

STUDENT TAB MEETING

MINUTES, OCTOBER 23, 2015

605 HODGES LIBRARY, 3:30-4:45

ACTION ITEMS

- List of software that Tech Fee pays for, and the ROI.
- Communicate with Singer about possible alternatives to EndNote.
- Student class scheduling application.

MEMBERS

Mark Alexander, Tim Boruff, **Will Gabelman**, Jennifer Gramling (for Vice Provost Academic Affairs), **Eric Hampton**, Benjamin Harmon, **Doug Hawks**, Robert Hinde, Jonathan Jackson, **Larry Jennings**, **Willie Kemp**, **David Mendez**, **Leigh Mutchler**, **David Ratledge**, **Joel Reeves**, **Katie Singer**, Tese Stephens, **Anagha Uppal** (bold indicates present)

WELCOME

- Second meeting of the 2015-2016 year

UPDATES

TEXT YOUR CONNECTVITY ISSUES

- Annual survey information has comments about wireless. Would like to try for more rapid feedback.
 - Text number and keyword have been assigned. Must use KEYWORD and provide building and room number. Will launch in November and monitor for balance of semester.
 - OIT HelpDesk will monitor. Will investigate if three complaints in five-minute period; will dispatch OIT staff if necessary.
 - Will have coverage 8:00 am-5:00 pm. Will track complaints coming in after business hours.
- **Hampton**: Is this for wifi only? **Reeves**: Yes, for now. There's a number (4-9110) for other classroom technology issues.
- **Mutchler**: How will you get the word out? Wants to try it. **Reeves**: VolUpdate, Blackboard, IT Weekly. All the regular avenues.
- **Hawks**: Keyword is UTK Wifi? **Reeves**: Yes, the keyword is important; if you don't use the keyword it isn't delivered correctly. **Hawks**: Any standardization for building names? **Reeves**: There are several standards on campus; just be clear. HelpDesk will monitor; three complaints will try to roll a technician as soon as possible.
- **Alexander**: Can also monitor trends. **Reeves**: We have to get information in a lot of different ways.

LAB COMPUTER SLOW LOGIN ISSUE

- Computer logins were taking 3-4 minutes in many cases.

- OIT labs enabled Citrix profiles to speed up login time
 - First time login will still take 3 - 4 minutes to create initial profile but afterwards login times improved to 30 - 45 secs
 - Citrix profiles enabled at the Tickle, Commons, Presidential Court
 - Citrix profiles not compatible with Autocad so lab computers with Autocad do not have Citrix profiles enabled. Working on solution.
- Computers are two years old; will rotate out next year. It's not a mechanical issue. Software issue with running virtual desktop.
- Labs are not going away; our usage is as high as it was 6-7 years ago.

UPLOADING FILES TO BLACKBOARD FROM CLOUD STORAGE

- Drag and drop functionality not available for mobile devices.
- BB Mobile App has Cloud support that works with Google Drive but not Office 365. May be coming in the future.
- Who uses cloud drives? Mutchler, Hawks, Reeves. Reeves recommends using the cloud; documents synch to everything. Reduces trouble if have hard drive or other computer issues.

OFFICE 365 / GOOGLE APPS STEERING COMMITTEE

- Finishing up getting all faculty / staff onto Office 365.
- Charge:
 - To keep abreast of new O365 / GApps offerings.
 - To make recommendations to O365 / GApps Governance committee when the new offering has limited resources, or will incur an additional cost.
 - To communicate to the campus community regarding OIT's plans for O365 / GApps offerings as information from Microsoft/Google permits.
- Authority and Responsibility
 - The committee is made up of support personnel and CSS personnel.
 - The chair will schedule meetings and set agenda (as necessary).
 - The chair will review all incoming requests for O365 offerings and assign tickets (as necessary) to individuals on the committee for review/investigation.
 - The chair will be responsible for putting together recommendations that will be submitted to the Governance Committee regarding requests for features that will incur an additional cost, or have limited resources.
 - The chair will work with the OIT Leadership Team sponsor to resolve any issues/conflicts that arise.
 - Committee has no budgetary authority – all budgetary decisions will be made by the Governance Committee.
 - Committee members are responsible for submitting all campus/user requests as a ticket.
 - The chair acknowledges that committee members have duties outside the committee and will make work requests accordingly.
- Biggest complaint about services: "I didn't know that was available or that I had access to it." This group will work to communicate to the university community.

- If have questions or comments for the Steering Committee, call the HelpDesk. They have a category to track those questions. Some popular requests (e.g., PowerVI for reporting) are being considered.
- **Hawks:** As MS and Google roll out new features, this steering committee is deciding whether to support them or roll them out? **Reeves:** First we evaluate features for storage and potential cost. For example, Homeland Security requires that football stadium security video be kept for a year; putting it on T-Storage suddenly starts getting expensive. We just want to make sure that resources which are limited are shared in a fair and equitable way.
- **Hawks:** Will this group be diverse enough to know whether a feature will help faculty / researcher / students? **Reeves:** People call the HelpDesk to ask about features they've heard about, wondering why they hasn't been made available yet. **Jennings:** We don't want to prevent people from using features, but we can hide them if we need to evaluate them. **Reeves:** Not looking to be exclusive, but want to do things in a reasonable way. Zoom, for example, lets you make videos. Zoom will let you store the videos but charges for that storage. Or you can map your Google Drive and save your videos there for free. A lot of free things are great, but some fall short. We are cautious; we take license restrictions very seriously.

NEW BUSINESS

STRATEGIC PLAN

- UTK is in the fifth year of its Top 25 Strategic Plan. Comment from the Strategic Plan meeting: "Students still get the runaround." Do you perceive that? Where do you see it? UT / OIT have developed OneStop and MyUTK to try to help.
- **Kemp:** Trouble registering for classes on MyUTK; it crashes. **Reeves:** Was that one person once, or a repeated issue? We're patching Banner this evening (10/23) because registration for Spring 2016 has been a little sluggish.
- **Singer:** Graduate students have voiced concerns about having dual roles as student and as teaching or research staff; they don't know where to go with issues. Office of Student Life is for undergraduates. Graduate students need to know whether they go to HR or some other office if they have a problem. That's not included in the orientation. **Reeves:** Will talk with Dr. Hodges.
- **Hampton:** HOPE Tracking on MyUTK? HOPE rolled out new rules this year. When will OIT incorporate the new rules into the tracking system? Financial Aid said that "they're waiting on OIT." **Reeves:** Will be ready in Q3 (March/April). Student Systems team has had a lot to do with the Freshman Checklist.
- **Hampton:** Saw a website where you type in the classes you need and it proposes a schedule. **Reeves:** We looked into that. Will look into progress. Ellucian is doing some improvements to the Banner registration. We're standing up the first module, for student advising, in spring. It's a whole new architecture; we want to test XE before we install the registration module. We see that a lot on the survey.

REFERENCE / CITATION MANAGEMENT SOFTWARE

- **Singer:** Graduate Students need reference managers; EndNote is available. But graduate students have nowhere to go to learn about citation managers. Students struggle with EndNote and want something less cumbersome. **Ratledge:** Struggling with how to use, or technical problems? **Singer:** Mostly how to use. **Ratledge:** The Library teaches EndNote workshops. **Reeves:** How do you learn to use something? **Singer:** Google it or poke around. **Reeves:** We can look into alternatives. Send me suggestions and we'll do some comparisons. **Ratledge:** Will help from Library side. Mutchler: None of them are perfect.

- **Hawks:** Can you look at users by classification? E.g., how many grad students use EndNote vs. faculty. **Reeves:** We can pull that for downloads, but probably not easily from apps@ut.
- **Singer:** If you download NVivo, you have to download every year. Is EndNote like that? **Mutchler:** Has never had to put in a new license key. **Singer:** Curious about how many download it, don't like it, and never use it. **Reeves:** Hasn't seen survey feedback about EndNote. Willing to look into alternatives.

TECH FEE / PRINTING

- **Uppala:** Since Tech Fee has been increased, students asked about getting some free printing. **Reeves:** We started charging \$0.02 per page in 2004. This is a subsidized price, and it is paying for itself at this point.
- **Hampton:** Students like free better than two cents. Would like to get something like 25 sheets per semester. **Hawk:** People who print a lot would be subsidizing people who don't. **Reeves:** No other university he knows of offers such a low cost.. If it can be plugged in easily, will do it. **Hawks:** It sounds good to offer a free service.
- **Kemp:** What are prices at comparable universities? **Gabelman:** At previous university, was at least \$0.08 per page, and each student got \$30 per semester free printing. Tech Fee was significantly higher. Was roughly the same cost as subsidizing each page, but gave students some flexibility and felt more equitable. Can pull together numbers. **Reeves:** Original plan in 2004 was \$0.02 per page with Tech Fee to make up any loss.

STUDENT TICKETING FOR EVENTS

- **Kemp:** Student ticketing is through office of Dean of Students. Web site is clunky. **Alexander:** That is handled by a third-party vendor. We warn them about upcoming demand; sometimes they listen and sometimes they don't. There is no other provider that offers the same set of services, such as students grouping together but each paying for their own tickets. Frustrating for Dean of Students office as well. Discussion of student season tickets experiment, which didn't go well.
- **Singer:** Tried repeatedly to purchase tickets; system wouldn't recognize her. Gave up. **Hawks:** Same issue. **Alexander:** Can only be classified as staff or as student, not both. Staff who are taking classes are staff, not students, and can't use the student ticketing system. **Singer:** Was never able to log in. **Alexander:** Will consult with Big Orange Tickets to see what's going on. They load from the VolCard system; will check settings.
- **Uppala:** Does that mean we won't be transferring vendors? Last semester were asking about ticketing by mobile devices (being able to show a bar code on the phone). **Alexander:** That was set up last year; some phones had trouble displaying the codes; some scanners had trouble reading the codes. **Uppala:** Were told that mobile devices were being set aside because university was looking at changing vendors. **Alexander:** That may have been confusion between student ticketing and general public ticketing. Part of the problem with scanning was images being cut off. **Kemp:** Sometimes have to adjust the phone setting (brightness, contrast). Worked all right.

NEXT MEETING

- Please contact Reeves with any items for next meeting.

MEETING ADJOURNED