STUDENT TAB MEETING

MINUTES, FEBRUARY 28, 2013

Present: Mark Alexander, Greg Billings, Tim Boruff, Jonathan Jackson, Jason Smethers (for Sally McMillan), Drew Nash, David Ratledge, Joel Reeves, John McNair (for Michael Wirth)

SYLLABUS DATABASE

- Academic Affairs subcommittee in SGA has a proposal to create a syllabus database
- Objective: user-friendly site where students can search for specific classes and review past syllabi. Would be cool if could link to course catalog. To be maintained by SGA webmaster. Would like to have for fall semester. Would like it to be overseen by Dean of Students office. Dean Davis concerned that next SGA wouldn't see it as priority; would like to see it integrated with BB.
- What they want: Money and support from TAB.
- Reeves: Not sure whether it could be integrated into catalog; that's an off-site hosted solution.
- Smethers: This has been discussed in the Provost's office, with a plan to include syllabi in the course timetable, even sections of a course. Reeves: SGA is looking for historical syllabi. Smethers: Discussion of having syllabi available in the catalog / timetable as part of the SACS discussion. Alexander: Once have in timetable, can archive. Tough part will be getting from faculty. Doesn't think faculty will be responsive to SGA but will be to Provost. Billings: SGA currently has about 100 past syllabi; don't know if from professors or past students.
- McNair: Have you talked to other universities? Billings: Don't know. TAB has talked about a system where professors could create syllabi online and upload. Reeves: Blackboard or SharePoint could probably be used for this. Don't see significant expense to build repository. Would like to talk to BB people first.
- Smethers: Has been discussion on the faculty end about them having to be responsible for syllabi.
- Alexander: What would be the Dean of Students responsibility? Billings: Mentorship.
- Billings: Could SGA AA meet with Provost AA? Smethers: Will ask McMillan. Reeves: Offers to attend for OIT if desired.

WIRELESS

- Current plans:

Location	Equipment Cost	Facilities Cost
Alumni Memorial (completed)	$750	
Humanities Amphitheater	$6,000	$7,000
Presidential Courtyard	$3,000	$7,000
Circle Park	$2,500	$7,000
Ayres Hall	$12,000	$7,000
TOTAL	$24,250.00	$28,000.00

- Diagrams showing wireless access points follow
- Timeline will depend on whether can use existing poles or install new ones.
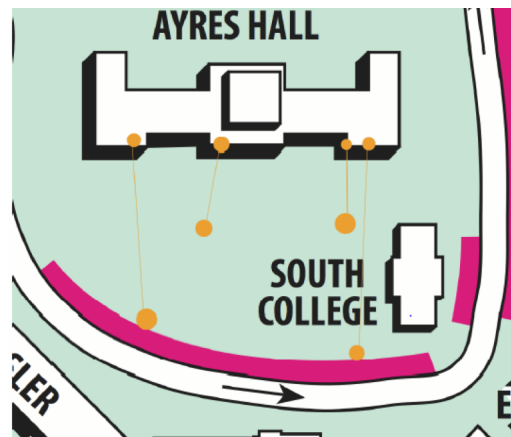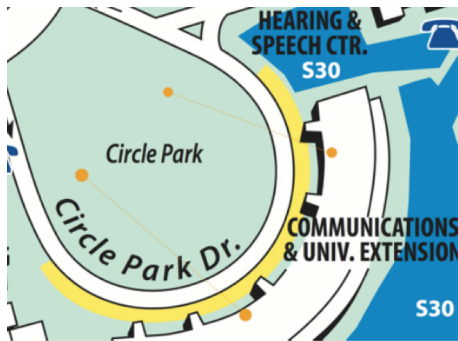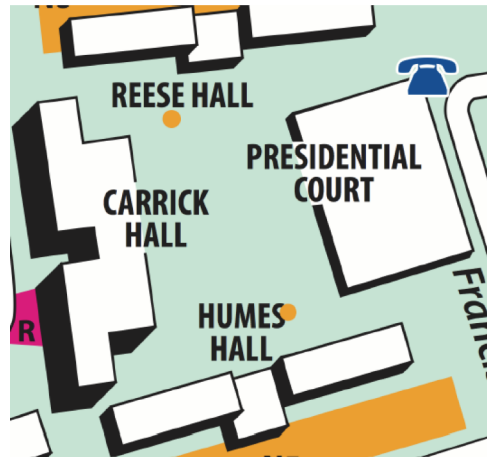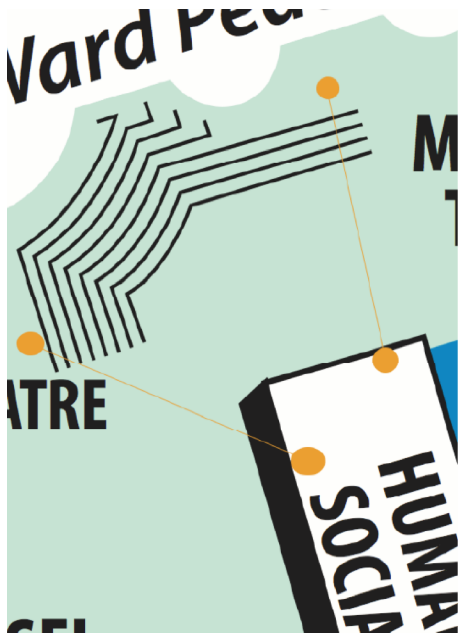
- Alexander: Sports field? Reeves: Under discussion. Building and immediate seating, but not far ends of the fields.
- Alexander: Bus stops? Reeves: TAB decided that was not a priority.

MOBILE STATUS

- In the waiting for review stage with Apple.
- Fee statement / pay fees scheduled for July, 2013
- Student Assessment of Instruction (SAIS) scheduled for July 2013

DEGREE AUDIT

- Looking at a vendor solution
- Wants to talk to MyUT people
- Jackson: Looks more organized; color coding pulls attention
- Nash: Are the course names links? Reeves: Yes. Would like them to go to UT Catalog, not to something within DARS. Jackson: Likes having usable classes listed in the report and having links to select.
- If we paid contract help, it's about 40 hours at about $200 / hour to set up. Putting in plan to look at once UTrack is solid; probably late spring.
- Nash: What about ability to generate PDF, so can run report and email it? Reeves: Not sure. Also looking at what we can do ourselves.
- Jackson: This is something to revisit when UTrack is working.

SEMESTER MOVE IN SUPPORT

- Text of SGA bill regarding semester move-in support:

  Whereas, Incoming freshmen are uninformed about the OIT HelpDesk currently stationed in the library, and

  Whereas, Freshmen are unaware of how services provided by OIT, such as Volprint, network registration, Volmail, Blackboard, and MyUTK, work or how to set them up, and

  Whereas, Freshmen are overwhelmed with events, unpacking, and transitioning into their college life, it is difficult for them to seek support in solving their technological issues during the first weeks of classes, therefore

  Be it hereby resolved, That The University of Tennessee's OIT HelpDesk will dispatch one or more teams during welcome week to freshmen residence halls to provide support for students. A team may cluster in Presidential Court to accommodate North and South Carrick, Reese, and Humes. These teams will be scheduled around the welcome week schedule to provide the most effective service to the residents.

- OIT ramps up services by 20-30% from Saturday before through Wednesday. Have reached out to Housing for space in Presidential; haven't heard back. If need additional staff, can look at that, or can reallocate.
- Billings: Senate Bill passed. The only thing negative was from a Hess Hall senator who wanted something set up in Hess Hall (but it's right next to the Library).
- Jackson: Some pushback from Massey and Clement senators who felt left out. Explained about the number of freshman dorms vs. other dorms. Bill stated that teams would be dispatched to "areas" occupied by freshman.
- Jackson: Travis Gordon has agreed to meet with SGA.
- Nash: 90% of questions during welcome week have to do with "how do I connect to the Internet?" If there was even one person in the building, that would help. Person could stay in the lobby; wouldn't have to go upstairs.

- So just want a friendly face? Or are people having trouble getting through to Help Desk? Billings: More a matter of showing them how to do it, walking them through it. Jackson: Welcome week phone queue gets very long.
- Reeves: Trying to think about staff numbers, where to get them, having to hire extras, how much expertise they'd need, giving the new students the best experience.
- Alexander: Realistically, a classmate or housemate could help. Could we draw from other groups? Reeves: Want to maintain our reputation. Jackson: That's why we want to talk with Travis. Billings: If it's just one person, at least someone is there. If that one person gets completely overloaded, next year we can budget for two.
- McNair: Recommend doing some expectation setting, what will be covered and what won't.
- Ratledge: Could there be some kind of training for people who will be in the dorms? Reeves: If we teach the three most common questions, the person will ask the fourth, and so on. Billings: Maybe train Tech Services on four or five most common questions.
- McNair: Ultimate goal is getting them to call the Commons with more questions. Alexander: And once they're connected, OIT can share their desktop. McNair: Figure out real goal – getting them online the first time. Boruff: Could you do a brochure? Reeves: The LifeSaver. Jackson: It sits in the residence halls, but no one picks it up. Billings: Having someone from OIT ready to help will give a good impression. Jackson: If you tell everyone to call in, they get negative connotation. Alexander: Again, dorm mates can help each other.
- Jackson: Concerning registration, newer devices with MAC addresses don't seem to show up in NetReg; have to call OIT and have the MAC manually entered. Something about the range of entries. Nash: Why can't just type in any MAC address, why have to select what kind of machine it is?   Reeves: Will follow up on that.

OFFICE 365

- Primary date and backup date. Waiting on Microsoft. Would prefer to do in May but may be required to change in March. They've provided a vendor for the transition; it's on their dime. If we go in March, it will be March 26, during spring break.
- Email would be on Office365 account; Skydrive on Microsoft account. Will both be NetID at LIVE. Initial password will be the same at the split. When have to change in 180 days, will be two passwords; one maintained by OIT and one by MS. This change is behind Reeves' preference to change in May.
- Ratledge: So changing NetID password will NOT change Skydrive password? Reeves: Correct.
- Billings: What about Gmail? Reeves: Opportunity here. Struggling with commitment to keep NetID@utk for life. Would have to get away from that for Gmail anyway. We need to know what you want the email address to be after you leave UT. FREX: Microsoft.utk.edu, or vols.utk.edu. Nash: votes for alumni.utk.edu. Reeves: Need one for each (MS and Gmail). Billings: what happens if send to @utk.edu after leaving? Reeves: It will bounce.
- Smethers: Can it be set up as a forwarding service? Former institution lets alumni use alumni.ku.org as a profile for forwarding; can go in and change the profile anytime. Reeves: Open to suggestions.
- How much heartburn at moving away from netid@utk.edu for life. Need two subdomains, one for MS and one for Gmail.
- Billings: No way to use utk.edu and have it forward? Reeves: Looking into it, but it's under the control of the vendor, not UT. While you're in school netid@utk.edu works, but once you leave, the account will be

controlled by the vendor. Saw some stats yesterday regarding percent of people accessing the accounts after leaving; it's only about 15%.

- Jackson: What features stay with the account after you leave? If I have all my email saved, I can still get in and view my email?
- McNair: What's experience with students and ongoing use of email? His sons don't seem to care so much about it and wonders what others find. Also, does it have to be UT branded? Jackson and Billings: We're not the best to ask; all my email forwards to Gmail. Send and receive from Gmail except for professors who only respond to utk.edu. First year after graduation likely to be most used, especially if still looking for work and dealing with Career Services. After a year or two will probably go to work account or gmail. Jackson: After graduate and get work email, but want to be able to split between work and personal. McNair: More of an affinity, gives the weight of the institution. Smethers: A year or five, yes. Billings: **What about leaving the netid@utk.edu address intact for a year to route to student-hosted mailbox and then disabling it, instead of moving to vendor system**. Reeves: Can't do routing to both boxes from one domain. Looking at a number of email options.
- Jackson: **What happens during transition between undergraduate graduation and graduate admission?** Reeves: Will look into it.
- Smethers: Are grad students on student servers or faculty/staff servers? What about GTAs? Reeves: Depends on primary affiliation.

OTHER

- Billings: **Can we change the pictures on the MyUTK page**? KAT is going away and that's the picture. Maybe Ayres Hall? Reeves: We can look into it.
- Jackson: **On MyUTK for students, there's the notice about graduation**. Can that be changed based on class information. Reeves: Was originally in the flexible information section, but no one was paying attention to it. Jackson: It takes up 90% of MyUTK when first log in. Reeves: Will look into it.
- Billings: The sign-out feature (to allow for a different username) doesn't work. Smethers: It's a browser option. Check with OIT Help Desk about the FAQ to change that setting. Billings: **The log-out feature does not work. If select "sign out" and then restart, it logs right back in to whatever the computer log in is. It's forwarding the computer credentials**. Reeves: Will look into it. (Further discussion after the meeting appeared to confirm that this is in fact a browser setting.)