Five questions for Jon Arnold[1]
[2]

While reading this, you are unlikely to consider how this website was built, what special coding was needed to create a page that compelled you to look, or what intricate steps were needed to make the photographs pop. It's easy to take for granted the ubiquitous internet.

While improved tools make it easier to produce engaging websites, they don't appear by magic. When Jon Arnold began working in the Office of the President, developing the president's website in the mid-1990s, he spent a lot of his time coding. There were no modern graphical user interfaces (GUIs) or WYSIWYGs (What You See Is What You Get) editing software. Coding HTML (Hypertext Markup Language) – a system to incorporate fonts, colors and hyperlinks on the World Wide Web – is essential.

"Each individual page still needs some individual care to achieve what a content owner wants," said Arnold, who is the web administrator for the Office of the President.

With a background in production art and his enduring love of computers, Arnold has been an integral part of university communication projects and system website development for 25 years.

1. How did you come to be at the University of Colorado and in your current position?

I moved to Colorado from Wichita, Kansas, in January of 1994. I had just completed a certificate program at a technical college for production art and computer design using the GI Bill. Not surprisingly, that didn't get me very far in the job market in Boulder. I knew computers well and could type pretty fast, so I decided to do some temp work until I found what I was looking for. I was hired to type correspondence written by others and sat at a desk just outside the copy room for then-CU President Judith Albino. I really admired her courage. She was strong, but in a kind way. She had a great sense of humor and surrounded herself with a caring team of people that made a big impression on my young self. I started covering the front desk and eventually took over the job about six months later.

The World Wide Web was a relatively new medium in 1995 when John Buechner became president, but the work and design was very much in line with my previous training in production art. I was asked to be a part of a small team that developed and maintained the president's first website[3].

The Office of the President and CU system was a much smaller organization with nothing much outside of the vice presidents' offices. We all fit in a converted three-story house at 914 Broadway on the CU Boulder campus. Even then, there was discussion about moving the offices off the Boulder campus. In my brief time, we had experienced protests, hunger strikes and a number of campus-based issues coming through the door that would be better addressed with the campus chancellor. System did finally move to Denver in 2008.

In March of 1997, I jumped at an interesting opportunity to join the newly formed Administrative Streamlining Project (ASP). This large multi-year project was located off campus, and recruited CU personnel from all four campuses were charged with consolidating the human resources and finance processes and implementing an enormous information technology infrastructure. And, everyone had to be trained to use it, which was a big task, because, at the time, some staff members didn't know how to use a computer. After a year of working on the administrative side of things, I became the project analyst, maintaining a detailed, multi-year project plan while also working on websites for our organization as well as creating new sites for the organizations the ASP had spawned: Payroll and Benefit Services (now Employee Services) and the Procurement Service Center.
[4]

After the project was completed in 2000, I moved to Change Management offices of University Management System (now UIS) and returned to working on a newly designed CU system/Office of the President website as well as other service center sites I had been working on for a few years. In 2011, I was offered the opportunity to work for (Vice

President for Communication) Ken McConnellogue in University Relations, thus bringing me full circle – back to the president's office, working with some of the same people I did more than 25 years ago.

As web administrator, I work with content creators, managing all the technical aspects of the CU.edu web presence and Content Management Systems. This also involves acting as a liaison between the CU content owners and our various development and marketing partners. In addition to technical support, I also conduct all training for the system.

2. How did you choose this profession and was there a person or event that influenced you?

I was part of the first wave of kids to get into real computers in the '80s. Both of my parents are public school teachers and I got my first Apple IIe when I was 12. I remember sweating it out in non-air-conditioned schools in the summer just to take the few and far between computer classes that were available at the time. They finally brought in big fans for the computers, not the students. That led to my love of computer-aided design in general. My background and training in production art/graphic design was a natural progression to the then-new medium of the web.

3. One of your duties is to produce CU Connections each week. What are some of the special challenges?

One of the most creative parts of the job is that I gather a mix of provided or researched photography and artwork or create original artwork for both web and email applications. I spend a lot of time doing corrections to get photos up to usable quality. If you have good content, design becomes an exercise of getting out of the way. The hard work comes when you need to drive people to your site and grow your audience. Understanding what strikes a nerve with your primary audience (tenure, personnel changes, benefit/salary changes) and what gets amplified through secondary networks (guns, weight loss and cannabis) is important. To enhance growth, your brand and online presence needs to be bigger than just one website and our social media presence is essential to modern mass communications.

The phone and tablet have changed many aspects of our lives in the last 10 years, but one of the first impacts was to change how we consume news. While we take the mobile-first approach when it comes to all our sites, CU Connections is a news-specific site and for which we took special care to develop the mobile experience. It has been out there a few years and it is still one of the best sites to consume on your phone.

4. What other duties do you have at the university? Given your computer skills, are you the go-to person when anyone has a problem?
[5]

My favorite job duty outside of the web is my work on the CU on the Air Podcast[5]. Along with Ken McConnellogue, the host, and Cathy Beuten, the producer, I visit the CU campuses to meet with some of the most intelligent, hard-working, creative faculty in the world and discuss their groundbreaking work. My background in music made me comfortable with the equipment and production software, and as a lifelong listener of NPR, I had a good sense of the art of audio story telling.
[6]

Early on in the process of developing the podcast, I thought we were going to use documentary-style audio, something like NPR's "This American Life," where there is music and pauses. We built a sample that took more than a week to put together because we had to research and collect the music. We presented this to Ken, and he could not have been less impressed. He said, "It was a good idea, but I guess we're not doing podcasting." So now we do it a little differently. Ken is now the host and personality of the show. We go onsite to record and then I do a quick clean-up of everything. We record about 45 minutes to an hour to get a half-hour of content. Once we have that rough cut, we get it transcribed. Cathy edits the text, building it into a story. Then I take that and remove all the pauses and "ums" and make the audio clear and listenable.

Our video production also has picked up considerably. President Mark Kennedy is a true pro when it comes to communicating through any medium; he absolutely glows on camera. It's been a great experience tagging along and capturing his passion for education, innovation and his ability to connect with people.

I also develop graphics for posters and email campaigns for university branding and event support.

Beginning with my first job at CU, I've always been the helpful IT guy. When I visit my parents or in-laws, I spend half my time fixing every piece of technology in their houses. I'm also happy to be the go-to guy to run audio-video for many events.

5. Outside of work, what hobbies or leisure activities do you enjoy?
[7]

I have been a musician for most of my life. I am currently in a few different musical situations with my good friend and fellow CU employee and great guitarist Eric Gray, who works in the bursar's office at CU Denver. I play drums and guitar and sing. After many years off the stage, Eric and I began to play and write together again as an acoustic duo. Our most recent interesting gig was working with the Golden Voices adult choir last November. We accompanied their songs, and they sang support for me on one of my original songs. A memorable musical experience. We're just about to do our second show with them tonight! We've got some more musicians joining us and we're debuting a new song.
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I should have started with my family since they are truly the most important thing to me. I've been married for 16 years. We have a 14-year-old daughter, Madi, who is a competitive gymnast in USA Gymnastics Trampoline and Tumbling. Our dog, Hazel, loves spending time on the CU Boulder South property near our house in Boulder. My wife, Chrystal Pochay, is the finance director of the Institute of Arctic and Alpine Research (INSTAAR) at CU Boulder. We love to travel, and more recent travel has been around the U.S. and surrounding my daughter's meets. Some recent international trips we've taken include the Netherlands, Belgium, Barcelona and Costa Rica and in 2017, we drove a camper van around Iceland. It's a small country, but it takes a week to drive around the rim road. It inspired future retirement plans of our own camper van and many road miles across the United States.
[10]

After a bad health checkup in 2017, I began a journey of healthier living. In about a year, I lost about 70 pounds and went through two generations of clothing sizes. Exercise has, by necessity, become one of my hobbies, and I love to talk about it with anybody who will listen, much to the chagrin of my colleagues and family. I also became a vegetarian in 2019, and, with the exception of this past holiday season, have managed to keep the weight off. It was a lifestyle change. I take the bus to work every day and I walk during lunchtime. It can be tough at times because I live right down the street from the Sweet Cow in Boulder, and we are really close to lots of bars and restaurants.
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CU leadership announces further steps in coronavirus response[13]
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As the spread of coronavirus continues throughout the state, nation and world, University of Colorado leaders are announcing further steps in response.

The latest campus announcements as of Wednesday:
CU Boulder announced[15] its latest actions, including how teaching and learning will take place remotely beginning Monday and continuing through the end of the semester. UCCS announced[16] its plan to transition to remote teaching and learning, for a period of at least two weeks, March 30-April 13. CU Denver announced[17] the intent to have full implementation of remote teaching and learning by March 30 and likely continuing through the end of the semester. CU Anschutz announced[18] it will continue to operate normally while closely monitoring the situation. The campus is suspending events with more than 75 people through April 30, as well as restricting foreign and domestic travel. (Similar event and travel limitations also are being put into place at other campuses.)
All campuses and system administration offices remain open. CU staff can expect forthcoming communication

regarding working remotely.

CU President Mark Kennedy and Board of Regents Chairman Glen Gallegos on Wednesday issued this statement:
We have been actively engaged with University of Colorado campuses in our evolving plans to ensure the health and safety of our students, faculty and staff, which is our top priority. We worked with the campuses to determine our approach and we support the measures they announced today. Their prudent measures will help limit the spread of the coronavirus (COVID-19) by restricting travel, limiting large gatherings and making provisions for remote learning and working. We appreciate how the entire University of Colorado community is stepping up to address the threat, particularly the hard work of our faculty and staff to ensure we continue to deliver great education, even during these challenging circumstances. We know that each of our four campuses and system administration are unique communities that are taking steps to best address their individual needs while also meeting our collective health and safety imperatives. We are convening a special meeting of the CU Board of Regents on Friday to further discuss the fluid situation.
Further statements from President Kennedy will be available here.[19]

CU campuses and system administration updates and information resources on the coronavirus outbreak continue to be posted here:
CU Boulder:https://www.colorado.edu/coronavirus[20]**UCCS:**https://www.uccs.edu/recwellness/coronavirus[21]**CU Denver:**https://news.ucdenver.edu/what-you-need-to-know-at-cu-about-coronavirus/[22]**CU Anschutz Medical Campus:**https://news.cuanschutz.edu/news-stories/university-monitoring-2019-coronavirus[23]**CU system:**https://www.cu.edu/coronavirus[24]
The state of Colorado also is providing regular updates here: https://www.colorado.gov/pacific/cdphe/2019-novel-coronavirus[25]

Strategic planning goals: 'aspirational and achievable'[26]

CU's strategic planning process continues to move forward, with leaders compiling a list of metrics that could eventually be employed to measure progress.

During its meeting March 5 at 1800 Grant St., Faculty Council heard an update from President Mark Kennedy and Todd Saliman, system vice president for finance and chief financial officer and co-chair of the strategic planning effort.

Working groups[27] formed for the Leaning Into the Future strategic planning process recently completed key metrics and goals for each of the strategic focus areas, Saliman said.

"We asked each working group to submit two metrics. We got a few more than that, so we're narrowing them down," Saliman said. Once determined, metrics will be posted to the strategic planning website.[28]

Soon, the groups will propose three to five prioritized action steps by focus area. The fiscal feasibility team will estimate costs later in April.

Ultimately, costs will be one of the factors in determining prioritization, Kennedy told the council.

"Targets will be set by campus, and resources are determined at the campus level," Kennedy said. "When we look at those, we need to make sure they're both aspirational and achievable."

CU Boulder's Terri Fiez also spoke at the meeting. The vice chancellor for research and professor of electrical, computer and energy engineering also is co-chair of the working group taking on Research/Scholarship/Creative Work and Graduate Programs.

"The process has been really valuable," Fiez said. "We've really gotten to know each of the campuses. (Working

group member) Tom Flaig, my counterpart at CU Anschutz, and I both visited CU Denver and UCCS. We're really looking for collaboration opportunities. What are our strengths at each of our campuses? We need to be able to articulate that."

Leaning Into the Future is roughly halfway to completion, as the effort that began in early summer 2019 moves toward a July presentation to the Board of Regents and implementation expected in the fall.

Members of the CU community continue to play a key role in the development of the systemwide strategic plan. Faculty and staff are able to engage via the email links posted here[29].

Also at last week's Faculty Council meeting:
Professor Emerita Brenda J. Allen, professor of communication and former vice chancellor for diversity and inclusion at CU Denver, continued her work with the council[30] on diversity, equity and inclusion. At a recent retreat, she and the council generated a list of action items, with the priorities being to develop a faculty council statement regarding its commitment to diversity, equity and inclusion; to engage in professional development on inclusive processes (e.g. meetings, onboarding, recruiting members, etc.); and to develop strategies related to the Faculty Council's relationship with CU leadership. Tanya Kelly-Bowry, vice president of government relations, updated the council on the current legislative session. She said CU leaders have been working with other institutions and state lawmakers to develop a new funding formula for use in the upcoming fiscal year. CU has requested additional funding above the governor's initial budget request; the Legislature's budget bill for the 2020-21 fiscal year will be introduced later this month. David Gross[31], candidate for the Board of Regents in the 2nd District, attended the meeting for a Q&A session. A Democrat and Boulder resident, he's running for the seat held by Linda Shoemaker, D-Boulder, who is not seeking reelection. Gross earned a Ph.D. in financial economics at CU Boulder, where he now is a Leeds School of Business faculty member. Faculty Council Chair Joanne Addison has said the council aims to invite all candidates for regent to appear at a council meeting. The council does not endorse candidates for regent.

CU's open education champions attract funding, awards[32]
[33]

The University of Colorado is one of 23 institutions of higher education to receive grant funding from the Colorado Department of Higher Education (CDHE) for open education projects. This year, $1 million[34] was awarded to 35 different grantees, among them:
The **University of Colorado Denver,** which received $35,000 for ThinqStudio to establish an open education infrastructure for faculty and students to co-create course materials; and The **University of Colorado system**, which received $76,000 to further expand the successful Open CU OER Initiative on all four CU campuses.
Past funding for the Open CU initiative has allowed campuses to provide professional development opportunities and stipends for faculty interested in reviewing, adopting or creating new open educational resources (OER) for students. These efforts have the potential for significant cost savings for students: UCCS, for instance, has reported $100,000 in textbook savings after just one semester of the Open CU project.

CU played a leading role in Colorado's Open Education Week, March 2-6, with a webinar by Rajiv Jhangiani (Beyond Free: Supporting Social Justice through Open Educational Practices[35]), who gave the popular COLTT[36] (Colorado Learning and Teaching with Technology conference) keynote in 2018, and presentations by OER vendors Odigia and Cogbooks. The full list of Colorado Open Ed Week events can be found on the CDHE OER page[37].

Of special note is CU's inaugural OER Champion Awards Luncheon, which was March 4 at the CU system offices. Four campus faculty awardees, multiple nominees and the Open CU team were honored at the event, with certificates and digital badges awarded by Michael Lightner, vice president of academic affairs, and the Office of Digital Education and Engagement (ODEE). The four faculty OER Champions also received a $500 stipend for their OER work:
Julia Dixon (Anschutz Medical Campus) Brooke Huibregtse (Boulder) Brad Hinson (Denver) Linda Button (UCCS)
Faculty and staff interested in exploring OER can contact the CU system ODEE Office (odee@cu.edu[38]) or their campus OER team (UCCS: Angie Dodson, adodson2@uccs.edu[39]; CU Denver: Ellen Metter, ellen.metter@ucdenver.edu[40]; CU Boulder: Leslie Reynolds, leslie.reynolds@colorado.edu[41]; CU Anschutz

Medical Campus: Ben Harnke, ben.harnke@cuanschutz.edu[42]). The Colorado OER Conference[43], June 4-5, and the COLTT conference[36], Aug. 5-6, are upcoming opportunities to learn more about OER.

New musical tells Voyager space story through ’70s and ’80s song [44]

‘Through a Glass Darkly’ returns to UCCS for sixth year March 20-26[45]

Takeaways from Black Education Impact Conference 2020[46]

Innovation in Education: CU Anschutz Palliative Care Program gains national nod[47]

Wood joins College of Engineering, Design and Computing to lead innovation and engagement [48]

Bianco receives national teacher diversity research award[49]
[50]

Margarita Bianco, associate professor in the School of Education and Human Development, recently received the 2020 Diversified Teaching Workforce (DTW) Teacher Diversity Research Award from the American Association of Colleges for Teacher Education (AACTE) at its annual meeting in Atlanta.

Through the Pathways2Teaching program she founded, developed, directs, and maintains, Bianco paves the way for students of color to seriously consider teaching as a profession. She has consistently produced effective scholarship that has highlighted key lessons learned from her experiences with these well-regarded and longstanding programs.

Bianco has donated her $1,000 award stipend to the CU Denver scholarship fund for Pathways2Teaching[51].

Al-Shawaf named Rising Star by Association for Psychological Science [52]

Donato elected to the National Academy of Education[53]

Links
[1] https://connections.cu.edu/spotlights/five-questions-jon-arnold[2]
https://connections.cu.edu/sites/default/files/arnold_feat.jpg[3]
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