TAB Meeting, September 21, 2011

Attending: Mark Alexander, Greg Billings, Tim Boruff, Louis Davis, Robert Fuller, Josh Goode, Jonee Lindstrom, Joanne Logan, Sally McMillan, Jerry Riehl, Teresa Walker, Michael Wirth, Keung Min Yoon

Welcome and Introductions

· Gina Phipps has left university; Jerry Riehl transitioning into Interim ACIO position.
· Jerry Riehl, at UT 11 years, mostly in Instructional Technology. Twelve years at Virginia Tech as Assistant and Associate Dean of Students.
· Joanne Logan, on committee since it was formed. Faculty in College of Agricultural Sciences and Natural Resources; also IT Coordinator and manages a 50-station lab.
· Michael Wirth, Dean of College of Communication and Information Science, and on the Council of Deans.
· Robert Fuller, Associate Professor in Accounting and Information Management
· Louis Davis, SGA webmaster, student chair of TAB. Second year on committee.
· Scott Studham, CIO
· Tim Boruff, Assistant Director in the office of the Vice Chancellor for Student Affairs
· Mark Alexander, Administrative Services, in the office of the Vice Chancellor for Student Affairs, has been on TAB for a couple of years.
· Jonee Daniels-Lindstrom, Associate Vice Chancellor of Finance, works with VolCard office and Banner.
· Greg Billings, new member, student in Computer Science, looking at inner workings of UT technology
· Josh Goode, second year on TAB, junior in Political Science, on the SGA Tech Services committee. Sees problems with technology and wants to find solutions.
· Teresa Walker, Library, public services, student engagement, and user instruction. On committee in past.
· Sally McMillan, Vice Provost for Academic Affairs.

Recap of April 2011 Meeting

· Modifications to OIT Managed Services
  o Computer Labs
    § Addition of Apps@UT Citrix – virtualization of desktops for labs and individuals
      · Limited roll-out in fall, major roll-out in spring
      · Really neat on iPad
    § New view of what a computer lab looks like
    § **McMillan**: moving toward creating a policy that every student should have a "laptop" (mobile computing device w/sufficient power for classroom and lab). From teaching perspective, if faculty can assume students have access to resources can change style; from student perspective, if required then financial aid will cover. Would like to have in place next fall, but realistically probably not.
  o Instructional Technology
    § Helping faculty to use technology available to them
      · Student Senate bill requesting faculty to have some proficiency
      · Felt better to make it a training opportunity rather than a requirement
    § Extended focus on faculty outreach (dept visits, video)
      · **Logan**: Have visits happened? **Riehl** will check on who was supposed to make visits and what the status on those is.
    § Reduction in Faculty Fellows awards; IDT will offer one rather than two in 2011-2012
  o Messaging & Collaboration
    § Additions to student features of MyUTK
    § Move majority of students to VolMail (Microsoft hosted)
  o Training
    § Upgrade to faculty training lab in Hoskins

Review of 2012 Projects

OIT Service	Item	Sum of FY 12 Budget
Computer Labs	Central Computer Labs Upgrades & Operations	800,000.00

OIT Service	Item	Sum of FY 12 Budget
	Student Salaries for Central Computer Labs Expanded hours	200,000.00
	Loaner Laptop Program in Library	50,000.00
	Volprint Subsidy	100,000.00
	Maintenance for Citrix license for BATS	60,000.00
Help Desk	24x7 Helpdesk Support, Walk-in helpdesk in Commons & Student computer support	886,000.00
Instructional Technology		
Course Delivery	Campus & Course Specific Customizations for Online@UT	100,000.00
Instructional Development	Student Technology Assistants for Research & Teaching (START). Undergraduate Student Workers helping Faculty Migrate to Digital Media	100,000.00
	Assistance to Faculty in Developing Technology Based Course Materials	260,000.00
Instructional Technology – General	ITC Faculty Fellow Program - 1 Faculty Member Advocate Instructional Technology	12,000.00
	Visits to 50 departments to present OIT offerings	20,000.00
	Produce video advertising OIT Instructional Technology services for faculty	5,000.00
Messaging & Collaboration		
Collaboration Tools	Student Portal Enhancements & Maintenance	75,000.00
Email & Calendar	Outsource Student Email - Live.EDU Conversion Completion	100,000.00
Research Support		
Research Support – General	Research Consulting & Training For Students	100,000.00
Data Analysis Software Hosting	Research (Citrix) applications support	11,000.00
Software Procurement & Distribution	Microsoft Software for Labs & Depts	100,000.00
	Research General Software	340,000.00
Training	Training & Documentation to Students on Technology Use	148,000.00
Training, cont'd.	Upgrade Hoskins Training Lab (faculty IT training)	20,000.00
	Instructional Technology Training & Support for Faculty (clickers, iTunes U, Smart Classrooms, Online@UT, etc.)	125,000.00

OIT Service	Item	Sum of FY 12 Budget
	College & Academic Unit Awards	1,000,000.00
Student Directed Projects	Student Directed Projects proposed by TAB and SGA	588,000.00

- Wireless network upgrades as requested (not including outdoor coverage provided by tech fee reserves)
- Smokey's list (advertising for books, housing, tutoring, etc.)
- TN 101 enhancements
- Humanities printing station
- Mailing list for dorms
- Hiring student workers to promote OIT initiatives
- Electronic text book pilot (~50,000)
- mLearning pilot (~ 80,000)

· Budget line item notes
  o **Studham**: Microsoft project ends this year; when finished, will proceed with Google. Will begin researching costs this year.
  o **Studham**: Please check the Student-Directed Projects $588k allocation. This is money that is at the discretion of TAB for projects in the small-cost range.
  o **Riehl**: Wireless network upgrades starting in residence halls. Philippe Hanset would like to discuss wireless in residence halls with TAB. Very challenging given number of devices.
  o **Riehl**: Smokey's List would create something like Craigslist for the university.
  o **Riehl**: Will look into TN 101 enhancements, dorm mailing lists, and mLearn pilot.
  o **Riehl**: Committee looked into eTexts.
    § **Logan**: student complaint is the lack of uniformity.
    § **McMillan**: looked at that issue and investigated contract with CourseSmart. **Riehl**: CourseSmart "federates" texts from most publishers. Offered an "instant access" contract but they never brought forward a solid proposal. Within Blackboard, can use McGraw Hill materials and texts in courses. BB has signed an agreement with four more large publishers to do the same kind of integration.
    § **McMillan:** What is payment model? **Riehl**: it varies.
    § **Logan**: Does that mean students can't resell textbooks because the code is attached to the specific book? **McMillan:** Think of that as textbook cost. **Billings**: But can't keep the book. **McMillan**: Yes, publishers trying to kill the resale market. **Riehl**: Model is textbook rental, about 1/3 the cost of the book for access to the electronic text for a semester.
· FY 12 College Awards/Plans (get slide from Jerry)
  o Colleges submitted 5-year plans
  o Longer view of where folks are going so we can plan better to meet their needs.
  o Primary focus:
    § Computers for college/departmental labs
    § Specialized software
    § Specialized equipment
  o Secondary focus: Non-registrar controlled classroom technology
  o Opportunities:
    § To start conversations between OIT SLMs and Colleges
    § To use BATS approach campus wide
  o Expect an email with links to important information
· FY 11 TF supported endeavors (get slide from Jerry)
  o VolMail
  o MyUTK
  o Computer Labs (FY 2011 so far)

- § Art, Commons, Humanities, Perkins, Presidential
- § Avg Unique Logins Per Month -11,635
- § Avg Minutes Per Login - 52
  - o Help Desk (CY 2010)
    - § Calls – 53,000
    - § Average Wait time – 35 seconds
    - § Service Center at the Commons assisted 12,000 students
    - § Very High Satisfaction Survey Results – 4.75-4.95 average
  - o Instructional Technology (CY 2010)
    - § Clickers
      - · 50 faculty, teaching 56 classes, engaging 9,113 students using clickers and mobile devices in FY 2011
      - · 143 workshops and consultations with faculty and students
      - · App available for phones / laptops. If go to required laptops, may drop clickers.
    - § Technology Enhanced Classrooms
      - · 171 workshops and consultation with faculty users
    - § iTunes U
      - · 2312 courses on UTK on iTunes U
      - · Avg 12,522 tracks downloaded per month
    - § Instructional Development
      - · 180 hours of consultations with faculty
      - · 93 smaller projects completed (faculty assistance)
      - · 3 larger projects completed (faculty first)
  - o **Logan**: when universities require laptops, how does lab usage change? **McMillian**: Drops to near zero. **Logan**: What would we do with those labs? **McMillan**: Convert to classrooms. Would need printers and power in classrooms.
  - o **Logan**: Can't imagine 28 students using laptops over wireless to access GIS. **Walker:** it works in the Library with an access point booster. Generally a problem for first couple of weeks then eases up.
  - o **Studham**: Bandwidth isn't the issue; it's registration and viruses. **Riehl**: Philippe Hanset did a good presentation on that. **Wirth**: Regardless of reason, if it doesn't work, professors see it as not working. This is bad for credibility. **Studham**: We need to fix the right thing. **Wirth**: It's a huge issue if it doesn't work for the first two weeks, regardless of the reason. Can we solve the virus problem so we don't have two weeks of downtime? **Logan**: Is Ethernet going away? **Studham**: No.
  - o **Fuller**: Does this work for large courses, 300 students in a classroom with tech going? Bandwidth and power. **Riehl**: Access points have been added to many classrooms this fall. **Fuller**: Also need enough concurrent licenses for Citrix.

Open Questions

- · Action item for next meeting: briefing on changes to virtualization. Update on CITRIX and wireless access. Where network and wireless chokepoints are.
- · At request of Classroom Upgrade Committee in conjunction with HSS renovation: adding non-lap classroom / collaborative space that will require computers. Doesn't precisely fit TAB funding model, but TAB might be interested in participating. Will have presentation at future meeting.
- · **Goode**: Brought up two security concerns; will be addressed with Scott Studham, Jerry Riehl, and Jeremy Parrott immediately following the meeting.
- · **Riehl**: Does this room and this time work? Next meeting is October 19th, noon, here. (Reserved 11:30-1. However, adjustment seems to have lowered student attendance not increased it.
  - o Riehl will poll members.
  - o Studham would like a different room.
  - o Davis – chose Arena Dining so people could get lunch for a lunchtime meeting.
- · **Billings**: Big Orange Tix licensing? **Alexander**: We are still licensed; it's now a hosted solution not on-campus. Some modifications should have solved issues from last year. **Billings**: Browser is caching credit card information. **Alexander**: Will look into it. **Davis**: SGA bill in progress to ask for a cash-payment option. **Alexander**: Talking about having ticket office use a procurement card and accept cash from student. Under discussion
- · **Billings**: Wireless printing to their own printer. Help Desk told them that students would be told to turn off wireless printing. **Riehl**: This has to do with residence hall wireless issues. Recent presentation that wireless printers are acting as access points, rather than just as printers, and this is eating up IP addresses. Will get more specifics. Have not heard that will be told to turn off. **Billings**: Also can't easily secure wireless printers.

Meeting adjourned