STUDENT TAB MEETING

MINUTES, SEPTEMBER 25, 2015
605 HODGES LIBRARY, 3:30-4:45

ACTION ITEMS

- Fix ESRI link on OIT Training website
- Look into issue with uploading files to BB from cloud storage
- (Jennings) Working on startup times for lab computers
- Look into supporting Virtual Box
- Look into additional charger makes / models for loaner program
- Continue investigating "Text your connectivity issues" service
- Have someone look into specific tech / connectivity issues with Mutchler's classroom

MEMBERS

Mark Alexander, **Tim Boruff**, **Will Gabelman**, **Jennifer Gramling** (for Vice Provost Academic Affairs), **Eric Hampton**, Benjamin Harmon, **Jeff Freeman** (for Doug Hawks), Robert Hinde, **Jonathan Jackson**, **Larry Jennings**, **Willie Kemp**, **Leigh Mutchler**, **David Ratledge**, **Joel Reeves**, **Katie Singer**, Tese Stephens, **Anagha Uppal** (bold indicates present)

WELCOME AND INTRODUCTIONS

- First TAB meeting of the 2015-2016 school year.
- This is a good group to be on; Reeves appreciates everyone's input.

REVIEW OF COMMITTEE CHARGE

- Advise CIO, OIT, and campus on technology needs appropriate for technology fee investment. Seen a lot of changes – Google Mail, outdoor wireless, increased wireless bandwidth.
- Review College expenditure requests for appropriateness and offer recommendations on any necessary adjustments. Last year had to whittle down a bit more than in previous two years.

UPDATES

EMAIL ADOPTION

- TAB requested Google mail as option for students; turned it on in spring 2014. Very popular, about 3:1 over Office 365.
- Students get all apps for both services; just have to pick one for email.

Student EMail Adoption
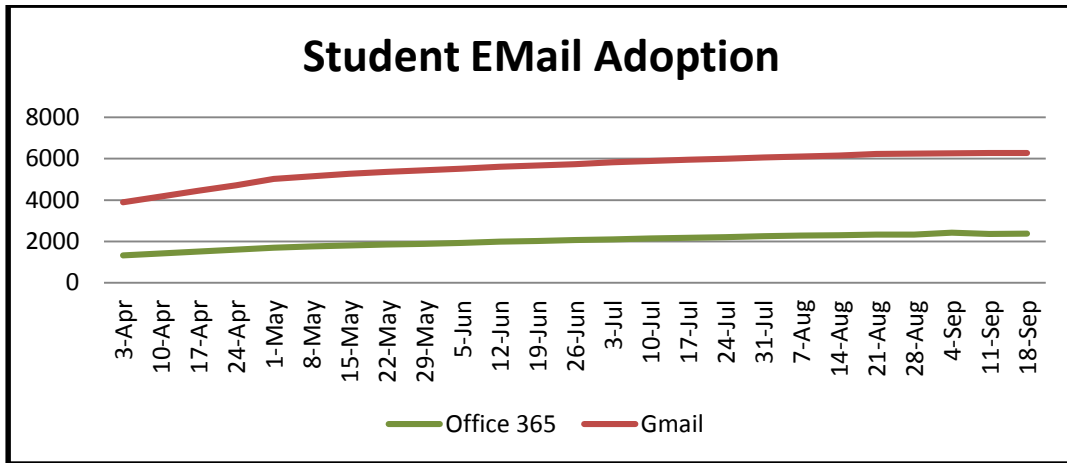
LYNDA.COM

- Three-year license.
- Seems to be popular, growing about 3% a week.
- Looking at ways to include Lynda in baseline budget rather than reserves.
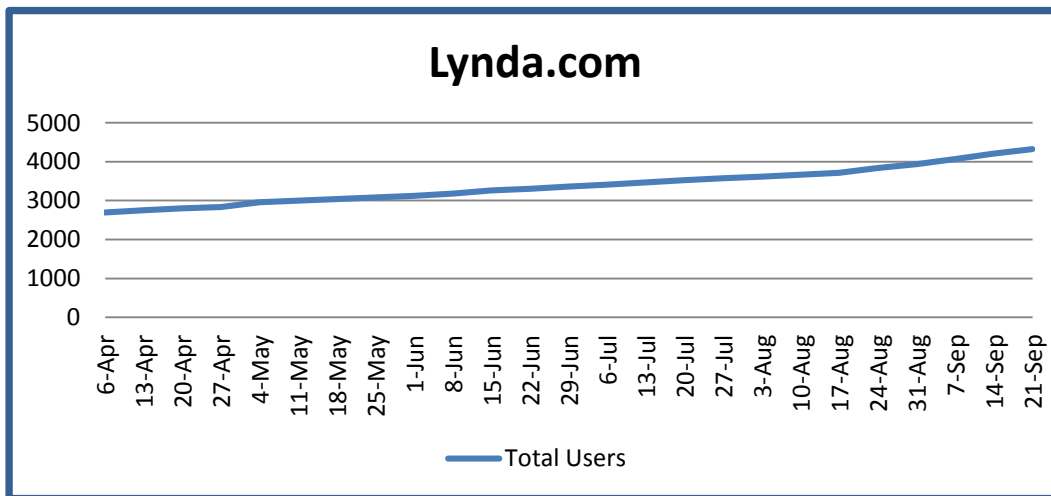
CHARGER LOANER PROGRAM SINCE JANUARY 2015

- Program has been very popular:

Description	Loans
Apple 85W MagSafe 2 Power Adapter	555
Apple 85W MagSafe Power Adapter	924
Dell 90@ Power Adapter	172
HP 4.5mm to 7.4mm Converter	3
HP 90@ Smart Power Adapter	44
Total	1698

2015-2016 TECH FEE INCREASE

- Increase from $200 to $240 **annually**. First increase in 16 years.
- $1,080,000 in annual recurring revenue.
- Technology needs
    - Classroom technology - $750,000 (was traditionally funded exclusively from facilities fee; will add tech fee monies to that). Looking at going to six-year cycle for 300+ rooms / year. This helps instructors who use multiple classrooms just plug and go, with all tech consistent in the nationalized rooms.
    - Instructional development - $150,000 and help using the technology
    - Wireless infrastructure - $100,000
    - Labs/virtual desktops - $80,000

BLACKBOARD BID

- Blackboard Collaborate
    - Dropping license in January 2016
    - Using Zoom instead of Collaborate results in an annual savings of $144,000
    - Still have about 40 classes using Collaborate, and 2,000 people using Zoom (original push for Zoom came from Social Work for their specific needs)
- Blackboard Learn
    - Contract expires May 2016
    - Survey to assess desire for newer system and tolerance for transition pain; transition takes about a year, people don't all transition at the same time, students may find themselves in different solutions in different classes, faculty have to migrate content
    - Options are to keep BB 9.x on premise, find another on-premise solution, or migrate to a cloud-based solution ("cleaner" interfaces); cost will also be considered
- **Gramling**: When faculty say "clunky", will there be a choice for a newer BB? **Reeves**: Yes, but we'd be forced back into the cloud; can't run that on-premise. Several schools have gone from BB to Canvas, but then we get feedback that Canvas doesn't have all the functionality. And some of the "clunkiness" may be teaching people to use all the functions. BB adoption is probably 95% of faculty using it to some extent; 64% are using the gradebook. **Gramling**: At other schools, how long did it take? **Reeves**: Typically a year. Could I do a forced migration? Not realistically. Needed a year to transition from Collaborate to Zoom. Faculty have an incredible workload. We did some work with College of Business and Provost's office; one faculty member had an excess of 2,000 hours just to get her course online in addition to her teaching and other responsibilities.

FY 2015 EXPENDITURE SUMMARY

- Overview
    - Staff salaries and benefits increased due to raises and new positions
    - Student workers in labs, students on help desk
    - Operating and miscellaneous – labs, apps@utk, college and department awards
    - Equipment and capital outlay – servers for running apps
- Took funds out of reserves for larger awards to colleges and departments1

BUGDET	FY15	FY14
Fall 2014	$ 2,600,000.00	$ 2,600,000.00
Spring 2015	$ 2,600,000.00	$ 2,600,000.00
Total Revenue	$ 5,200,000.00	$ 5,200,000.00
Expenditures		
Student Wages & Salaries	$ 643,532.30	$ 621,306.40
Staff Wages & Salaries	$ 995,592.80	$ 886,957.60
Staff Benefits	$ 445,897.32	$ 399,397.83
Operating & Miscellaneous	$ 3,836,995.61	$ 4,221,410.83
Equipment & Capital Outlay	$ 60,281.92	$ -
Total Expenditures	$ 5,982,299.95	$ 6,129,072.66
	$ (782,299.95)	$ (929,072.66)

- Operating expenses breakdown
    - Wireless – heavy upgrades in 2014
    - Instructional technology – Lynda
    - Software – part of Microsoft, that puts on lab desktops and offers Pro Plus to students
    - College Awards
    - Mobile applications – BB Mobile, Fee payment, and the Mobile App itself
    - Utrack – implemented in 2014 to keep students on the path to academic success

OPERATING AND EQUIPMENT BREAKDOWN	FY15	FY14
Computer Labs	$ 377,259.00	$ 282,295.00
Wireless	$ 342,659.00	$ 840,445.00
Help Desk	$ 132,915.00	$ 119,683.00
Instructional Technology	$ 728,961.00	$ 371,623.00
Research Support	$ 366,508.00	$ 524,911.00
Software Procurement and Distribution	$ 280,000.00	$ 280,274.00
College Awards	$ 1,559,076.00	$ 1,646,006.00
Mobile Application	$ 109,900.00	$ 91,292.00
Utrack	-	$ 64,883.00

OTHER BUSINESS

- **Gabelman**: What is Lynda.com? **Reeves**: A suite of online training videos. Anything you want to learn from technology to professional development. Go to http://oit.utk.edu/lynda and log in. **Mutchler**: Assigns videos to students. It's "Way cool." Lots of great videos. LinkedIn bought them; adding assessments to videos (pre – is this video right for me? And follow-up). Loves it. Very professional.
- **Singer**: In the OIT training section, there's a link for ESRI and the link is broken. **Reeves**: please email link; will look into it. **Uppal**: it's been broken for a year and a half. **Reeves and Ratledge** will get it worked out.
- **Gabelman**: One popular feature at previous institution was offering chargers for iPhones and iPads. **Reeves**: We've lost one charger in the year the program has been running. We can add more chargers.
- **Mutchler**: Students report that when they upload a file to BB for an assignment, if it's in the cloud, if it's one OneDrive or Google Drive or whatever, they can't upload the file to BB. One student showed her: Go

to BB, find the file, click "go," and nothing happens. **Reeves**: Is it OneDrive, or GoogleDrive, have they mapped the client mapped to the drive? But if it's a tablet, they wouldn't be able to map to a drive. Usually when uploading a file, the client looks for a drive on the computer, not for a web browser. Can map to a drive on a laptop. Will look into it. **Hampton**: Tablets are increasing. **Gabelman**: Phones are too. **Reeves**: Seeing laptops coming back. Will look into file upload issue.

- **Reeves**: FYI, by the way, the OneDrive or Google Drive stays with you when you leave.
- **Gabelman**: Can students download MS Office? **Reeves**: Absolutely, Office Pro Plus available while you are a student here. Once you graduate, you need to buy your own.
- **Hampton**: Students complain about startup times in PCs in labs around campus. **Jennings**: We are working on that.
- **Hampton**: Virtual desktop for students? **Reeves**: Like apps? **Hampton**: No, a personalized, individual desktop on the server. **Reeves**: We can't afford it. It's a good idea, but it doesn't scale to the number of students we have.
- **Uppal**: For students, it's very expensive to purchase Parallels. Virtual Box isn't supported through OIT. **Reeves**: Can look into supporting Virtual Box. **Jennings**: Parallels is $40 educational. Will look into Virtual Box. **Uppal**: Need to publicize alternatives to Parallels.
- **Gabelman**: Previous institution did offer virtual desktop, customized by department, but their tech fee is about $600 / semester plus departmental fees.
- **Jackson**: Virtual desktop goes back to speed of log in. **Reeves**: We are working on that. **Kemp**: Some labs are faster than others. South Commons much faster than North Commons.
- **Reeves**: Is this worth pursuing: Issues of classroom connectivity. Thinking about setting up a tech service: "If you're having connectivity issues, text your building and room number to this number," and if we get several, we can get someone out there to look at it in real-time. **Consensus**: Yes, look into it. **Mutchler**: In a big auditorium, trying to get the students to do a lot of computer network work. Every day gets at least 30 people who claim they can't connect, and they leave "to get a better connection." **Reeves**: Will have someone there the next time you teach. **Mutchler**: That would be fun. We can collect data together.
- Please contact Reeves with any items for next meeting

MEETING ADJOURNED