STUDENT TAB MEETING

MINUTES, OCTOBER 25, 2013

Present: Joel Reeves, Mark Alexander, Greg Billings, Jean Derco, Jonathan Jackson, Joanne Logan, Leigh Mutchler, Drew Nash, David Ratledge, Matthew Riley, Aghala Uppal, Sally McMillan

APPROVAL OF SEPTEMBER 2013 MINUTES

- Jackson moved, Billings seconded, motion carried and minutes are approved

GRADUATE STUDENT FEEDBACK

- Matt Riley sent questionnaire to graduate students (224 responses and 89 personal emails). Some interesting perspectives from people who started in one program, and switched to another, and who talked about differences among buildings. Will send out spreadsheet with survey responses.
    - Communication from OIT is an issue
    - Asked about wireless internet; 72% said was fine. But answers are building specific.
    - Asked about audio / video technology in classrooms; received many responses from GTA perspective (cables missing, don't know what's in the room).
    - Asked about use of institutionally licensed software; people don't seem to know what's available.
    - Asked about computer Labs, scanning and printing capabilities; in addition to the online responses received 34 emails. Seven buildings have no labs or the labs don't work
    - Asked about Office 365; received 75 emails saying how horrible it is
    - Asked respondents to rank services in order of importance
        - Ranked 1st – wireless
        - Ranked 2nd – institutionally available software
    - Asked what software that people want:
        - Adobe and Office – would be willing to increase the TF to get access to Adobe and Office
        - SAS, Endnote, Sigma, Stata, NVivo, Origin (used for complex scientific graphing) ...
        - Again, a communication issue; people are asking for software that's already available
    - CD Burning is an issue in the labs and Libraries
    - Projectors in conference rooms aren't all the same model
    - Z: drive – respondents want more space
    - Respondents complained about printers and scanners that don't work
    - Respondents asked for lower printing costs
- Riley has been analyzing the questions, e.g., if answer Question 1 a certain way, how were other questions answered
    - If didn't have access to printers, generally negative on all answers.
    - Seems to be building / department specific.
- Communication, especially regarding software. Comment that navigation of software site is painful.
- Reeves: Tech Fee website is publicly accessible. Lists the committee, FAQs, and success stories; has direct link to software page. OIT sends out *IT Weekly*. Riley: Graduate Student Senate willing to act as a vector for communication.

- Derco: OIT has been placing ads in the *Beacon* every week. Also, if Riley will send list of GSS reps to Derco, she will send them invitations to subscribe.
- McMillan: How should we communicate with you? Answer from Riley: GSS Reps getting information out to their departments. Grad Students actually read it when the GSS rep sends something.
- Question from Riley: Any site-licensed survey tools? Reeves: Qualtrics and SharePoint.
- Question from Ratledge: Anything about 3D printing? Riley: One response mentioned it.
- Reeves: On annual survey, student satisfaction with wireless went up .5 on a scale of 5. Will structure next survey to be similar to TechQual so can compare to peers.

MICROSOFT OFFICE FOR STUDENTS

- Need to verify that our current faculty / staff licensing will make us eligible for MS Office 365 for students (up to five copies per student, while here on campus – downloadable suite, not cloud version). If everything works out, it will be available December 1.   Will advertise once confirmed.

GMAIL/GOOGLE APPS UPDATE

- Still waiting on Google to put necessary privacy clause into contract; should happen in next 10 days.
- Talking to about 300 people with existing Google accounts w/UT to merge their accounts.
- Targeting spring for all students.
- Faculty and staff will have Google Apps available, but not Gmail.

BUDGET 2014

UTK TECHNOLOGY FEE		
FY13 Actuals & FY14 Budget		
EXPENDITURES		
	FY13 Actuals	FY14 Proposed
Labs	1,264,853	1,039,300
Wireless	194,015	200,000
Help Desk	842,744	466,000
Mobile Applications	99,419	110,000
Course Delivery	486,695	479,450
Messaging & Collaboration	233,025	250,000
Research Support	472,100	430,000
Applications		59,850
Systems		266,000
Instructional Development Technology	360,869	366,000
Non-OIT Services & Special Projects		
College & Academic Unit Awards	920,319	2,201,800
Tech Fee Projects		433,400
Footprints and Bomgar	351,058	
Utrack	130,406	100,000
Adobe Software License (Creative Cloud)	177,954	
Grand Total	5,533,456	6,401,800

- Comments
  - Applications and Systems costs are programmers, DBAs, and admins who build and manage applications and servers. Some of these costs were pulled out of other line items.
  - College and Academic Unit Awards is a larger line item this year because committee agreed to dip into reserve account. See the success stories on the Tech Fee website.
  - Phase II support of UTrack is being pushed out.
  - Adobe Creative Cloud is in the labs. Enterprise agreement is for UT owned machines only. Working with Technology Store and Adobe for discounted retail rate. Also that price is for three years.
  - Mobile apps, working to reduce the budget somewhat.
  - Research support is partially recovered from other campuses.
- Alexander: How much of the $6.4 M is reserves? Reeves: $1.2M
- Logan: Where does training money come from? Derco: Tech Fee pays part of student training (under Instructional Technology), but E&G pays some of it. Reeves: There are a finite number of positions supported by Tech Fee; the rest are E&G.
- McMillan: Why is help desk so much less expensive this year? Reeves: Some of the back-end support has been moved from Help Desk to Applications and Systems; those are new line items.

NEW BUSINESS

- Jackson: Student Senate asking for chargers for laptops and phones to be rented out in Commons. Reeves: Will look into it.
- Nash: How will Google/ Office 365 work? Reeves: Will choose one for email, have access to both sets of apps.
- Ratledge: Lynda.com? Reeves: This group didn't want to pursue it last year. Annual subscription at enterprise level was about $100,000 a year. If this committee does choose to fund a Lynda.com subscription, would need to drop something else to balance the budget.
- Logan: Any analytics on training? Reeves: Need to do a better job on that. Staff satisfaction was 4.0/5, student 3.96, faculty 3.46.
- Nash: Have Mobile MyUTK, Mobile Blackboard, Touchnet, do we have Mobile Banner? Reeves: It's in process. We licensed it and are working to stand it up. This group is not paying for the Transit app; that's coming out of parking. Also working on Elucian (which owns Banner). That'll be for online registration and drop/add, and for unauthenticated information like maps.

MEETING ADJOURNED