TAB Meeting, February 17, 2012

Present: Mark Alexander, Greg Billings, Joshua Butte, Robert Fuller, Joanne Logan, Sally McMillan, John McNair for Michael Wirth, Phillip Ragland, Dave Ratledge, Joel Reeves, Jerry Riehl, Ross Rollins (SGA), Jason Smithers (Provost's Office), Kevin Zabel

Budget update – Jerry Riehl

· OIT Services $4,200,000 – pretty much right on track; maybe slight surplus

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

· College and academic unit awards $1,000,000
   o March 31 spending deadline (only 50% spent so far)
   o Reminder being sent next week
· **Question from Logan** – for hardware we have POs, but what about for Facilities Services things? We've completed the work but they haven't billed. **Answer from Riehl**: Will meet with you later.

FY 2012-2013 College Unit Funding Process

· Timeline
   o College / unit technology plan update due April 13; letter going out next week
   o TAB review April 20
   o Colleges / units receive verification May 1
   o Colleges / units order July 1-March 31
   o Colleges / units reimbursed July 1-March 1
· Units seem to be liking this, having more time, getting better prices

2011-2012 Project Update

· Wireless network upgrades –More to come this summer (dorms, HSS, Commons). In the plan for spending reserves from TAB, there was a budget item for external (outdoor) wireless; no progress there.
· Humanities printing stations – postponed pending HSS renovation.
· eTextbook Pilot ($50,000) – planning fall semester pilot; targeting large-enrollment general education course. Final plan by March.
· mLearning Pilot ($80,000) – call for proposals nearly complete. "Ubiquitous, handheld, mobile technologies." Will send CFP to Student TAB members; it asks for both integration of instruction with mobile devices and investigation of pedagogy.
   o How can/do mobile devices enhance or expand the activities of the classroom?
   o What are effective teaching and learning uses of mobile devices?
   o When, where, how, and how often do students access and use instructor-provided content using handheld mobile devices?
   o When, where, how and how often do students create and share their own original content using a mobile device?
   o When, where, how and how often do students share content created by others, which they have located or accessed via mobile devices?
   o What are student perceptions of how handheld mobile devices expand or enhance their learning opportunities?
   o In what ways do students perceive mobile technologies to be a distraction or impediment to learning?
   o What effects do the students and teachers perceive mobile devices having on stated course learning objectives and goals?
   o Do students and teachers perceive the mobile devices as having contributed to student engagement?

Content mastery? Creation and maintenance of learning communities? Likelihood of student retention and progression to degree?
- o Hardware, software, and network support issues related to handheld mobile communication and collaboration environments.
- · Promote OIT instructional services to faculty ($5,000)
  - o Video – Faculty Fellow Lisa Fall and student group engaged and working. Want it to be fun, engaging, and exciting, while geared to appropriate audiences.
  - o Visits to departments and other outreach – goes on, on a regular basis, primarily IDT group.

Student Technology Survey – Greg Billings
- · 126 people took the survey (13 freshmen, 30 sophomores, 30 juniors, 19 seniors, 5 staff members, 29 unspecified)
- · Question 1: Which of the following devices do you usually use to access UT systems?

Device	Number	Percent
Personal laptop	116	54%
University computer	40	24%
iPad or tablet	7	3%
Smartphone	51	19%

- · Question 2 (several parts): Rate each of the following services from 1 (not important) to 5 (most important). Were allowed to rate each service independently, so could rate all services as most important.
  - a. Being able to access all university documents from any computer on the internet.
  - b. Being able to access myUTK and Blackboard from my mobile device.
  - c. Being able to collaborate with students using online collaboration tools.
  - d. Consolidating online homework services into one service with OIT support.
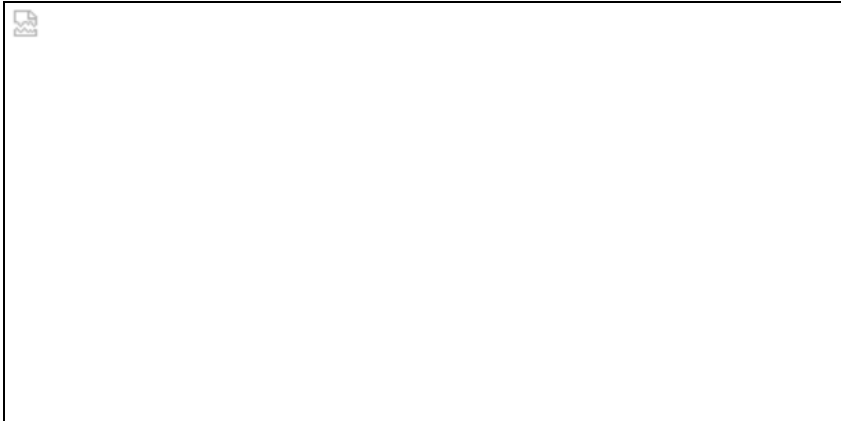
  - o **Comment from Logan** - A lot of faculty are getting incentives to use other programs / tools. Need to look into it. **Comment from Riehl** - in last five years, all text book companies saw need to change; they've created their own course management systems, they'll sell a code with the book (and can't resell the book or buy a used book). We hear from textbook companies asking for us to load plugins to let students go from Blackboard to the publisher site; usually say no because of security issues. Have activated McGraw Hill content, at request of several academic departments, because they partnered with Blackboard and everything is tightly integrated and secure. **Comment from Billings** - trying to get a bill through SGA requiring faculty to consult with OIT before making a new system a requirement for class. Hassle for students when have to buy an Aplia account and a WebAssign account. **Comment from Riehl** - textbook reps here on campus daily making agreements with individual faculty members.

- · Question 3a: Which of the following systems have you had difficulty using during the 2011-2012 school year?

Service	Number	Percent
MyUTK	53	21%
Blackboard	54	21%
Wireless Internet	85	33%
Wired Internet	14	5%

eMail	20	8%
Online Payment Systems	10	4%
Printing	22	8%

- Question 3b: open-ended text answers, available at http://www.pathrazor.com/tech/index.php/survey/text/Q3b
- Question 4: How often do you use a UT technology tool in your class?

Frequency	Number	Percent
Never	21	17%
Once or twice a month	24	19%
Weekly	46	36%
Daily	35	28%

- Question 5: Are the current UT technology classroom services helpful to your learning?

Answer	Number	Percent
Not helpful	16	13%
Sort of helpful	61	48%
Very helpful	49	39%

- Question 7: If you could ask for any technology service to be brought onto campus what would you ask for? Available at http://www.pathrazor.com/tech/index.php/survey/text/Q7
  - "Make the movies in the library available online". **Comment from Ratledge** - library has a streaming server and has been adding more titles used in classes.
  - "An extended hours OIT". **Question from Reeves** - what did people mean by this? **Answer from Billings** - Help Desk side of it; they are only allotted 10-15 minutes for face-to-face help; if a computer problem is going to go over that they have to keep the computer to work on later. Can be as much as a week. Usually when people have a problem, they also have a deadline.
- Question 8: Where would you like OIT to focus their attention? Available at http://www.pathrazor.com/tech/index.php/survey/text/Q8
- Question 9: Open space for comments on UT technology. Available at http://www.pathrazor.com/tech/index.php/survey/text/Q9
  - "Classrooms with more power charging stations outside of HBB." **Comment from Ratledge** - people in library are finding plugs even in the middle of the floor; working on providing more options and access. Less a problem in newer building. **Comment from Riehl** - high priority for HSS renovation; lots of power. **Comment from Billings** – would be helpful if could check out power strips so could get more than two computers in a plug. **Comment from Reeves** - conference tables with power strips? **Comment from Ratledge** - lots of options. Fire marshal concerns. All solutions are expensive.
  - "I'm sorely disappointed with the technology on campus. In addition the fact that the bittorrent protocol is blocked is ridiculous. I use bittorrent to download linux distributions at home and cannot do it at school even though it is perfectly legal. Simply blocking the protocol should not be the answer, but rather a stricter policy on it." **Comment from Billings** – maybe add a Linux distro to apps@utk.
- Analysis
  - Focus on making myUTK mobile-friendly.
  - Develop more mobile sites and applications. **Comment from Logan** – there is a mobile app on BB. **Comment from Billings** – works on iPhone, not so much on Droid. Works on WiFi, but keeps WiFi on phone off, and can't access with 4G. Want easier access, set up for mobiles, so fewer instances of clicking on the wrong link.
  - Make cloud services more available and increase awareness. **Question from Reeves**: Are people using the SkyDrives? Billings: Microsoft is coming out in March with "Did you know?" campaign, to educate about what is offered. Students don't know SkyDrive is available. **Comment from Butte** -- Not easy to access. **Comment from Billings** –Awareness campaign will also include the free Ethernet cables.
  - Improve availability of myUTK and Blackboard
  - Get faculty up to date on using tech; those who answered "not useful" related it to faculty not knowing how to use the tech. **Question from Riehl** – is this from a technical perspective, knowing how to use the equipment, or from a Teaching & Learning perspective? **Answer from Billings** – both.
  - Make it possible to use a smartphone as a clicker. **Comment from Riehl** – the clicker tech that we currently support has a smart-device capability. May need to communicate that better. But faculty prefer having students use the clicker. May be time for OIT to survey students re: needs, wants, satisfaction;

maybe we should do that next year as part of a broader effort.

- **Comment from Reeves** – we get the wireless message, and we're working on the residence halls. Online data access, that should be the SkyDrive, and we need to look at that more. **Comment from Billings** – that feels separate from UT. People want a drive mounted on their computer but also to be able to get there from other computers. Like a dropbox type feature. **Comment from Smithers** – sounds like communication / awareness.
- **Question from Reeves** – could you collect the top 5-6 things people want in MyUTK mobile? **Answer from Billings** – can give you a sql dump of the information.
- **Question from Smithers** – what kinds of mobile devices/OSes are people using? **Answer from Billings** – just mobile; didn't ask about OS or phone vs. tablet. Most likely to be iPhone and Android. **Comment from Ratledge** – iOS is largest number of hits, then Android, then Blackberry, then Windows phone. **Comment from Billings** – if you use a smart platform for the mobile apps, it will read the device.
- **Question from McNair** – why is survey posted off-campus? **Comment from Billings** – because didn't have any place on campus to post it, needs PHP and SQL. Did validate utk email address and only one per address.

2012-2013 Priorities

- **Riehl** -- it's included in our BB license, but it is confusing and that model is about to change because of a lawsuit. Only cellular carrier is Sprint, other devices have to use WiFi.
- **Riehl** -- other mobile apps – Creative Services is working with OIT and a contract is signed for several modules, maps, courses, and so on.
- **Riehl** -- transit system / bus location real time – launching from Parking Services. Just buses on campus, not citywide.
- **Billings** – information for "Did you know?" sessions this semester: color printers are available, streaming movies are available from library. Made a point of making them viewable on mobile devices. Clicker/smart phone options.
- **Butte** – GMail. Way back when we voted on this; plan was once MS phase was complete Gmail would be second phase, dual system. What happened? **Reeves** – will look into it. **Butte** – that was part of the whole package; we voted on funding it with the intent that gmail would be offered.
- **Logan** – when is photo roster coming back? **Riehl** – talked about that before meeting; programmers who developed that in-house (started as photos only; has gotten more complex over the years with early alert system). Understanding is that getting the photos from one SQL database and the roster from another SQL database was creating locks with the Oracle database. Rewriting code; close to relaunch. May have to strip out the code for early alert at first, but we can handle that differently. **Billings** – what is early alert? **Riehl** – university program to watch freshmen, athletes, and some other groups and give faculty a chance to think about who might need more help. Expects photo roster will be launched again shortly. Amazing how important that tool has become over the years. **Billings** – photo roster could be tied in to UTPD? **Logan** – would be nice if photos were updated more often.
- **Ratledge** – the UT alert system – cannot get Verizon iPhone registered to receive the text alerts; has been told it's impossible. Are students having the same issues? **Billings** – at least one person he knows has text alerts working on a Verizon iPhone. **Reeves** – will look into it.

Remaining spring semester meetings

- Wednesday, March 28, 4-5 p.m. 605 Hodges
  - o Budget proposals, summaries by unit
- Friday, April 20, 4-5 p.m., 605 Hodges
  - o Wrap up with end of semester activities