

STUDENT TAB MEETING

MINUTES, JANUARY 31, 2013

Present: Mark Alexander, Greg Billings, Jonathan Jackson, Leanne McElhaney (for Joanne Logan), Sally McMillan, Drew Nash, Terry Nowell, David Ratledge, Joel Reeves, Jerry Riehl, Samantha Smoak, Michael Wirth

MOBILE APPS UPDATE: JERRY RIEHL

- Version 2 of UTK app (not available yet – screenshot is from test environment)
 - My UTK is integrated
 - BB Mobile Learn app is integrated (\$24k) so now free to users of UT Mobile App



- Was submitted in December to Apple store for approval and distribution; figure a few more weeks before it appears in the Apple store.
- **Question from Billings:** Android app? **Answer from Riehl:** Haven't seen it yet; Reeves will look into it.
- **Question from Nowell:** Will this have an iPad formatted version or just iPhone? **Answer from Riehl:** BB Learn will have full-screen version.
- **Question from Nowell:** In V3 will it have an iPad accessible format? **Riehl:** We'll look into it. **Nowell:** When My UTK is integrated, would be nice if were seamless between computers.
- **Question from Nash:** Does MyUTK run in the mobile app or launch a browser and go to a mobile version of the site? **Answer from Reeves:** Launches a browser. **Question from Nash:** So don't have to download app to get to mobile MyUTK. **Comment from Reeves:** BB not optimized for tablet. We'll keep pushing.
- What would you like to see?
 - **Nowell:** Transit, coming first of June. Having TransLoc system integrated when they come in. Then in orientation we could publicize the app and the transit component. Know it will take some doing to get all the GPSes synchronize. **Reeves:** Will talk to Mark Hairr and Jeff Maples. **McMillan** has talked to Melissa.

- **Reeves:** Touchnet coming, probably March (Pay fees etc. online)
- **McMillan:** SAIS integration? **Reeves:** What's the higher priority, filling out evaluations or seeing results? **Nowell:** Doing the survey online.
- **Question from Nowell:** Is there any way to run DARS in the app, have it generate a PDF?
Reeves: Will look at it. DARS is a package from 1992. Banner isn't robust enough to replace DARS (but integrates with DARS).
 - **Comment from Nash:** The DARS format is very frustrating, lost the "green for meeting milestone". Thinks the \$300,000 suggested for Lynda.com would be better spent on a better DARS .
 - **Comment from Jackson:** When new, hard to find completed material; when closer to graduation hard to find what isn't completed.
 - **Comment from Nash:** Printouts are huge.
 - **Comment from Nowell:** Hard to find courses that satisfy major requirement and gen-ed requirement.
 - **Comment from McMillan:** Possibility in one of the packages to map out a four-year plan. If use the tool, would help administration to know how many students want a given class at a given time.
 - **Question from Jackson:** Would Registrar's office be willing to adjust to variable demands? **Answer from McMillan:** That's departments, not registrar.

OFFICE 365 (NEXT VERSION OF LIVE@EDU)

- Coming soon; spring break migration (probably 1-3 days)
- What does that mean for students
 - Email and Calendar
 - Web Conferencing (Lync)
 - Office Web Apps
 - SharePoint Online
 - Websites
 - Team sites
- Integration of Skydrive, web apps in Cloud
- Sharepoint is good collaborative workspace; useful for organizations and workgroups
- **Question from Nowell** – will MS come to campus? **Answer from Billings:** No.
- **Question from Nowell** – will organization accounts be migrated? **Answer from Riehl:** No, student accounts only.

GMAIL

- Is this still something students want? Or will the migration to Office 365 suffice? When we went to Live@EDU the agreement was we'd get Live@EDU integrated and then consider GMail.
- **Nowell:** Common thing to say, "We want GMail," but not sure how many students are really passionate. It's free to university. Students won't complain about having another option.
- **Reeves:** make the choice once, won't move people back and forth between accounts.
- **Nowell:** most HS students have GMail accounts.
- **Reeves:** you won't get the MS integrated experience in GMail.

- Will have an access point in the main building. **Proposing, if TAB will support, adding wireless to main viewing areas (bleachers). Would run about \$15,000 to cover the given heatmap for 300-500 users.**
- **Jackson:** would be worth it, students watching students playing, use social media sites to update scores, send pictures, notify the general population of what's going on. Students accustomed to wireless everywhere else.
- **Jackson:** when could that be done? **Reeves:** not sure; pushed back because of weather. Targeting spring break. **Alexander:** Don't expect to see much usage until fall. **Nowell:** Are there buses? Had a plan for buses, but that was for January and KAT not accommodating. If ready by fall should be fine.
- **Alexander:** Why exponential cost increase for more? **Riehl:** Type of equipment, how to set up, stringing access points without much infrastructure.
- **Nowell:** Have signs, or a map or diagram, showing where the wifi access areas are. **Alexander:** Make that suggestion to Rex Pringle.
- Additional needs / interests
 - Sheltered bus stops. **Billings:** Is there not enough bleedover from the buildings? **Alexander:** That would encourage people to sit at the bus stop to use the wifi rather than to get on the bus. Unless it's continuous on the buses, don't bother. **Nowell:** On the bus would be really great, but we've stepped back from that because of cost. **McMillan:** if we have the app, will students be able to see when the bus is coming if no wireless at stop? **Nash:** Usually bleedoff from a building. **Jackson:** Maybe just do a heatmap at the bus stops and see what's already there.

COLLEGE / DEPARTMENTAL AWARDS

- Overview of awards process
 - In FY12 asked for a five-year plan; looked at a formula based on average year awards, FTEs, many other factors, to come up with dollar figure. Colleges got a dollar figure and were told to plan accordingly.
 - This year wants to go into reserves for about \$1million. Didn't give colleges a dollar figure. Maybe do some catch-up this year. We didn't even spend the whole million last year.
- Some changes along the way
 - Accomplishments (Impact?)
 - Plan Update (Alignment with Vol Vision)
 - Request (Itemized list for FY14)
 - **Reeves:** chance to update a five-year plan is a blessing. With TAB's approval, want to line money up with increasing graduation rates. **Jackson:** Would updates be required to get money? **Reeves:** Want to see how requests line up with institutional goals.
 - **Riehl:** Asking "what did you do and what impact has it had" on teaching and learning, student success? **Wirth:** Great to break out of fixed amount of money. Good to get impact assessment.
 - **McMillan:** Be realistic about what we can assess; if can align with VolVision even better. **Riehl:** Not asking for full-on surveys etc.; accepting even anecdotal information about what was done and what effects were found. May need to do prioritizing of line items; not sure. Will see how it shakes out.
- Timeline
 - Due April 1, 2013; review by TAB at 4/25 meeting

BB LOCAL HOSTING

- Decision to drop the managed hosting model where we pay BB to stand up and manage servers, provide bandwidth and storage. Looked at costs and what we were getting. Decided we could do it better. Have always struggled to get access to the data, to look at student performance metrics. Bringing that in-house will give us total control of the environment. Expect to see performance gains. **Wirth:** When there's a problem, it's on us? **Reeves:** Tired of seeing the system drop out on Monday morning; tired of getting unexpected bandwidth bills. Can add staff and still see savings. **Riehl:** Granted we have a very large instance of BB that's heavily used. But every year we get "out of contract guidelines" or "need to pay for more users". **Reeves:** Those cost money even here, but we will see savings. **Riehl:** Will go live with MiniTerm because so few activated courses, and minimal usage. But we can talk about it. Not a high-risk scenario.
- Will do a clean install. The existing databases are chock full of "stuff" from six versions ago, and they collide from time to time. Will archive everything; will install any archives that people want. But want to start with a clean install, clean database. That alone should show performance improvements.

GRADESFIRST

- Will replace AdvisorTrack, TutorTrack, and Early Alert as the Student Support System for the campus.
- Features:
 - Advising Management
 - Tutor Management
 - Early Alert
 - Online and Kiosk Appointment Scheduling
 - Enhanced documentation and tracking
- Student Success bought this to replace existing separate systems. Athletics has been using GradesFirst for a year or two and really likes it. Features listed in PPT. More granular in terms of advising centers and advisors being able to share information. More efficient and effective. Students can schedule online, show up and swipe card, queue will be notified. Ruth Darling's group very excited. Very close to final contract. Have been working with GF and implementation group.
 - **Nash:** What is Early Alert? **Riehl:** A home-grown system to catch a number of criteria for first-year students (are they coming to class, do you see any at-risk) and students receiving Title IV financial aid because they are required to attend class to receive funding.
 - **Jackson:** When will this launch? **Reeves:** Fall 2013 at the earliest.
- **Nowell:** Will the one-stop-shop be ready by fall? **McMillan:** Asked for an update today. Physical space supposed to be in Library. Told still on green for project plan. **Reeves:** OIT is building a one-stop counselor dashboard, counselor version of MyUTK. **McMillan:** Office of Communications working on the web interface for a one-stop. Web presence should be done by orientation; physical space by fall. Have hired four counselors; they're in training and answering calls.

UTRACK

- Features
 - Additional tools to keep students on track to a degree.
 - Applies to admitted students for Fall, 2013 and beyond.

- Leverages DARS, but is a different type of audit based on milestones by relative term.
- **McMillan:** Much data mining done by College of Business to identify milestones. We really are on track for completion, testing, and training. **Nowell:** Originally was a lot of talk about a problem for students who keep trying and keep failing. **McMillan:** That's still a problem. We've looked at a whole lot of data, both successful and unsuccessful students. Repeatedly beating head against wall is not good strategy. If fundamentally unprepared, need to have that conversation with the student about their ability to succeed. One thing we haven't communicated enough is that this is not just a technology tool; it's a fundamental shift in the admissions process, a different message. If the college says the student isn't prepared, rather than admitting them and putting them in "university undecided," taking a different strategy of admitting directly into majors.
- **Nowell:** What about concentrations? **McMillan:** Not admitting into concentrations. For example, would come in as Biology and get Biochem concentration later. Still possible to come in as Undecided, but will get more direction toward getting focused. E.g., "Communication exploratory" before deciding on journalism vs. advertising. So about helping students succeed, and recognize when they're not on the right path.
- **Nowell:** Will UTrack integrate with HOPE scholarship? **Reeves:** No, they're not tied together. Some colleges have milestones that are fundamentally the same as HOPE scholarship milestones. **Nowell:** Main concern with that is, for instance, got to senior year and realized couldn't graduate on time because would need to take too many hours and would go over HOPE. Can UTrack help with that? **McMillan:** Those would be milestones, "You need to do this," help people get on track. That won't happen in fall 2013.
- **Nowell:** What about double majors? **McMillan:** Tracking will be for first major. Working with DARS to allow double-majors.

LYNDA.COM

- Offers enterprise level agreement for huge list of online learning products. Cost of enterprise agreement is \$110,000 / year with three-year agreement. We could do this with current tech fee structure.
 - **Jackson:** Discuss again next meeting.
 - **McMillan:** Would this affect IT Training group? **Reeves:** Would supplement rather than supplant.
 - **Nowell:** Academic programs? **Reeves:** No, not the stats packages, but OIT training covers those.

QUESTIONS / SUGGESTIONS

- None