

# STUDENT TAB MEETING

MINUTES, APRIL 24, 2015

605 HODGES LIBRARY, 3:30-4:45

## ACTION ITEMS

- Reeves – reconsider Library funding requests
- Reeves – look into apps@utk timing out sessions

## ATTENDING

- Mark Alexander, Jennifer Gramling, Doug Hawks, Jonathan Jackson, Larry Jennings, Leigh Mutchler, Drew Nash, David Ratledge, Joel Reeves, Catherine Schuman, Liam Wingerd

## APPROVAL OF MINUTES FOR MARCH 2015

- Alexander moved to approve, Jackson seconded, motion passed and minutes are approved.

## TECH FEE SUCCESS

- MS Office Pro Plus, total users to date 18052 – response to interest from students
- Student email adoption of Google and Office 365 – Google much more popular, very successful overall
- Lynda.com – 2500+ users so far

## COLLEGE / DEPARTMENTAL TECH FEE AWARDS 2015-16

- Final spreadsheet for College / Departmental Tech Fee Awards is on the Tech Fee website at [https://techfee.utk.edu/fy16/\\_layouts/xlviewer.aspx?id=/fy16/Documents/\\_FY\\_16\\_Tech\\_Fee\\_Requests\\_Master\\_Awards\\_Final.xlsx](https://techfee.utk.edu/fy16/_layouts/xlviewer.aspx?id=/fy16/Documents/_FY_16_Tech_Fee_Requests_Master_Awards_Final.xlsx)
- Any questions about the spreadsheet that was sent out?
  - Jennings noted that one department was looking for some High Performance nodes; suggested they use our Newton cluster.
  - Business wants MediaSite lecture capture systems; suggest buying half now and half next year. Looking at how each room is equipped; don't want to put in rooms that don't need system.
  - Architecture is very computing intensive.
  - Engineering is very computing intensive.
  - Nursing - \$58k for a single mannequin, but it's very elaborate.
  - Social Work – didn't make a request this year; got carry over funds from last year.
  - **Gramling** – did you cut webcams for Vet Med? **Reeves** – cut Smart Boards from 3 to 1, because bought 4 last year.
- Goal is to fund as many priority 1s as possible, and balance against number of students affected.
  - **Ratledge** – wonders if Library did itself a disservice by prioritizing requirements and only asking for one Priority 1. Library had a much larger request and didn't get funding for items that would

be made directly available to students (cameras, etc.). Advice for next year? Laptops in cart are for library instruction; it's not a computer lab. The machines are reconfigured all the time. And all the other things, like cameras accessories for check-out. **Reeves** – didn't go beyond the second requests; allocation for all requests is already a bit over the limit. **Ratledge** – the checkout items get very heavy use, and are in high demand. **Reeves** – will look at smaller ticket items and see what he can come up with.

- Will go with awards as presented in chart.

## POTENTIAL TECH FEE INCREASE FOR 2015-16

- Goals
  - Supplement classroom technology - more standardized in 400 rooms across campus
  - Increase classroom tech instruction
  - Increase wireless infrastructure investment

## OTHER BUSINESS

- **Nash** – any update from survey?
  - **Reeves** – classroom technology dropped from 7.8 / 9.0 to 6.88 / 9.0. Comment: “Technology in classrooms missing; wireless performance in classrooms spotty.”
  - **Hawks** – do you have this by college? **Reeves** – only by faculty / staff / students, not by college.
  - OIT is working on wireless / cell phone connectivity in Haslam / Min Kao. Telling Facilities that they have to build in connectivity solutions in new buildings. Working with Verizon and AT&T.
  - Survey is on OIT website. If look at all respondents, 10/13 items have statistically significantly increased. When break down by faculty / staff / students, find that faculty are much less satisfied. Expect faculty to be our biggest critics and hold us to a higher standard.
  - **Mutchler** – answered questions based on complaints from her students about wireless, and the “nightmare days.”
  - **Reeves** – fewer people answered this year; staff advises that fewer people answering means that more people are satisfied. Websites – lots of complaints about the OIT and UT websites. Support and Training are all satisfactory to faculty. We get timely resolution to most questions. Pushing communications, communications, communications.
  - Local part of the survey – official university email – complaints about email quotas – working on those with Office 365.
  - Big-box systems like Banner, IRIS, ANDI, TERA – working on upgrades. Registration system isn't what's keeping kids out of classes. DARS made more visual per request from this group.
  - apps@UT – what are the complaints?
    - **Richter** – has to keep reinstalling Citrix; keeps getting booted out for inactivity after four to five minutes.
    - **Reeves** – will look into that.
  - **Gramling** – All the services that OIT does offer, and faculty not being aware. Does OIT participate in new faculty orientation? **Reeves** – not sure. **Gramling** – Jean does participate in TN TLC institute. So many great services compared to other universities. May seem overwhelming and not know where to start. Was at two conferences last week – showed Online Instructor Toolkit and everybody loved it. **Reeves** – got a lot of mileage out of that.

- **Hawks** – New employee orientation, provide information to new staff. **Reeves** – tends to think more in terms of what we're offering students, but will consider.
- **Reeves** – don't have peer comparison information yet, but we will get that. We can compare our desired minimum levels of services; last year in 12/13 core items, our respondents demanded more than other respondents. **Expectations are higher compared to SEC colleagues and ability to deliver is higher than that.**
- **Nash** – was there anything about cable tv? **Reeves** – not specifically. **Nash** – It seems like on a daily basis at least one channel is down, the DirectTV screensaver is on. Not a crisis; not sure if HelpDesk monitors it. **Reeves** –Tell people to call 974-9900. Target is to answer 70% of calls on the first call.
- **Reeves** – have increased our outgoing internet pipe to 3 GB. We'll never have as much bandwidth as people want.
- Please contact Joel with any items for next semester.

MEETING ADJOURNED