MINUTES OF STUDENT TECHNOLOGY ADVISORY BOARD

Date: February 24, 2017

Location: 605 Hodges Library

Attending: **Mark Alexander**, **Ernest Bernard**, **Andrew Capps**, Dakota Cauthen, Bill Dunne, Samson Girma, **Jennifer Gramling** (for Robert Hinde), Sherilyn Hammonds (Co-Chair), **Eric Hampton**, Robert Hinde, David Mendez, **Leigh Mutchler, Jacob Rogers**, AJ Schroder, Cory Tacosik, Brittany Wright [bold indicates present]

Attending, *ex officio*: **Larry Jennings**, **David Ratledge**, **Joel Reeves** (Co-Chair) (**bold** indicates present)

Guests:

Minutes by: Charlene Laughlin, OIT

Agenda	Description	Follow-up
Welcome and Introductions		
Updates	- Canvas support follow up - Suggested calling HelpDesk or using the online contact form; either way works. - If merging courses, it is often easier if faculty member will complete online contact form. - This was a question last month; we will do it either way but to clearly communicate changes and the affected CRNs, recommended to use contact form. - Typical turnaround time - everything in one business day.	
	- Printing cost – evaluating change to the business model - Current cost model does not fully cover current costs; was never intended to. 4 of last 5 years were at a deficit - Going from B&W $0.02/$0.02 model stretches an already subsidized model - Recovery model only on consumables like paper, toner, and ink. Hardware and licensing not in recovery model. Those are paid directly from tech fee. $0.03/$0.02 model likely comes closer to covering costs - Paper is roughly 25% of costs. Ink and Toner cost is more than paper - Only influencing 7%-22% of current printing - Joel thinks .02/.01 model will not have much effect considering it will make cost gap bigger but don't have enough numbers yet for proof. Mark Alexander recommended a .03/.01 model; Andrew suggested .03/.00model as an option. Joel	Reeves – get more information about cost models 3/2, 3/1

Agenda	Description	Follow-up
	felt a .03/.01 model would probably be even better to manage budget gap. Numbers are needed to confirm; from other people and what they are paying. Initially, printing was at 8 million pages annually but after print meters were initially installed in 2003 with no charge it dropped to 6 million, e a significant difference. Committee was reminded that the only thing more duplexing saves is paper; toner and ink usage would be the same regardless. Joel will bring this topic back after some additional research.	

	• Lynda.com
	    o Knox County Public Library - licensing model. Maybe see if UT can get a concurrent use license.
	    o Contract up in October, 2017
	    o Vendor has indicated a new agreement will have a 35-40% increase; this is common across Higher Education
	    o Looking at other options
	      ▪ Bid again (Atomic Learning bid last time)
	      ▪ Drop Service
		• Concurrent Licensing - Knox County Public Library
		 • Other UT units interested in Lynda
		 • Maybe see if Lynda.com will provide a concurrent use license for Commons;

	• Reverse vending machines
	    o Joel will introduce Jacob Rogers to Jeff Maples. There are supposed to be two on campus.
	    o Other information/comments - Joel will send David clarification on this too.	

FY18 College/Department Award Process	• Award request letters sent February 3, 2017 • April 3 – deadline for submissions • April 28 – TAB review/approval • Early May – Colleges/Departments receive award notification	

New Business	• Customer survey
	    o Coming out shortly, February (Joel encourages everyone to comment, be specific).
	    o Joel will be looking at third floor internet access on terrace (Neyland Stadium). He mentioned that he would stack up our internet service to any other campus and will be sending out campus-wide heat map for everyone to review.	

	• Cellular DAS o Actively working to improve cellular service with DAS expansion.	

Agenda	Description	Follow-up
Future Meetings	• Next Meeting is scheduled for March 24, 2017	
Meeting Adjourned	• Thank you!	