

# TAB Meeting, March 23, 2011

**Attending:** Mark Alexander, Robbie Churchill, Robert Fuller, Jonee Lindstrom, Joanne Logan, Susan Martin, BT Peake, Gina Phipps, David Ratledge, Brandon Remmert, Scott Studham

**Guests:** AJ Wright

## OIT customer satisfaction survey

### Student questions, Feb 2010 and 2011 (see attached Table 1)

- Who uses, how often, importance, and satisfaction
- Significant increases in satisfaction in electronic mail and UT web search engine; significant decrease in satisfaction in online course registration (Banner)
- **Comment from Studham:** Last year's three student initiatives were the portal, email, and the search engine. Is not surprised that there is a drop in Banner. Next year's number will probably be down again as people learn the new system.

## Funding priorities for 2012

### Several student meetings and serious consideration

- Primary focus on potential to impact most students; secondary focus on most visible.
- Desired to reach consensus
- Assumed most services will be fully funded
- Desired to tag more priorities as medium rather than high

## OIT Service Catalog

|                                      | <i>OIT Service Catalog</i>       | <i>2011 Tech Fee Services</i>  | <i>2012 Priorities</i> |     |     |
|--------------------------------------|----------------------------------|--|------------------------|-----|-----|
|                                      |                                  |  | HIGH                   | MED | LOW |
| <b>End-User Services</b>             |                                  |  |                        |     |     |
|                                      | <i>Computer Labs</i>             | Central Computer Lab Upgrades & Operations                                       |                        | x   |     |
|                                      |                                  | Student Salaries for Central Computer Labs Expanded hours                        |                        |     | x   |
|                                      |                                  | Loaner Laptop Program in Library   |                        | x   |     |
|                                      |                                  | Volprint Subsidy   |                        |     | x   |
|                                      | <i>Help Desk</i>                 | Walk-in helpdesk in Commons & Student computer support                           |                        | x   |     |
|                                      |                                  | 24x7 Helpdesk Support  | x                      |     |     |
| <b>Instructional Technology</b>      |                                  |  |                        |     |     |
|                                      | <i>Course Delivery</i>           | Campus & Course Specific Customizations for Online@UT                            | x                      |     |     |
|                                      | <i>Instructional Development</i> | Assistance to Faculty in Developing Technology Based Course Materials            | x                      |     |     |
|                                      |                                  | ITC Faculty Fellow Program - 2 Faculty Members Advocate Instructional Technology |                        | x   |     |
|                                      |                                  | Student Technology Assistants for Research & Teaching (START).                   |                        | x   |     |
|                                      |                                  | Undergraduate Student Workers helping Faculty Migrate to Digital Media           |                        |     |     |
| <b>Messaging &amp; Collaboration</b> |                                  |  |                        |     |     |
|                                      | <i>Collaboration Tools</i>       | Student Portal with Single-Sign-On   | x                      |     |     |
|                                      | <i>Email &amp; Calendar</i>      | Outsource Student Email  | x                      |     |     |
| <b>Research Support</b>              |                                  |  |                        |     |     |

| <i>OIT Service Catalog</i>  | <i>2011 Tech Fee Services</i>   | <i>2012 Priorities</i> |          |                        |
|---|---|------------------------|----------|------------------------|
|   |   | HIGH                   | MED      | LOW                    |
| <i>Research Support - General</i>   | Research Consulting & Training For Students   |                        |          | <b>x (by 4-2 vote)</b> |
|   | Microsoft Software for Labs & Dept. Awards  |                        | <b>x</b> |                        |
| <b>Software/Hardware Procurement, Distribution &amp; Licensing Training</b> | Research General Software (Matlab, EndNote, etc.)   |                        | <b>x</b> |                        |
|   | Instructional Technology Training & Support for Faculty (clickers, iTunes U, Smart Classrooms & Online@UT, etc) |                        | <b>x</b> |                        |
|   | Training & Documentation to Students on Technology Use  | <b>x</b>               |          |                        |

## Comments

### Loaner laptop program in library

- **Question from Studham:** What are students looking for? Do you need \$2k laptops or could you use something like iPads with less functionality? **Response from Remmert:** Can't imagine needing anything more powerful than a netbook for writing a paper or looking up books. **Comment from Studham:** May want to survey students in library who are checking out laptops.
- **Comment from Churchill:** Some students, if they need it for a class, need something with longer battery life; some business classes have extensive tests and a laptop's battery won't last through the exam.
- **Question from Remmert:** Do the checkout laptops have the same analytic package as the Commons machines, to check what's being used most? **Response from Ratledge:** The checkout machines get wiped and reset to default settings every time they're checked back in. The Library isn't doing data collection. Has same question about whether full laptop really needed or if netbook would suffice.
- **Comment from Fuller:** Some classes in Business have the battery issue. Courses have very specific requirements; students with Netbooks struggle with, for example, SQL Server in terms of screen space.
- **Comment from Fuller:** The wipe process can be problematic. Would be nice to have some kind of persistent image that could be saved on a thumb drive, rather than having to reinstall SQL server and virtualization for every class session. Need the higher-end laptops for this reason. **Comment from Studham:** BATS might be a workaround.
- **Question from Peake:** How about a standard configuration and a high-end configuration? **Comment from Alexander:** That could work. Could determine based on what students ask for what they're actually using. **Comment from Peake:** The staff member checking out the machine to the student can ask what is needed. **Comment from Alexander:** They'd have to be empowered to say, "No, you need the heavier machine for your class". **Comment from Peake:** Students might opt for lighter weight machine with longer battery life. **Comment from Fuller:** Some students already run into battery life issues with 75-minute exams.

### Volprint subsidy

- **Comment from Remmert:** Low priority based on differences in printing habits (e.g., someone who prints a "reasonable" amount consistently vs. someone who prints several hundred pages twice a semester because s/he doesn't want to read materials online).
- **Question from Remmert:** What would cost to print be without subsidy? **Response from Studham:** Thinks it would be about 25-30% higher without subsidy. **Comment from Remmert:** Even if printing goes up, people printing reasonable quantities would not be hit too hard.

### 24/7 Help Desk Support

- **Comment from Remmert:** High priority because we've all had the experience of writing a paper at 3:00 a.m. and having the computer crash. Also want to have someone to call if having issues with, for example, a Blackboard assignment in the middle of the night.
- **Comment from Alexander:** Should track statistics at all hours and see if getting money's worth. **Response from Studham:** Overnight operations staff who are there anyway are handling the first tier, so incremental cost of 24/7 is minimal.

### Working with faculty to develop technology based course materials

- **Comment from Remmert:** We need to put our money where we're asking for change, for example, getting faculty to post grades in Blackboard throughout the semester.

## START

- **Comment from Phipps:** Many of the START students work on multiple projects, not just helping faculty migrate to digital media.

#### Email and Calendar: Outsource student email

- **Comment from Remmert:** Felt it would be rude to “cut and run” once the project got started. Getting good feedback.
- **Comment from Studham:** Somewhere in early half of 2012 will have all students migrated; automated tools like keeping accounts after graduation will be in place. Once LIVE@EDU is working, will move on to Google as agreed; will need to look at whether students want to choose and how much that will cost. (Students wanted Google first but Microsoft was technically easier.)

#### Research consulting and training for students

- **Comment from Remmert:** This was easily the most discussed of all line items; the discussion related to impact on most students. Grad students on the board were very adamant about needing this; UG students wanted to make sure this was exactly the right line item. May need to be revisited by the board. UG students wanted to know if this service is available to UG students. **Comment from Studham:** Available to all students but only really advertise to grads. Just did very large survey, response from student population about research support was lower than the number of those using it; split along UG / G, UG said they wouldn’t use; a few did respond positively.
- **Comment from Phipps:** Consulting for UG students is mostly helping with software installation, but for grads there’s more support for thesis / dissertation.
- **Comment from Fuller:** There seems to be more interest in getting UG students involved in faculty research, that’s a step toward Top 25 status. Does this service align with that goal? Do UG students have this resource, and do faculty know resources exist for students? Will this facilitate faculty bringing UG students into research? **Comment from Martin:** Making institutional progress toward getting UG students involved in faculty research and summer research. As that develops, this might become a higher priority.
- **Question from Fuller:** Would this be taken on by Office of Research or Tech Fee? **Comment from Studham:** Office of Research funds students to do research; this is a student election to use part of tech fee for one-to-one counseling not on how to do research, but on specific issues like “how do you set up a survey” or “how do you interpret stats in a meaningful way”. As we see more students engage in Office of Research-funded research, this will move up in priority. We don’t see a lot of UG students using the survey.
- **Comment from Peake:** Voted low not because it shouldn’t exist but because felt it shouldn’t come out of this fee. Most Tech Fee expenditures should affect every student at the university; this doesn’t. **Comment from Studham:** Over time, as UT sets priority on UG research, more UG will be using this service.
- **Question from Remmert:** When you say help designing a survey, do you mean “how to do this online” or “how to ask the right questions”? **Response from Studham:** Both, and they’ll do the programming for you, even. **Comment from Remmert:** Feels the tech should come out of the Tech Fee; the how to design questions shouldn’t.

#### Training and documentation for students on technology use

- **Comment from Remmert:** This training would be for things like “how to use your sky drive” and “how to synch your calendar to your phone”. **Comment from Studham:** So Messaging and Collaboration 101. **Comment from Remmert:** Yes, could be things like videos. **Comment from Alexander:** Or a University Center event sort of thing; you get word of mouth that way.
- **Question from Logan:** Would these be different from the ones being offered now, like Dreamweaver? **Comment from Studham:** Thinks they’re looking for something more like a 5-minute video on “How to Do X.”
- **Comment from Peake:** Problem is getting that video to the students; they’re not going to surf the OIT home page. **Comment from Remmert:** Something like was done with MyUTK and the department labs. **Comment from Alexander:** Or the slides in the UC.
- **Comment from Phipps:** May need to redirect some resources from workshops to JIT videos. **Comment from Peake:** Would rather see books in Library available for checkout rather than workshops that are not being attended. **Comment from Phipps:** We do have MS eLearning and MS Academy. Could look into other sites that have online tutorials and training.

### List of student-directed project requests (previously approved and under consideration)

#### SGA / SGA Tech Committee initiated

- Online classifieds – “Smokey’s List” – **Comment from Peake:** this would kind of replace the boards in the UC; like Craigslist but limited to UT NetIDs
- TN 101 enhancements – searching, better display and interpretation of results
- Printing station in Humanities, send print jobs while between buildings and pickup there
- Mailing lists for the dorms
- Hiring student workers to promote OIT initiatives
- Syllabus database
  - **Comment from Peake:** biggest issue would be academic side and getting teachers on board. **Comment from**

**Studham:** Agrees that this isn't just technology; it has to go to faculty senate IT committee and Studham will present it. **Comment from Peake:** SGA academic affairs committee has been working on academic back-end issues; Peake will consult with them.

- **Comment from Martin:** It's a tough issue, not just a tech issue. Might want to go after the first/second year high-enrollment classes, go department by department as well for standardized syllabi. There will be real issues in terms of updating every semester. **Comment from Remmert:** Didn't get impression that students necessarily wanted to see every assignment. **Comment from Martin:** No, just the essentials, who's teaching, office hours, assessments, how graded. Keeping up to date difficult.
- **Comment from Peake:** Agree that should focus on classes all freshmen / sophomores take (English, Math, Chemistry, etc.). As far as getting upper-level classes, that would be a later phase. Maybe faculty would get more on board as faculty see benefits.
- **Comment from Alexander:** Could set up the system so faculty could use it to create their syllabus; easy update by pulling up old data; minimize duplication by capturing data as they enter it rather than having to do things twice.

### TAB student initiated / approved

- Strategies to promote OIT instructional technology services to faculty
  - Brief videos
  - Visits to 50 academic departments
  - Contact with new faculty

### Faculty / staff initiated

- Electronic text book pilot (enthusiastic student interest expressed)
- mLearning pilot (students interest expressed especially if devices for checkout can be part of BATS project)

### Plan for tech fee reserves (see attached Table 2)

- Current version approved by TAB co-chairs Studham and Remmert

### Meeting adjourned

**Table 1: OIT Customer Satisfaction Survey  
Student Questions, Feb 2010 and 2011**

| Services Used by Students  |      | Usage |         | Often | Importance | Satisfaction |
|--|------|-------|---------|-------|------------|--------------|
|  |      | Count | Percent | Mean  | Mean       | Mean         |
| Electronic mail (Volmail, Tmail, Exchange)   | 2010 | 1781  | 95.7%   | 4.86  | 4.75       | 3.99         |
|  | 2011 | 2041  | 96.0%   | 4.82  | 4.77       | 4.25         |
| Wireless network environment on campus   | 2010 | 1582  | 85.0%   | 4.44  | 4.86       | 4.09         |
|  | 2011 | 1773  | 83.4%   | 4.49  | 4.85       | 4.02         |
| UT Web Search engine   | 2010 | 769   | 41.3%   | 3.36  | 3.76       | 3.56         |
|  | 2011 | 912   | 42.9%   | 3.27  | 3.62       | 3.78         |
| Online class registration (Banner)   | 2010 | 1748  | 93.9%   | 2.33  | 4.67       | 3.92         |
|  | 2011 | 1922  | 90.4%   | 2.19  | 4.33       | 3.34         |
| OIT HelpDesk – one place to contact for questions regarding technology on campus               | 2010 | 691   | 37.1%   | 1.70  | 4.00       | 4.13         |
|  | 2011 | 856   | 40.3%   | 1.71  | 3.84       | 4.09         |
| Help with troubleshooting and resolving computer issues at the Walk-in HelpDesk in the Commons | 2010 | 484   | 26.0%   | 1.54  | 4.08       | 4.11         |
|  | 2011 | 518   | 24.4%   | 1.55  | 4.05       | 4.14         |
| Public computing labs (Commons, Presidential Court, HSS 201-202, A&A 345, Perkins 208-209)     | 2010 | 1034  | 55.6%   | 3.24  | 4.24       | 4.10         |
|  | 2011 | 1163  | 54.7%   | 3.20  | 4.21       | 4.12         |
| Help with conducting research/using research software  | 2010 | 360   | 19.3%   | 2.37  | 4.08       | 4.02         |
|  | 2011 | 413   | 19.4%   | 2.28  | 3.97       | 4.00         |
| Online@UT (Blackboard) and/or LiveOnline@UT (Centra) virtual classroom environment             | 2010 | 1677  | 90.1%   | 4.38  | 4.52       | 4.02         |
|  | 2011 | 1927  | 90.7%   | 4.31  | 4.47       | 4.08         |
| Online and face-to-face workshops on different technologies and software                       | 2010 | 182   | 9.8%    | 2.12  | 3.81       | 4.04         |
|  | 2011 | 191   | 9.0%    | 1.82  | 3.59       | 3.93         |
| Web environments for sharing content and collaborating (Volspace, Online@UT Blogs and Wikis)   | 2010 | 337   | 18.1%   | 3.20  | 3.72       | 3.86         |
|  | 2011 | 389   | 18.3%   | 3.05  | 3.55       | 3.77         |

**Table 2: Plan for Tech Fee Reserves**

| Timeline    | Description   |
|-------------|---|
| FY 11       | <b>Computer Labs Terminal Server Project – Phase 1</b> - Build infrastructure to enable students, faculty, and staff to run computer applications they need from anywhere, on any device, at any time. Central OIT Labs & a few early adopter Departmental Labs   |
| FY 11       | <b>Purchase LabStat Software</b> - Measures usage of computers in labs. For all Tech Fee funded devices and departmental devices on request.  |
| FY 11/FY 12 | <b>Upgrade the UT Wireless Network To Provide More Outdoor Coverage</b> - Provides coverage to Agricultural Campus Gardens, Presidential Court, Humanities Plaza, Student Center Plaza, Clement Courtyard, Stadium Amphitheater, The Hill and other outdoor common areas.   |
| FY 12       | <b>Expand and Upgrade of UT Commons</b> - (1) Expand The Commons to encompass what is now the Research Room on the 1st floor of the Library, replacing 75, four year old computers. (2) Upgrade the OIT student helpdesk and service area in the Commons providing more efficient service stations and seating for students who are being served by the Commons. (3) Renovate the large Practice Presentation Room in Commons South to include new presentation and video conferencing equipment. |
| FY 12       | <b>Computer Labs Terminal Server Project - Phase 2</b> - Addition of student laptops to infrastructure.   |
| FY 12/FY 13 | <b>Expand and Upgrade OIT Teaching Labs</b> - (1) Upgrade the existing OIT teaching labs in Humanities with new classroom / teaching equipment. (2) Stand up two new Teaching Labs, if space can be made available, to compensate for loss of teaching labs in Ayers and Glocker. NOTE: (1) may be combined w/ Humanities Building renovation.  |
| FY 13       | <b>Provide Classroom Equipment for Humanities Building Refurbishment</b> - Partner with Classroom Upgrade Committee to help offset the classroom technology cost of the Humanities Building renovation. NOTE: Might also be used for Commons Extension approach in Humanities or new UC (online in 201) – if space available.   |
| FY 13       | <b>Change Purchase Cycle for Technology Fee Departmental Awards</b> - Move to a cycle in which the awards, orders, and deliveries all occur in the same fiscal year for increased efficiency. Will result in 2 awards cycles in FY 13 and 1 per year going forward.   |