STUDENT TAB MEETING

MINUTES, SEPTEMBER 19, 2013

Present: Joel Reeves, Tim Boruff, Jean Derco, Jonathan Jackson, Tom Ladd (for Steve Mangum), Leanne McElhaney (for Joanne Logan), Leigh Mutchler, Drew Nash, David Ratledge, Matthew Riley, Adam Seal, Jason Smethers (for Sally McMillan), Aghala Uppal, Justin Walpole

INTRODUCTIONS FOR 2013-2014

- Joel Reeves, Assistant Vice Chancellor and CIO, Office of Information Technology
- Jonathan Jackson, Junior in Computer Science
- Aghala Uppal, Freshman in Computer Science
- Matthew Riley, GSA representative, Comparative and Experimental Medicine
- Justin Walpole, Sophomore, Business Analytics
- Tom Ladd, Associate Dean and Professor, College of Business Administration, for Dean Steve Mangum, College of Business Administration
- Tim Boruff, Associate Director, Division of Student Life
- Jean Derco, Executive Director, Office of Information Technology Support Organization
- David Ratledge, Associate Professor, Libraries
- Drew Nash, Senior in Computer Science, second year on TAB
- Leanne McElhaney, Business Manager, College of Agricultural Sciences and Natural Resources, for Joanne Logan, Associate Professor, Biosystems Engineering and Soil Science
- Jason Smethers, Coordinator II, Office of the Provost, for Sally McMillan, Vice Provost for Academic Affairs, Office of the Provost
- Adam Seal, Junior in Computer Science
- Leigh Mutchler, Lecturer, Accounting and Information Management

MEETING SCHEDULE

- Reeves's assistant, Marilyn Butler, is working on the schedule. This semester looks like meetings will be Friday afternoons in 605 Hodges Library.

2013 INITIATIVES

- Wireless
  - o 25% increase in access points in academic and administrative buildings
  - o Outdoor wireless at AMB, Humanities, and Presidential has been completed
  - o Outdoor wireless at Circle Park, Ayres Hall is in process
  - o Deployed Distributed Antenna System (DAS) to facilitate wireless communication in high-density areas (Neyland Stadium)
  - o **Comment from Nash**: Has not observed any issues with wireless; has not heard of anyone else having issues.

- o **Comment from Walpole**: Is seeing wireless problems in dorms, specifically Andy Holt Apartments. Notes that there are three or four each of XBoxes, laptops, and smartphones all using wireless. **Response from Reeves**: We have maxed out the possible number of wireless access points in the dorms, and recommend using wired connections whenever possible.
- Mobile
  - o BIG Orange in your pocket (designed by Creative Services) – available for Android and Apple
  - o Three Blackboard products have been licensed: BB Mobile, BB Learn, BB Collaborate
  - o Mobile MyUTK (developed in-house, HTML 5 web interface, not an app).
  - o Total mobile was a bit over budget for FY13
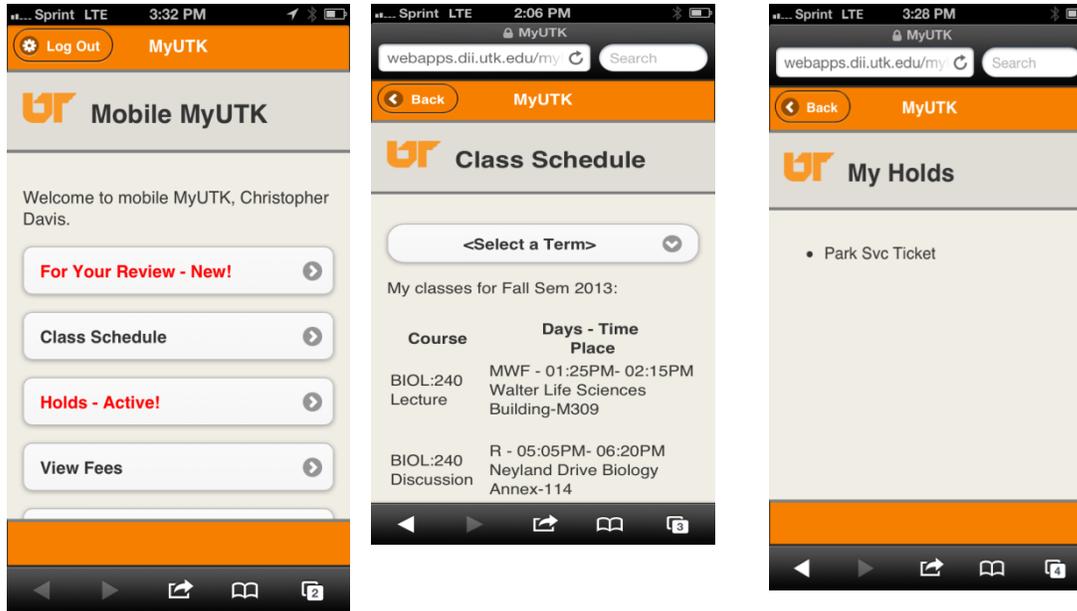
- o The bus location app is being paid for by Parking Services
  - o Housing would like some mobile apps; presumably that department will pay for the development
  - o Banner and Drop/Add apps will depend on work being done in other systems
- DARS and uTrack
  - o DARS display has been modified – some color coding, some reformatting – to make it easier to interpret
    - **Comment from Nash**: Has heard several compliments on new layout.
    - **Comment from Seal**: DARS looks outdated. Other schools have better programs; Vanderbilt uses Flash and drop-down menus, color coding, displays of what has been completed and what can still be taken.
    - **Comment from Reeves**: transition to other products is expensive and has a steep learning curve. Will look into it, but will not promise a change.
    - **Question from Ladd**: Will DARS get better with move to uTrack and Banner?
    - **Response from Reeves**: Transition is going to take a lot of discussion; need to consider options. UT is looking at a similar degree audit for graduate school; on the other hand, graduate school paths are unique, so it's hard to audit. Will talk to the appropriate people regarding ease of use and Top 25 initiative.

- **Comment from Smethers**: Would tie into Top 25 because students would readily be able to see what is still needed. With uTrack, one advantage (and disadvantage) is that it's being phased in. uTrack is more specific and has some dashboard features.
  - uTrack has been initiated beginning with incoming freshmen. This is part of the Top 25 initiative.
    - Students entering uTrack are required to select a major.
    - OIT worked extensively with faculty for milestones and progress steps; have built out five to eight semesters for every major offered at UTK.
    - Have run first predictive analysis and about 98% of students in uTrack are on track.

DARS OLD FORMAT

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NO      SENIOR COLLEGE RESIDENCY REQUIREMENT

  -     A MINIMUM OF 60 SEMESTER HOURS MUST BE TAKEN
        IN RESIDENCE AT AN ACCREDITED 4-YEAR INSTITUTION.
        FUTURE TERM (RG) COURSES ARE EXCLUDED FROM THIS COUNT.
          41.00 HOURS APPLIED
IN-P ---> 12.00 HOURS
        NEEDS:   7.00 HOURS

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NO      UT RESIDENCY REQUIREMENT

        THE LAST 30 HOURS MUST BE TAKEN IN RESIDENCE
        AT THE UNIVERSITY OF TENNESSEE
        ---- THIS REQUIREMENT STATUS WILL REMAIN 'NO'----
        ---- UNTIL THE FINAL EVALUATION HAS BEEN MADE.----

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OK                      TENNESSEE STATE LAW
             AMERICAN HISTORY REQUIREMENT----SATISFIED

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            ---- TOTAL HOUR/GPA REQUIREMENT -----

   THE 'NEEDS HOURS' VALUE REFLECTS THE HOURS NEEDED TO
   REACH THE TOTAL OF 120 AND DOES NOT REPRESENT A SUMMARY
   OF ALL THE HOURS NEEDED TO MEET REMAINING REQUIREMENTS.
   FUTURE TERM (RG) COURSES ARE EXCLUDED FROM TOTAL HOURS.

NO      STUDENT MUST COMPLETE 120 HOURS AND HAVE
        BOTH A CUMULATIVE GPA AND UTK GPA OF 2.00
    EARNED: 41.00 HOURS
IN-PROCESS: 12.00 HOURS
--> NEEDS:  67.00 HOURS

   +  1) A CUMULATIVE GPA OF 2.00 IS REQUIRED
         YOUR CUMULATIVE GPA CURRENTLY IS:
                                            3.59 GPA
         NEEDS:                         2.00 GPA

   +  2) A UTK GPA OF 2.00 IS REQUIRED
         YOUR UTK GPA CURRENTLY IS:
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DARS NEW FORMAT

✔ SENIOR COLLEGE RESIDENCY REQUIREMENT

    +   60 OR MORE HOURS HAVE BEEN COMPLETED
       IN RESIDENCE AT AN ACCREDITED 4-YEAR INSTITUTION.
       (60.00 HRS COMPLETED)
IN-P ---> 13.00 HOURS

✘ UT RESIDENCY REQUIREMENT

    THE LAST 30 HOURS MUST BE TAKEN IN RESIDENCE
    AT THE UNIVERSITY OF TENNESSEE
    ---- THIS REQUIREMENT STATUS WILL REMAIN 'NO'----
    ---- UNTIL THE FINAL EVALUATION HAS BEEN MADE.----

✔ TENNESSEE STATE LAW
AMERICAN HISTORY REQUIREMENT----SATISFIED

✘

          ---- TOTAL HOUR/GPA REQUIREMENT -----

    THE 'NEEDS HOURS' VALUE REFLECTS THE HOURS NEEDED TO
    REACH THE TOTAL OF 120 AND DOES NOT REPRESENT A SUMMARY
    OF ALL THE HOURS NEEDED TO MEET REMAINING REQUIREMENTS.
    FUTURE TERM (RG) COURSES ARE EXCLUDED FROM TOTAL HOURS.

**STUDENT MUST COMPLETE 120 HOURS AND HAVE
BOTH A CUMULATIVE GPA AND UTK GPA OF 2.00**

    EARNED: 60.00 HOURS
IN-PROCESS: 13.00 HOURS
--> *NEEDS: 47.00 HOURS*

    + 1) A CUMULATIVE GPA OF 2.00 IS REQUIRED
       YOUR CUMULATIVE GPA CURRENTLY IS:
                     3.71 GPA
       NEEDS: 2.00 GPA

UTRACK FORMAT

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PREPARED: 08/14/13 03:30PM                                    890-10-2515
Volunteer, Smokey Dog
PROGRAM CODE: T-AS-POLS                          CATALOG YEAR: FA2013
          uTrack - Political Science Major - General Concentration
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▼▼ Open All Sections ▶ ▶ Close All Sections   🖶 Printer Friendly

**** AT LEAST ONE REQUIREMENT HAS NOT BEEN SATISFIED ****

▼   Current Tracking Term

   +   ***
             YOU ARE CURRENTLY IN TRACKING TERM 2
        ****

▼ ✔ Tracking Term 1 Requirement

   + 1) Complete at least 12 credit hours
         179.00 HOURS APPLIED

▼ ✘ **Tracking Term 2 Requirement**

   - *1) Complete ENGL 101*
         SELECT FROM: ENGL 101,118,131

▼
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      Tracking Term 3 Requirement

         1) Complete at least 36 hours by the end of the term

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      Tracking Term 4 Requirement

         1) Complete ENGL 102

         2) Complete POLS 101 (honors 107) and 102

- Research Software
  - Added Wolfram Mathematica 9, Qualtrics Surveys, and ATLAS.ti; funding came from having other UT campuses pay for their share of access to software licenses. These three programs are available for download; many others are available on apps.utk.edu
- Gmail and Google Apps, as an alternative to Microsoft Office Live for student email
  - Have to maintain netid@utk.edu ; working on issues with directory
  - Google position on privacy – Google has said in court that there is no expectation of privacy for email. Reeves and UTK have to be sensitive to FERPA and other privacy laws. Working with Google and General Counsel's office to add a clause regarding privacy to the contract agreement.
  - Method of initial provisioning -- easiest way will be to start everyone on Microsoft and let people change to Google as desired. Will have the ability to change back and forth, but it will be the user's responsibility to move his or her own email archives. Will be testing of transition between systems

- o   Goal – Spring semester launch
- o   Goal – allow students access to both Google Apps and MS Office Live simultaneously; other schools do provide both.

NEW WEBSITE

- http://techfee.utk.edu; password protected
- Cleaning up the FAQ; removing outdated questions
- Added success stories about how Tech Fee is being used
- Section on College and Departmental awards
  - o   In 2013 used Tech Fee reserves to fund an additional $1.2 million in projects, and the departments have been very happy about that

NEXT STEPS

- Graduate School needs
  - o   **Comment from Riley** - Sent out questionnaire, has received 27 responses. Top three concerns:
    - Grad students pay same fees and don't see anything for it. Wireless, Mobile, and DARS are not applicable to grad students. Grads don't use BB or mobile the way undergrads do. Understands they are important, but more to undergrads.
    - Email, outlook is nonfunctional for grads because of large amounts of data; can't download attachments all at once. Office 365 has removed a lot of useful functionality.
    - None of the listed research software is used by grad students. Need DNA-STAR; have seven licenses on Ag Campus alone. MicroGST and NIMBIOS are on Newton cluster but students need access on their own computers.
  - o   **Comment from Ladd**: Teaches in Grad School.
    - Some of the software, especially Qualtrics, does apply to Business GAs. Nearly every social science CBA grad uses Qualtrics.
    - Maintenance of apps@utk very useful in graduate education, especially for more powerful programs.
  - o   **Comment from Riley**: That's why needs to hear back from other graduate students; he's heard mostly from life-science.
  - o   **Comment from Reeves**: We have a lot of MATLAB modules available for download.
  - o   **Comment from Smethers**: Can be a communication issue. E.g., not everyone knows about Qualtrics, because we just acquired that. Also speaking for College of Communications; each of the schools has license for Qualtrics and SurveyMonkey; now can save money by using university license.
  - o   **Comment from Riley**: agree on communication. Was IT worker for DOD; DNA-STAR used to be required, now other higher end software is being used. Need to change from year to year.
  - o   **Comment from Reeves**: We send out OIT survey every spring and respond to the results. If things are program-specific, ask your college or department to make a request through the departmental award program.
  - o   **Comment from Riley**: Has heard stories about professors buying individual software licenses to increase their grant awards, rather than working with university to leverage economies of scale.

- Football tickets
  - **Comment from Walpole**: have to print out ticket, take it to the stadium, show ticket and ID. Other sports have card swipe only.
  - **Response from Reeves**: Because of assigned seating in football. Wireless connectivity required at gates would be problematic in such a venue.
  - **Response from Boruff**: Vendor is looking into having ticket on phone and scanning, but it's not reliable yet.
- Office 365
  - **Question from Nash**: Are students getting the free version of Office 365, and has UTK looked into getting the paid version? Do we have a service level agreement for support?
  - **Comment from Reeves**: Bookstore charges $80 for four years for Office 365 subscription. Can look into paid version. Support is pretty much the same commitment as for paid version. Have stayed away from using Tech Fee money for MS Office, because students can purchase MS Office once and use it for years, whereas if we license Office 365, it's only available to the student while at UTK.
  - **Comment from Riley**: HelpDesk told him that Microsoft Home Use Program is available to students, as well as faculty and staff.
  - **Comment from Reeves**: Believes that is incorrect, that MHUP is only for faculty and staff.
- Adobe software
  - **Comment from Reeves:** Have licensed Adobe Creative Suite, Adobe eLearning Suite, and Adobe Acrobat for use on university-owned machines, including lab machines. Did not license for apps@utk or for student download.
- High-speed internet
  - **Comment from Reeves:** working with ORNL on a 100GB internet connection for research.

MEETING ADJOURNED