STUDENT TAB MEETING

ATTENDING

- Joel Reeves, Sally McMillan, Steve Mangum, Aghala Uppal, David Ratledge, Drew Nash, Matthew Riley, Greg Billings, Jean Derco, Joanne Logan, Mark Alexander, Leigh Mutchler, Steve Mangum

LYNDA.COM – RICH CORSETTI FROM LYNDA.COM

- What Lynda.com is / overview of website
    - Video Library of many subjects – software to hardware to business skills to "soft" skills
    - Anyone who has a license can view any video
    - Can use search bar and filters to see information about courses such as skill level and duration
    - Click on course for more detail, course introduction, and table of contents – can view through the whole video or jump to any section of the course
    - Transcript allows jumping to any section also
    - On-Demand, can read, can listen, can review transcript – highlight follows the video
    - Can go for a comprehensive training or a quick answer
- Different ways to approach the content
    - Recommendation engine based on what you've already searched for, viewed, etc.
    - Scrolling through lists
    - Reviewing reports to see who's accessed different areas, e.g. for HR, professional development, course credit, certification
- Q&A
    - Is the app as fully featured as the website? Answer: The mobile app is not 100% as capable as the website, but for the most part you can access all content, search, download for offline viewing. Administrator reporting not available in mobile app.
    - If a student downloads a module to mobile, sets to offline, will it sync up with online? Answer: Yes, once reconnects it will be picked up and their personal profile attributes will be updated to show what has been watched, bookmarks, playlists, progress, etc.
    - From student perspective, what about something like Khan Academy that's free and doesn't require registration, has worksheets and assessment, what are the advantages of Lynda over that? Answer: We're currently working on assessment. Our advantage is the breadth of material, quality of the content, and the overall user experience.
    - Do playlists integrate with anything else, can it be exported into e.g. Blackboard? Answer: Beta testing LMS integration. Still some quirks. Basic premise of making Lynda.com accessible through LMS is there; we're a few months away from more advanced elements. Part of the issue is that each LMS is different, with different installations and permissions, and so on. At minimum, can share created playlists.
    - Who are content providers? Who creates the modules? Answer: All done in-house. Authors can be from anywhere – experienced users, experienced teachers, screened for a good match, then brought in house to record and produce.

- o Have been using L.c for years in classroom; can only get five tutorials at a time. If bought campus wide would all tutorials be available to everyone? Answer: The classroom does limit access because of the greatly discounted rate, and because a class is generally limited in content. Every other subscription offers unlimited access to all material.
  - o If just doing for a classroom, used to be that the professor had access to all tutorials, not just five. That was helpful because could look through and evaluate courses to put on list. Answer: Anyone who wants can come to website and look at the courses; about 10% percent of the content is free to anyone without registration or subscription.
- Jean Derco has contact information if anyone thinks of more questions later.
- Any comments
  - o Where is TAB now? Answer: Under evaluation. $125,000 / year. Hasn't been pushing hard for it.
  - o Riley: Check out Khan Academy as a similar, completely free service.
    - Question: Is the quality as good? Answer: It's completely open but every course is reviewed. Has hundreds of thousands of exercises and thousands of assessments. Tracks progress in courses.
    - Question: Does it have the same programs? Answer: Has Office, Photoshop, and programming. May be random about what content is available. Has found everything he's looked for. Has feedback option to contact for more information.
    - Is it searchable, does it have tutorials? Answer: Yes. Just look at it; it's free.
  - o Not making decision today; taking feedback for now.
  - o Lynda has a consistent look and feel. Does Khan? Answer: All videos are rated by the people who've taken then. If there are exercises, it's probably a university course.
  - o Journalism has licenses; not sure if they're open or limited. One new faculty member loves it.
  - o Another notes that her graduate students all rave about Lynda.com (online distance students).
  - o College of Architecture and School of Art are interested.
  - o Faculty member who teaches Graphic Design in Architecture; has students pay for it ($35/semester) for five tutorials. A tutorial could be anywhere from 1-20 hours.
  - o Faculty member says uses in Foundations, Video Production, Graphic Design. Hasn't looked at Khan Academy. Doesn't need course content, needs technology training so doesn't have to spend time in class. Needs something like Lynda.com to get off the technology treadmill. Students pay a lab fee that feeds into paying for Lynda.com as well as for expendable materials.
  - o From student perspective, free Khan Academy with access to other educational materials is a much better use of student Tech Fee money. Khan Academy has ample technology resources as well.
  - o Lynda.com seems better organized than Khan Academy. Response: Much easier to search once you create a profile. Has different links for different categories of users.
  - o Landscape Architecture had a relationship with Lynda.com. Was able to curate courses, very much an inverted classroom, could spend his time more in disciplinary focus rather than tech focus. Students are new to Lynda this fall; asked if would be relevant. Got comments like "because so much free stuff, harder to find quality, spend time and find tutorial isn't useful to them." As an instructor, Lynda.com easier to work with.
  - o Agrees that is a limitation of Khan Academy; may not be easy to find with a search.
  - o As a student would use Lynda.com when frustrated; for example wants it to be easy to find a specific set of instructions in Excel.

- What would be the limitations at that price? Answer: All students, faculty, and staff would have access to all tutorials. But agrees with Matt that takes a lot of functionality to add up to $110,000 per year.
  - Check how much is being spent now by individuals through lab fees, or departmental subscriptions.
  - For individuals, it's $25/month or $375 / year. Only takes 350 students using it to hit $110,000 at that rate.
  - Do students want more? Answer: Yes, and they use the programs in other areas of their studies.
  - Looks easier to use in class, organize and integrate into a class.
  - Might also be useful in tutorial centers; they might want to have access.
  - Increasingly we're up against faculty needing to update their skills; having a system like Lynda would help.
- Any volunteers for a committee to document Pros and Cons. Riley notes that Khan is already there and free; should evaluate Lynda on its own.
- Notes that HR offers training as well.
- Billings – if we wanted Lynda it would have to go out for bid; what are other alternatives? Derco says Atomic Learning has been mentioned. Will also look into Khan Academy.
- Uppala – question about having to be onsite to log into Lynda.com? Answer: Will look into it.

APPROVAL OF NOVEMBER 2013 MINUTES

- Will send out minutes and approve next month

MICROSOFT OFFICE STUDENT ADVANTAGE

- Has rolled out MS Pro Plus for students this week. NOT "free," but "at no added cost because we buy Office for faculty & staff."
- Wanted it for first week of classes
- Lots of calls and discussion; so far seems to be very well received
- Question: Where do students go to get it? Answer: Go to http://oit.utk.edu/ , then "Get Help," then "OIT Knowledgebase" and search. Or go to your Office 365 account. Or read the helpful email that OIT sent out, with links.
- Riley: much positive feedback from graduate students
- Question: Is Visio included? Answer: No, it's not part of the Office Suite.
- Question: Does this suite install on computers prior to Windows 7? Answer: Not sure. XP is going away in April. Have them call the Help Desk.

RESEARCH SOFTWARE – SEE SPREADSHEET AT THE END OF THESE MINUTES

- Some software can download to any computer; some only to UT computers. Some on apps, some have to download from the vendor with a UT key.
- Have stats about how many local downloads and how many accesses on apps.
- Looked for educational prices or lowest user prices to compare to "retail value."
- Separated by type of software (statistics, science/engineering)
- We do get money back on some programs from other campuses.

- Some software did come up with negative numbers, e.g., ATLAS.ti and NVivo. On the other hand QDA Miner has a net value approaching $175,000.
- Qualtrics (surveys) is very heavily used and downloaded. LabVIEW is used at the lab level more than the personal level.
- Endnote is very popular.
- Matlab is incredibly popular with a high retail value and therefore a high net value.
- If you look at all research software together, $13.65 per student tech fee per year (fall+spring).
- Shows power of purchasing in bulk.
- Compare to cost of Lynda.com; if enough people use it, the cost per person becomes very reasonable.
- Question: Do you have any count of unique students using software? Answer: working on download site to get better granularity. Comment: Would be useful to know how many different students are affected by the research software availability.

FY 15 BUDGET CYCLE

- Sending out letters to colleges and departments in next two weeks asking for proposals (and what they did with their money last time) – Top 25 goals, priorities for proposals.
- Last year funded almost everything asked for.

GMAIL

- Will use our MS-provided spam filter (FOPE) – we are in process of transitioning from FOPE to EOB. Can't make any changes to FOPE, so can't move to Gmail.
- Hopes to have Gmail running through the spam filter by end of spring

OTHER BUSINESS

- Riley: has been inundated by emails about timing of MyUT / SharePoint upgrades and downtime. Not being communicated. Answer: Touchnet did fail, we have a root cause from the vendor, and it's been fixed.
  - This is not the only example. There needs to be notification in advance.
  - Was kicked out of online courses and had to re-enroll.
  - Traffic center isn't sufficient; if you can't access something, you just can't access it. Should be getting email in real time, not two days later.
  - Professors don't accept the OIT emails as sufficient proof; they may not know what's involved in, say, SharePoint. Reeves notes that OIT may not be aware of things being done internally by colleges and departments.
  - Reeves says will work on communication – website, twitter, etc.
- Riley has been forwarding IT Weekly and it's very helpful for general information.
- VolPrint – pilot project for Pharos in North Commons
- Chargers in Commons – pilot project in process
- Old business – Uppala's question about personal phone numbers in directory; was recommended to go through SGA. They are meeting next week.

MEETING ADJOURNED

Software	Type	Annual Cost	Cost per download	Downloads	Retail/Copy	Cost on Apps	Apps	UT License Cost	Retail Value	Net Value	Cost per annual Tech Fee
Matlab	Science and Engineering	70,000.00	$16	4513	15,000.00	$18.16	3854	144K	67,695,000.00	67,625,000.00	2.69
Matlab	Science and Engineering	Total UT System Cost 144K									
JMP	Statistics	5,000.00	$3	1927	14,900.00	$23.92	209	5,000.00	28,712,300.00	28,707,300.00	0.19
SAS	Statistics	50,000.00	$22	2266	3,140.00	$26.41	1893	50K	7,115,240.00	7,065,240.00	1.92
Qualtrics	Data Acquisition	30,000.00	$34	893	1,500.00			30K	1,339,500.00	1,309,500.00	1.15
AutoDesk	Science and Engineering	10,000.00	$40	249	4,195.00	na		10,000.00	1,044,555.00	1,034,555.00	0.38
Maple	Science and Engineering	20,333.33	$32	635	1,245.00	$107.58	189	61000/3	790,575.00	770,241.67	0.78
ChemBioDraw	Science and Engineering	12,333.33	$87	141	2,690.00	na	37	37000/3	379,290.00	366,956.67	0.47
ESRI (ArcGis, etc.)	Science and Engineering	25,000.00	$100	250	1,500.00			25,000.00	375,000.00	350,000.00	0.96
Sigmaplot	Graphics	642.00	na	na	549.00	$1.99	322	642.00	176,778.00	176,136.00	0.02
Provalis Research-QDA Miner, WordStat, SimStat	Qualitative Analysis	4,200.00	$53	80	2,195.00			4,200.00	175,600.00	171,400.00	0.16
SPSS	Statistics	57,000.00	$35	1612	87.99	na	389	57K	141,839.88	84,839.88	2.19
Stata	Statistics	2,780.00	na	na	235.00	$8.58	324	3K	76,140.00	73,360.00	0.11
Labview	Data Acquisition	11,333.33	$324	35	999.00			34,000/3	34,965.00	23,631.67	0.44
Labview	Data Acquisition	Download only on UT owned computers									
Mathematica	Science and Engineering	31,000.00	$88	352	139.95	na	144	31K	49,262.40	18,262.40	1.19
Mplus	Statistics	250.00	na	na	595.00	$11.36	22	250.00	13,090.00	12,840.00	0.01
Origin	Graphics	750.00	na	na	69.00	$5.24	143	750.00	9,867.00	9,117.00	0.03
EQS	Science and Engineering	375.00	na	na	595.00	$93.75	4	375.00	2,380.00	2,005.00	0.01
Atlas ti	Qualitative Analysis	20,000.00	$101	198	99.00	na	26	20,000.00	19,602.00	-398.00	0.77
Nvivo	Qualitative Analysis	4,000.00	na	na	120.00	$142.86	28	4,000.00	3,360.00	-640.00	0.15
Endnote	Productivity	21,000.00	$7	3134	249.95	na		21,000.00	783,343.30	762,343.30	0.81
Endnote	Productivity	Tech fee to Library									
		354,996.99							108,154,344.28		13.65