is defending his BKO currently. His name is Robin Effing. He would reflect on the current testing method and would be asked to take the leading role in the course. Christian mentions examples of professionals from Deloitte teaching in the Cybersecurity course and suggests getting a professional from the industry to help with the E-strategizing course because it is important to see how the topic is used in practice. Jos has a contact to a person who worked with/for Deloitte and was interested in this opportunity.

#### 4. Language policy EEMCS

Christian mentions that it seems to be quite a strict policy with a seemingly "binary" outcome – everything or nothing. The opinion of the Faculty management is that even though there is no police to check which language do people actually use but this is the official standpoint of the management. However, the email in which the policy was sent was written in Dutch which clearly shows the irony of the use of this policy in many situations and that it will not be as strict as it tries to be. Maria is in general in favour of introducing this policy because it proves that shows to everyone that the language problem exists and international students often feel excluded, e.g. when working in a group with 5 Dutch people who speak Dutch amongst themselves. However, the situations in which Dutch students feel excluded happen as well so it should not be directed only to the Dutch students. Christian argues that the policy in the current form is rather too strict. Jos agrees and Wessel mentions that Arend Rensink recommends taking the policy rather as a code of conduct instead of an actual regulation.

Maria invites everyone to mark the language policy for all of the points that members do not agree with. This would provide concrete feedback to the Faculty management. Luis adds that having meetings and discussions to figure this policy out is pointless because everyone has a different opinion on the topic, and it results in an endless series of meetings which will not result in a solution.

Wessel asks how other universities handle the problem, e.g. other Dutch universities teaching in English but also universities in other countries like Germany or France having English courses.

Bernard mentions that in Groningen the rules are not that strict, and it is common to hear speaking Dutch in presence of international students. However, it is not a problem to switch to English in presence of an international member. He also thinks that the policy of the UT is quite strict, e.g. in Groningen it is allowed to write a Bachelor thesis either in English or Dutch, even though the programme is fully in English, while writing it in Dutch is not allowed at the UT.

Luis summarizes that he thinks that the idea is good but its implementation is not perfect so it should be evaluated.

## 5. Evaluations:

### a. Module 2, Software Systems

Luis added and sent a reflection report to the Computer Science management since Arend Rensink had requested it. It does not contain BIT figures though. Maria mentions that BITOC should also receive a copy of this report. Luis responds that he will add the BIT results and send the report to BITOC soon.

In general, the module has a really low pass-rate - 42%, mainly due to the mathematics part. The design and programming part had a 58% pass rate. The most important remarks from students were that they did not have the required knowledge for the module, and they did not have enough time to prepare for the exams. Luis comments on those results that not everyone had this feeling but confirms that the responses to the module were binary – either “Love it” or “Hate it”. He adds that it has been an issue for years, even before TEM. He has a few ideas how to improve the course: remove some, the least relevant parts or move them to the other time in the module and also make the project deliverable requirements less strict to reduce the amount of workload. He will look into this still, but the main point is that the students should be tested on their knowledge and not their endurance.

Maria asks about how the student feedback from evaluation session was acted on and asks Luis to publish a comment sent to Arend on Canvas so that students would see it and know it is being worked on. Luis adds that it is his first time coordinating MOD02 and therefore he cannot respond to any points from the previous years. He decided to keep the module in the original form for one more year to identify the issues and then act on his own experience. Maria thinks that the module grade was quite high in the end, while Luis thinks it is poor. The median was 7, the average 6.2. Christians says that students are often tired after the module and do not immediately feel the satisfaction from the module, but they start to experience it after a month or two especially when they can apply that knowledge in MOD04.

Adam asks about the issues that arise with the assignments of pairs, especially this year. Luis answers that he made a mistake giving the students the impression that he was solely responsible and in charge of the pair creation. Next year he plans to list a few requirements for students to create the pairs themselves. It would include points as: the same programming level, kind of motivation and study style (day/night). The responsibility would be up to students.

### b. Module 6, Intelligent Interaction Design CS / BIT

The module was subject to a lot of criticism once again. Module coordinator is trying really hard to change the module but it's not working out well so far. Module board is meeting this week and many details will be discussed but it is already known that the module coordinator considers completely redesigning the module and switching the focus more towards the AI part. She adds that quite often if a module gets a bad reputation amongst students, it is really difficult to change it. Most negative comments are on the HCI part. The advice from Adam and other students is to focus more on the AI & Machine learning part, perhaps taking as an example module 2, where the design part is a sort of introduction to the programming part, but the main value comes with the technical knowledge. He thinks that currently the focus is too much on the non-technical HCI part which does not feel really useful to TCS and BIT students.

### c. Minor Web Science

Marten mentions that a short report has been sent to Arend Rensink. It was also mentioned to OEC and is probably on their website. There were only 2 points marked with red: Operation in International Context (which was not one of the learning goals, so can be considered insignificant) and the feedback given on assignments. Marten suggested some improvements already and comments that the issue mainly due to new teachers who were not using the same procedure for providing feedback.

d. Master courses Q1

Three courses have been evaluated – Foundation of Information Systems, Multi-agent systems and E-strategizing. The first two had an average score above 8. However, the results of E-strategizing were not satisfactory – the average was 5.6. The issues with the coordinator were mentioned before.

e. Master courses and feedback Q2

The picture of the programme in Q2 seems to be completely different than in Q1. E-commerce, Enterprise Architecture, Business Process Integration Lab and Cybersecurity management were evaluated and only E-commerce course received a relatively high grade – 8.1. The other 3 courses got a grade between 5 and 6. Maria comments on the score of her course – Enterprise Architecture: She was shocked to see such a low score - 5.5. However, the comments from the students contained quite constructive feedback, amongst others: not clear assignments, poor quality guest lecturers, not enough contact hours and theory.

Apparently, not everyone has received the documents yet. Maria will send it over to BITOC so that it can be discussed during the next meeting. By then, the evaluations of Q3 will be available as well.

Laurence mentions that more attention should be paid to how many responses are there to an evaluation. Some courses like the Foundations of Information Systems, only had 5 responses. Maria agrees that it is really a problem because quite often the response rate of the evaluations is below 20%.

**AP Maria send the evaluations of Master courses to BITOC.**

6. Module 8 redesign (continued from last meeting)

The major change is that there is a new test plan. Couple of lectures of Enterprise Architecture and Portfolio Management have been added. Maria and Adina will be giving those lectures.

Luis suggest that the progress in the module should be monitored and the point will be picked up later again.

"AP for later" for everyone - check how MOD08 improved

7. A.O.B.

8. Closure

Luis closes the meeting at 13:57.

Next BITOC meeting shall be on 30<sup>th</sup> April 2019, 12:40-14:00 in Ravelijn 3411.

## 9. Action Points from the previous meeting



The finalised actions points are in the style 'strikethrough'. The updated AP list can be found further below.

<b>Nr.</b>	<b>Date</b>	<b>Subject</b>	<b>Leader</b>	<b>Status/deadline</b>
<b>75.</b>	2018-05-29	Send the Plan of Action for the improvement of the PDOB module	Jos	Not sent yet
<b>78.</b>	2018-08-28	Ask Wessel and/or Adam about help with getting to the BIT students for the student assistant job pool through Inter-Actief	Bernard, Laurence	Discussion described under point 3. Will be continued.
<b>79.</b>	2018-08-28	Ask Ton or Marcus about the E-strategizing report on the complaints filed in the past years.	Maria	Discussion described under point 3. Will be continued.
<b>86.</b>	2019-01-29	Invite Cynthia to a BITOC meeting	Maria	Maria will invite Cynthia to the next BITOC meeting.
<b>87.</b>	<del>2019-01-29</del>	<del>Send the notes about the E-strategizing course to Maria</del>	Laurence	Done
<b>88.</b>	<del>2019-01-29</del>	<del>Find the EEMCS-specific document describing the decisions around the quality agreement and send it over to BITOC</del>	Maria	Done
<b>89.</b>	2019-01-29	Talk to Marieke about organizing 2 <sup>nd</sup> Pearl again for BIT students in the end of the module.	Maria	Not done. Maria will probably not coordinate MOD01 again, but she will still ask Marieke. It is important to start looking for a replacement for MOD01 coordinator.
<b>90.</b>	2019-01-29	Ask the coordinator of the Serious Gaming minor about his opinion on the evaluation of the module	Maria	Maria mentions that the coordinator is Ton Spil who is also coordinating the E-strategizing course in the Master programme. The module received an 8 in the recent evaluation and therefore

			no complaints of the programme committee would be backed by clear evidence. Moreover, Ton clearly states that the testing method used in the module is the same as in the Master course and is highly appreciated by students. Luis argues that this does not mean that the testing method is suitable for exams on the Master level.
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## 10. Updated Action Points list

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78.	2018-08-28	Ask Wessel and/or Adam about help with getting to the BIT students for the student assistant job pool through Inter-Actief	Bernard, Laurence	
79.	2018-08-28	Ask Ton or Marcus about the E-strategizing report on the complaints filed in the past years.	Maria	
86.	2019-01-29	Invite Cynthia to a BITOC meeting	Maria	
89.	2019-01-29	Talk to Marieke about organizing 2 <sup>nd</sup> Pearl again for BIT students in the end of the module.	Maria	
90.	2019-01-29	Ask the coordinator of the Serious Gaming minor about his opinion on the evaluation of the module	Maria	



<b>91.</b>	2019-03-26	Find a suitable date for the Master review session and invite BITOC and Exam board members	Marloes	
<b>92.</b>	2019-03-26	Find the replacement for Adam and Niek	Christian, Wessel	
<b>93.</b>	2019-03-26	Send the evaluations of Master courses to BITOC	Maria	