

TAB MEETING

October 16, 2012

INTRODUCTIONS

Mark Alexander, Greg Billings, Tim Boruff, Robert Fuller, Jonathan Jackson, Joanne Logan, Sally McMillan, Drew Nash, David Ratledge, Joel Reeves, Jerry Riehl, Samantha Smoak, Michael Wirth, Tedros Yohannes

TAB MISSION AND PURPOSE

PURPOSE

The purpose of the Technology Fee is to support the mission of the University by providing all students with improved access to the technological infrastructure, resources and services at UTK to enhance the student educational experience. To this end, the Fee is primarily aimed at those initiatives which can be addressed to the student population as a whole, and secondarily to specific initiatives which would benefit only smaller segments of the student population.

FIVE KEY AREAS (1996 ESTABLISHMENT OF TECH FEE)

- Enhance Network Access On-Campus
- Enhance Student Computing Labs
- Enhance Student Support Services
- Enhance Software Distribution
- Enhance Instructional Technology

MISSION

- Advise the Office of Information Technology on implementation and expenditure of student fees for technology.
- Solicit input from campus constituencies.
- Review technology trends and their impact on UTK's plans.

TAB BUDGET

OIT SERVICE (\$4,200,000)

- Computer Labs
- Help Desk
- Instructional Technology
- Messaging and Collaboration
- Research Support
- Software Procurement and Distribution
- Training

COLLEGE AND ACADEMIC UNIT AWARDS (\$1,000,000)

- Starting two years ago, requested that departments submit a five-year plan for awards
- All expenditures must fall within TAB guidelines

PROJECT UPDATES

WIRELESS NETWORK IMPROVEMENTS

- Wireless Network Improvements: last year we heard more from students about wireless and mobile than anything else. Put a lot of effort into wireless area, starting with residence halls this past summer.
 - Residence Halls
 - Upgraded 616 previous generation access points to 1,394 modern.
 - Moved access points from hallways to residence hall rooms.
 - Students have noticed an improvement.
 - Humanities (paid for by capital projects, not Tech Fee)
 - More than doubled the number of classroom access points and added additional access points to public areas.
 - Students have noticed an improvement, but teachers are having trouble with technology, or just not using it.
 - Reeves: Was an issue at beginning of semester, where settings were not reset between classes; thinks has fixed so everything reverts to a standard setup.
 - Riehl: Also put Job Aid cards in the rooms.
 - Reeves: If call 9110 will have someone there in a few minutes.
 - Billings: Audio cable missing in one room. Reeves: Call 9110 and someone will be there in 10 minutes. Logan: May be extra cables in drawers.
 - McMillan: Are faculty doing more group work? Billings: One class does. Riehl: Stan Guffey has been collecting feedback; will also check with him.
- What's In the Works?
 - The Commons
 - Ratledge: It looks like North Commons should be ready the end of this month. Riehl: How has that affected students? Billings: Other than computers being 100% occupied, not really. Looks really nice. Ratledge: People are going downstairs to 135. Printing has been a constant struggle, high demand, printers breaking. Looking to set up some wireless printing stations in the stacks. Rachel Kline will be setting up.
 - Riehl to Jackson: You were looking into release stations? Jackson: We use Pharos as software provider for stations. Pharos Uniprinter and Secure Release Here compatible with Vol Cards. Ratledge: Copiers have card readers. Workstations have a software screen where you select that you want to print and okay to charge. Jackson: This solution would show only the queue for your documents, not everyone's. Riehl: When followed up with Robin McNeil, she said they looked at it early on and there was an issue where students didn't want to have to swipe every single time. It may have come around full circle. Billings: Idea is to have it so you can print from your laptop, or by uploading to a website, or having a dedicated wireless device, and be able to print from any printer in the library. Keeps from others taking your jobs, and also reduces printer waste. Jackson: Pharos does have two different systems, one with external screen and card swipe, one using printer's built-in screen.
 - Riehl: You were also looking into wireless printing from iOS devices. Jackson: Uniprint implements that by uploading or emailing document to device. Riehl:

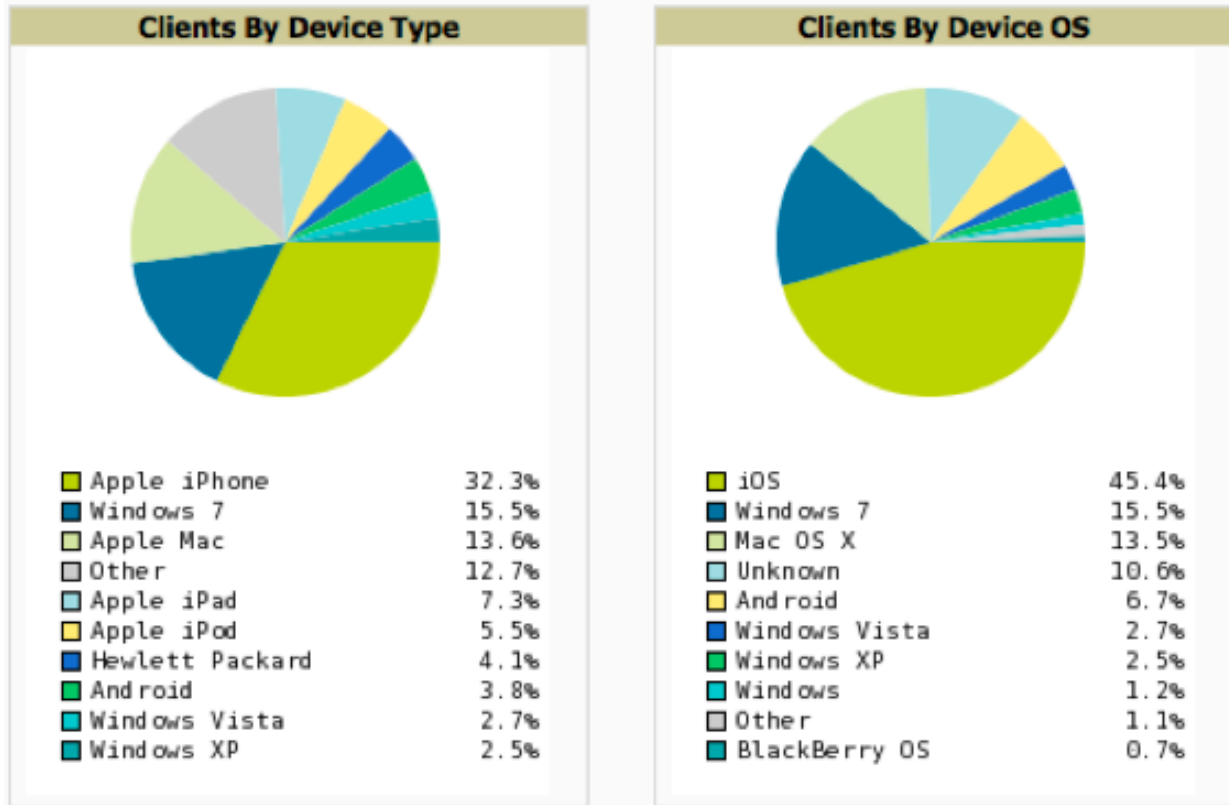
Currently looking at Airgroup solution. Part of issue has to do with subnets and not being able to cross-talk. Challenge for all campuses.

- Auditoriums and large classrooms (not directly from Tech Fee money)
 - Jackson: Status seems to depend on building and how often the building is used. Higher capacity buildings like AMB and Min Kao have had some problems, but seem to be resolving. Riehl: Has Min Kao been straightened out? Jackson: Seems to be. Professors were complaining last year, but this year so far network hasn't crashed.
 - Reeves: Dorms pretty good. Other buildings where more people congregate, some with capital improvements money, asking TAB to weigh in. (See list below)
- Outdoor coverage
 - Jackson: Look at Presidential Court. Riehl: That should be covered by bleed-over from residential halls.
 - Smoak: Amphitheater by Humanities, Circle Park.
 - Nash: South Stadium Hall is the worst building on campus for not being able to connect. Riehl: There are a few classrooms that are going to be used more in South Stadium, so we will need to look at that.
 - Jackson: Look at AMB as well, the amphitheater outside. Reeves: Trying to get building to bleed over into outdoor areas.
 - Billings: Microsoft had interest in setting up off pedestrian walkway, the big field by the Library. That would be good for student engagement.

Area/Building	Existing APs	Proposed APs	When Complete	Status
A&A	24	30	54	Soon to begin
Alumni Memorial	26	16	42	
BioSystems Eng	12	1	13	
Brehm	(new building)	72	72	In Progress
Buehler	80	9	89	
Burchfield	11	2	13	
Claxton	15	8	23	
College of Nursing	17	5	22	
Communications	53	2	55	
Dougherty	26	10	36	
Earth & Planetary Sciences	15	4	19	
Ellington Plant Sciences	26	3	29	
Estabrook	14	3	17	
Ferris Hall	13	2	15	
Food Science	7	1	8	
Football Facility	14	65	79	In Progress
Haslam	131	1	132	
Henson	6	3	9	
Hodges (total)	90	72	162	Soon to begin
Hodges Commons	10	24	34	In Progress
Hodges Upgrade	78	123		Estimated
Hoskins	21	3	24	Soon to begin

Area/Building	Existing APs	Proposed APs	When Complete	Status
HPER	17	3	20	
Humanities Remodel			130	Finished
Intervarsity Fields				Not Estimated
Jessie Harris	47	3	50	
McClung Museum	7	4	11	
Morgan Hall	21	2	23	
Music	(new building)	132	132	
Nielsen Physics	26	4	30	
One Stop	2	3	5	Estimated
Pasqua	6	1	7	
Perkins	36	2	38	
Plant Biotech	26	1	27	
Presidential Court	2	4	6	
SERF	43	1	44	
Sorority Village	(new building)	125	125	In Progress
South Stadium (globalized classrooms only)	0	3	3	
Stokely Management Center	27	2	29	
Tickle Building	(new building)			Not Estimated
Vet Med Addition	69	44	113	
Walters Life	30	7	37	

- Current Challenges
 - Exponential increase in the number wireless devices.
 - Available IP addresses available for UTK's wireless network reaching capacity during the day. UT open is most popular. As of yesterday, 1,000 new IP addresses added to subnetworks.
 - We currently have approximately 3,700 access points on campus.
 - Typically, about 36,000 unique **devices** use the wireless network on any given day (see chart below).
 - Request to report on NetReg by university affiliation (faculty, staff, student, other)



MOBILE APPLICATIONS

- UT Mobile Application
 - Developed by Erik Bledsoe's group
 - Available for iOS, Android, Blackberry
 - Name is "University of Tennessee"
- Mobile MyUTK
 - Finalizing authentication. Should be rolling out by end of semester; could be earlier. Will probably do soft rollout for testing, then public.
 - Jackson: Browser-based or app? Reeves: App, in HTML 5.
 - Jackson: If you try to go to MyUTK in Safari on iPhone, it doesn't work. Nash: Can't see the SharePoint site. Have to go through Banner site. Reeves: Not ready for phone, set for tablet. Dependent on Elysium and Banner people. Can see schedule on phone; need full browser for class drop/add. Goal is to roll everything into app.
 - Billings: Would like to integrate MyUTK, Blackboard, Facilities Services reports and ability to send from phone, purchase tickets and use phone as ticket, Cone Zone, bus GPS, TN 101, events to have student organizations tab for students to see and add to calendars. Smoak: Housing maintenance requests. Nash: Maintenance requests through third party called MySchoolDude.com. Smoak: SchoolDude sends way too many emails. Nash: Can turn that off.
- Blackboard Mobile Learn
 - Available for iOS, Android, Blackberry
 - Costs \$1.99/year, \$5.99 for lifetime

- Model until last month was we had to install a piece in BB and app was free download, but was partnered with Sprint and only worked on Sprint cell networks, or over wifi. Broke partnership and as of last month there is a new Mobile Learn app for Apple and Android stores.
- Blackboard has approached UT about integrating BB Mobile Learn app into the UT Mobile app – they quoted \$23,000 to make it available. If we do that site license now, students who already purchased the app would not get a refund. Is that of interest to anyone?
 - Billings: SGA would like that to happen.
 - Riehl: Will gather more info and put on agenda.
- McMillan: Can app include TN 101 and SAIS front end to that? Faculty want students to evaluations and want students to be able to access in front end.
 - Billings: Online evaluations don't have boxes for student comments. Nash: Depends on department. McMillan: Depends on which form they choose. Faculty choose their form. Fuller: Faculty choose from list of form names and type of class, but not what's really on the form. Logan: Have to pick to see sample. Had to click if wanted comments; default is off. McMillan: Default needs to be on.
 - Billings: SGA and Tech Services wants to completely overhaul TN 101 look and feel as well as data provided. Has proposal been submitted? Riehl: No. Billings: Some cosmetic, some data, some sorting. Could broaden scope to include how faculty choose forms.
 - McMillan: Faculty committee is looking at evaluation process.
 - Reeves: Mark Savage needs to be in the loop.
- Blackboard Collaborate Mobile
 - Included in current contract.
 - Free, launched in July.
 - Synchronous tool used primarily for distance delivery and supplemental office hours, and by Executive MBA Program.

ETEXTBOOK PILOT: DR. STAN GUFFEY (BIOLOGY)

- Large enrollment General Education with lab sections.
- iPads purchased and loaned to students in pilot with the eTextbook.
- Examining usability, convenience, engagement with course content.
- Pre-class survey, Focus groups, Post-Class survey.
- Preliminary data available in January, however:
 - Early fall bookstore reported that number of eTextbooks had increased by 20%.
 - Smoak: Likes that my iPad weighs less than all the hardback textbooks. Doesn't mind the display.
 - Riehl: Different leasing models. Smoak: Used Pearson eText, used code to get book. Amazon Kindle and Barnes & Noble.
 - Riehl: Students seem to prefer eText for courses outside major, but prefer to buy text in major to keep it. Smoak: Depends on the source, Amazon and keep, Pearson lease only.
 - Jackson: Calculus lease is \$66 for two years, covers all three semesters and (if necessary) one repeat vs. \$200+ for book.

- Fuller: Had one class where only two copies were purchased but everyone had a copy. Concern is that people are pirating the books.
 - Riehl: Kindle lets you share/loan books, but not sure about texts. Billings: Only if publisher allows.
 - Fuller: What was interactive online, students were creating PDFs. Billings: That should be a publisher / creator issue, not a UT issue. Fuller: It would be a legal issue for the university if people looked into it.
 - Nash: It might be more prevalent with eBooks, but there are PDFs of everything somewhere. Riehl: Have to be careful, but it's like music and movies. Billings: If it becomes an over-concern, end up with Bookstore copyright protection as well as publisher copyright protecting and things become unusable.
 - Fuller: It's an exposure, certainly for the students.
- Smoak: How would eTexts work with Special UT Editions? McMillan: Publisher question. It would be up to them. Fuller: We have some custom texts that are electronic, easier for us and students. Smoak: Updateable would be nice.

MLEARNING PILOT

- Goals
 - Investigate opportunities for designing and implementing teaching and learning environments supported by mobile technologies.
 - Establish innovative teaching practices.
 - Explore research possibilities.
- Five Projects
 - Dr. Marleen Davis: iPads in the Architectural Design Studio
 - Dr. Sebastien Dubreil: French on the GO: mLearning in the Second Language Classroom
 - Drs. Patti Johnstone, Jillian McCarthy, and Ann Michael: Innovative mLearning in Speech Sound Disorders
 - Dr. Richard Bennett, Will Schleter, and Betsy White: EFD mLearning Project
 - Drs. Mehmet Aydeniz and Xueping Li: mLearning for Engineering Education

GOOGLE MAIL FOR STUDENTS

- OIT committed in 2009 to offering service to students after Live@edu was in place.
- Currently investigating (working on legal agreement) and planning for infrastructure and front end.
- Would be offered to students as an alternative to the Live@edu email presently offered to students. Not aware of too many institutions offering both options.
 - Billings: Does UTC offer both? Reeves: Not sure; will check.
 - Billings: What are issues? Reeves: Will not be able to let people move back and forth; will need to pick one option when initially admitted and stick with it.

NEXT MEETING

Tuesday, November 20, 2012, from 3:30-4:30 p.m., 8th floor Conference Room Andy Holt Tower