

Technology Advisory Board (TAB) Committee
Friday, September 13, 2019

Kingston Pike Building, Conference Room 111

MEETING MINUTES

Attendees: Joel Reeves, Jennifer Gramling, **Dr. David Cihak**, **Larry Jennings**, **David Ratledge**, **Jolyon Gray**, Chandler Lampe, Evan Painter, **Jessie Grieser**, Suehyun Choi, Nick Corbin, **Simon Rotzer (bold indicates present)**

1. Welcome

Joel Reeves welcomed everyone to the September 2019 TAB committee. Meeting began at 3:35pm.

2. Updates

- Digital ID update – OIT has been working with the Volcard office on digital IDs since February. This topic was brought to attention last year by Chandler Lampe and Nick Corbin. Digital ID cards by way of cell phones should roll out in October. If you are interested in being part of the pilot program, let Joel know and he will submit your name to the Volcard office. At this time, in order to participate in the pilot program, you must have an iPhone and be willing to upgrade to IOS13 beta software. Support for Android devices is on the roadmap, probably after the first of the year. The cell phone digital ID will work in dorms and a number of purchasing spots around campus. For locations that use Gallagher Systems (administrative and academic buildings); access is still being worked on and buildings will be updated throughout the fall semester. Some hiccups will occur but we are working to make this rollout as smooth as possible. David Ratledge says in the library has updated the checkout system to utilized the Digital ID to allow checkout and additional services with your phone. David Chihak asked what version of Iphone do you have to have? Joel responded that user must have an Iphone 6 or newer version so that the IOS 13 update can be installed on it. This will also work on the Apple Watch. Jolyon Gray stated that Handshake does not offer integration with some of the services managed by Student Life. Some 3rd party developers are not compatible with the Apple ID app. Joel- This will be addressed since the goal is no plastic IDs but that will be a while. New ID cards may not work with all systems initially but we will work to communicate what doesn't and when it will.
- Two-factor authentication (2FA) – Faculty /staff the mandatory date to have 2FA is Tuesday, September 17, 2019. We have about 1700 faculty/staff users left. Almost 18,000 students have signed up and they

have until roughly mid-October. The use of 2FA has almost eliminated phishing attacks.

3. Budget FY20

- Budget overview 2019-2020-
Tech Fee Budget

2020 Tech Fee Budget	6,480,000.00
Student Wages & Salaries	588,000.00
Staff Wages & Salaries	1,476,636.00
Staff Benefits	432,864.00
Classroom Upgrades	1,500,000.00
Computer Labs	350,000.00
Wireless	290,000.00
Help Desk	130,000.00
Instructional Design and Support	62,500.00
Research Support	530,000.00
Software Procurement & Distribution	300,000.00
Teaching Tools	400,000.00
Training	100,000.00
Departmental Awards	1,000,000.00
Recoveries	(680,000.00)
Total	7,160,000.00

The remaining funds went into wireless upgrades. We have upgraded 1600 of the 6,000 access points on campus. iThenticate will be rolled into the master budget and not be dependent on the college award budget. The research support program Qualtrics has been extended on a limited basis. For departmental awards the TAB Committee will make and approve recommendations during the spring semester. For classroom upgrades the goal is to upgrade 50 classrooms per year. The past year 30-35 classrooms were upgraded. Due to uncertainty in the campus conference hosting schedule, Humanities didn't get upgraded as planned. Humanities will get technology upgrades during 2019-2020. Outdoor WIFI does not target the stadium but, we do target other outdoor spaces around campus, not just inside the buildings. Jolyon Gray stated that Student Life sometimes has a very large number of students in one area between phase 1 of Student Union, Haslam and Stokely Management Center. This is fine on a day to day basis but, when a group congregates, it gets to be too much for one access point. OIT will follow up.

- Customer Satisfaction Survey 2019 – Joel said there was a problem with Humanities having sticky access points. Joel has been assured that upgrade to Aruba OS8 fixed this problem. There should not be many issues in the near future. From 2017-2019 the satisfaction for adequate cellular coverage had dropped. All the new LEED certified buildings have blocked cellular connectivity. We have a DAS in the Student Union currently being used by Verizon . Expect AT&T and US Cellular to be there this year. We have an outdoor solution and we will continue to improve this. Connectivity is a big deal and we will continue to try to provide a great experience. David Ratledge asked if the music building will be updated. Students have reported having issues over there. Joel said he will look into it. IT weekly and Vol Update have cellular information updated and published regularly.

Over 100 classrooms have the Cynap. This enables wireless presentation in the classroom.

E-mail is a very high scoring section.

Overall scores are trending up with Canvas compared to Blackboard. Zoom was purchased 6 years ago. Zoom is a very powerful video conferencing tool and it seems to be liked by the majority.

4. Other Business

- Any questions? No questions

5. Adjournment

- Joel Reeves adjourned the meeting at 4:25 pm. The next meeting is scheduled for

Friday October 11, 2019 at 3:30 pm in the 605 Hodges Library Conference Room.

Minutes submitted by: Mary Mebine