

Technology Advisory Board (TAB) Minutes of Meeting of November 17, 2004

Location: 4th Floor Conference Room, Andy Holt Tower

Time: 2:30PM

Attendance:

Members: Bill Britten, Steve Dolgner, Stephen Esposito, Jim Gehlhar, Jessica Hodge, Julie Little, Anne Mayhew, Mike McNeil, Camellia Meehan, Chaz Molder, Faye Muly, Stan Pinkleton, Jelena Pjesivac-Grbovic, Gretchen Whitney, Gena Wilson.

Others: Brice Bible, Bruce Downsborough, Robin McNeil, Judy Travis.

Alumni E-mail

Steve Dolgner opened the meeting by introducing Mr. Bruce Downsborough, Assistant Vice President for Advancement Services in the Office of Development and Alumni Affairs, who joined the meeting to discuss alumni e-mail. The option of keeping the UT e-mail address after graduation was discussed at the last TAB meeting, and since a lot of interest was expressed, Mr. Downsborough was invited to discuss what has been done in the Alumni and Development office. When the Alumni Association investigated the possibility of lifetime e-mail for UT alums, Mr. Downsborough encountered questions about the state open records laws. The legal counsel's office was quite clear that anything on the e-mail server would be subject to disclosure under the open records law. Based on this ruling, the Alumni Office tabled the discussion of alumni e-mail.

After the October TAB meeting Mike McNeil discussed the subject with Mr. Downsborough. An alternative solution was proposed to use an alias which would pass e-mail through to an Internet provider privately paid by the alum. The only record that UT would have is that the alum signed up for one of these aliases and the fact that a message passed through the system; however, the contents of the message would not be known.

The Alumni staff expressed interest in pursuing this option. Some time ago, they had reserved a domain called "utalum.org" with the idea that this might ultimately be a service that they could use. The Alumni Office will survey other universities that already offer the email service to their alums. Mr. Downsborough noted that this proposal will be taken to the Alumni Board before proceeding.

Ms. Faye Muly asked Mr. Downsborough to keep TAB informed of the progress and invited him to return to a meeting when he has news to report.

University Center Technology Issues

Mr. Stan Pinkleton discussed preliminary plans regarding the proposed expansion of the University Center, which would bring the building out to Volunteer Boulevard and eliminate Aconda Court, Temple Court and the Student Counseling building. OIT entered into this

discussion early in the process due to having to relocate the Aconda Court service center for students. A public lab will also be lost with the renovation of Glocker. Both the lab and the service center could be relocated in the University Center. Brice Bible is on the Planning Committee to look at space use and Mr. Pinkleton, several students, and SGA members have also attended some of the planning meetings. An advantage to the service center being in the University Center would be the parking. Currently, there is no parking available at Aconda Court. Potentially the service center could have several 30-minute parking spaces available where students could park, bring their computer in, and not have to carry it across campus.

In addition, OIT plans to present the planning committee with proposals for other IT resources that could be located in the UC. This would include such items as large screen projection units, smart boards, etc. in selected meeting rooms. The budget as well as other issues will determine the final plans.

Dr. Anne Mayhew said the committee has also discussed having a student success center within the UC. This would be modeled after the Thornton Student Success Center for athletes. At the present time a building next to Hopecote is being remodeled for use as a temporary student success center.

Mr. Pinkleton noted that we are in the very early planning stages of the UC expansion and OIT is happy to have the opportunity to provide input in these early planning meetings. In addition, a survey will be distributed to the campus for their input of services that they would like to see in the UC.

E-mail Survey Results

Mr. Dolgner asked Mike McNeil to give a brief report on the email survey. Mr. McNeil said they are still collecting and formulating the information. Preliminary results show no significant difference in responses from faculty/staff and students. However, the one item that stood out was instant messaging. The students were much more interested in this aspect. Mr. Bruce Delaney is preparing a web site with the survey results. There were over 600 comments out of 4,000 respondents, and these will also be posted. These comments will be very helpful in the e-mail decision process, as well other areas of IT. Mr. Delaney has also contacted respondents who provided a name and e-mail address, to solicit additional information. The report will be finalized within a few weeks.

Educause Student Guide to Evaluating Information Technology on Campus

Stephen Dolgner reported that the SGA Technical Services Committee reviewed student IT services, utilizing the EDUCAUSE Student Guide to Evaluating Information Technology on Campus. The conclusion was that UTK is providing good information technology services for students. The Student Technology Fee is credited with making a significant difference in the information technology available to students.

Especially noted was the valuable support provided by the Help Desk and Aconda Court Customer Service Center to correct hardware and software problems, caused by viruses or

spyware, on student owned computers. Also, the Blackboard course management system was noted as expanding the use of technology in the teaching and learning program. Training provided in hands-on classes and also computer-based-training opportunities is widely available. Printing is supported at a modest fee, with the subsidy provided by the Technology Fee. The current upgrade of the Student Information System will provide improved access via the web for conducting student business. Implementation of a campus calendar, the central directory, and reliable e-mail provide expanded communication services for all students. These services rely on a robust network environment, funded in large part by the Technology Fee.

Dr. Mayhew invited student input into the evaluation of future improvements in the Student Information System, and this was welcomed by the student representation on the Technology Advisory Board.

With no further business, the meeting was adjourned. The next meeting of the Technology Advisory Board will be Wednesday, January 19, 2005, at 2:30PM, in the 4th Floor Conference Room, Andy Holt Tower.

Minutes by: Judy Travis