

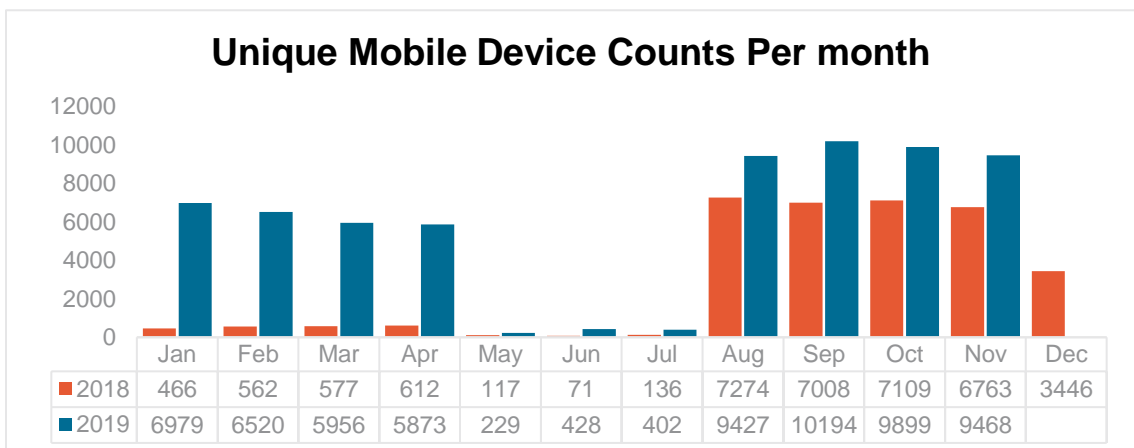
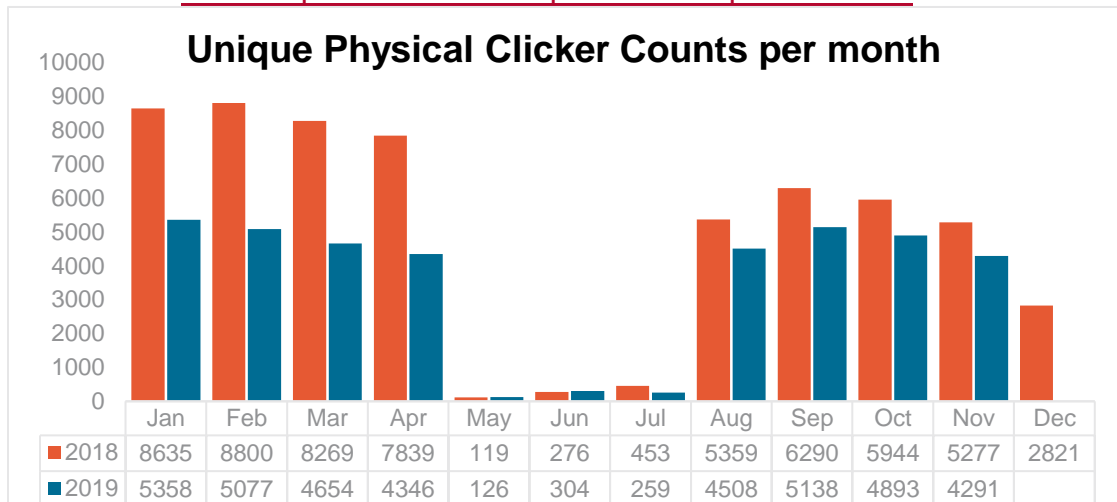
**Technology Advisory Board (TAB) Committee**  
Friday, January 10, 2020

Hodges Library, Conference Room 605

**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, Nicole Campbell, Andrew Heim (bold indicates present)**

1. Welcome
  - Joel Reeves welcomed everyone to the January 2020 TAB committee. Meeting began at 3:35 pm.
2. Updates
  - Clickers – since purchase of enterprise subscription in 2018



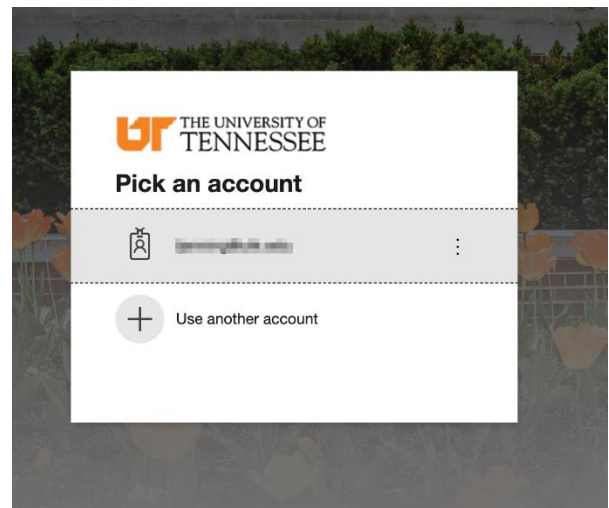
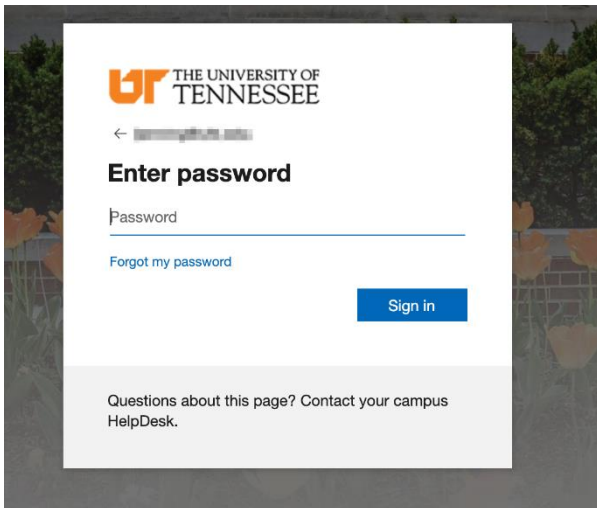
<b>VolShop Clicker Sales</b>			
<b>Semester</b>	<b>2018</b>	<b>2019</b>	<b>Increase/Decrease from 2018</b>
Spring	1394	1128	-266
Summer	42	55	13
Fall	1778	2036	258

<b>Number of Student accounts that did not purchase a clicker</b>				
<b>Semester</b>	<b>2018</b>		<b>2019</b>	
	<b>Students</b>	<b>Savings</b>	<b>Students</b>	<b>Savings</b>
Spring	72	\$2,394.00	584	\$19,418.00
Summer	126	\$4,189.50	116	\$3,857.00
Fall	4237	\$140,880.25	4102	\$136,391.50

<b>Out of Pocket savings</b>			
	<b>CLICKER out of pocket savings</b>	<b>LICENSES out of pocket savings</b>	<b>NET STUDENT Out of pocket savings</b>
2018-2019	\$164,155.25	\$1557,960.00	\$322,115.25
2019-2020	\$136,391.50	\$122,760.00	\$259,151.50
Total:	\$300,546.75	\$280,720.00	\$581,266.75

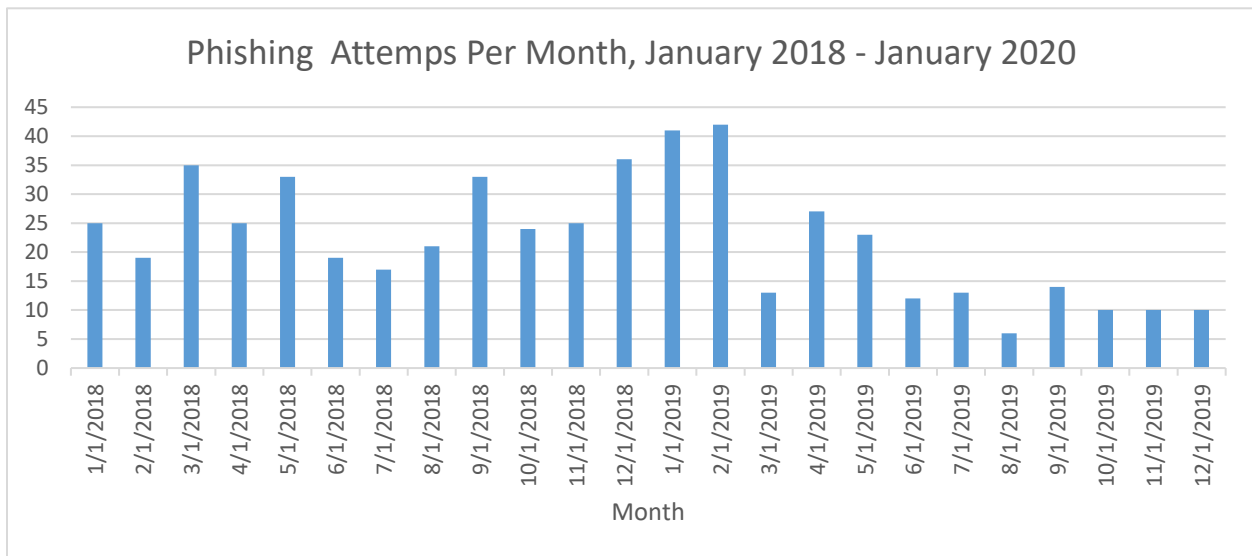
- Jennifer believes once a faculty member begins to use clicker or mobile they seem to keep it implemented. David Cihak said it's an innovative teaching method that keeps the students more engaged. Jessi said she believes that this should be advertised more. Joel stated that this app provides a way to keep attendance but, we are still looking at different options to assist in attendance tracking. Larry asked if there is there communication for all faculty that we could push out information. Jennifer said Faculty VOLelume is one avenue that can be utilized to push out information. Nick said he can vouch that students do not want to have to go out and buy additional things for a class such as a clicker but, they do not seem to mind utilizing an app on their phone.
- Office 365 Security
  - a. What's changing?
    - Microsoft supports two types of authentication
      - i. Modern authentication
      - ii. Basic authentication
    - Modern authentication is what allows two-factor authentication to take place.
    - Over the next few months, OIT will disable basic authentication for all Office 365 email accounts.

- Modern Authentication



- Disabling basic authentication-
  - Affects IMAP, POP, Exchange Web Services and ActiveSync connectivity.
    - Some mobile devices use IMAP or ActiveSync.
    - Thunderbird is a common mail application that uses IMAP or POP.
    - Outlook 2013 and earlier doesn't support modern auth out of the box
      - Logs indicate upwards of 10,000 users using IMAP.
  - Mainly impacts faculty/staff but there are ~6500 enrolled students using Office 365 for email. *Not all of these students may be using basic authentication.*
  - Jessi asked what happens if you are forwarding your email. Larry said that is not the same as this and that won't be affected.
  - Joel stated that this will be published in VolMail, and on MyUTK.
  - Larry said we can do a general campus awareness and target the users that may have issues.
- b. Why is it changing?
  - OIT is making this change to make email more secure.
  - Basic authentication doesn't require two-factor authentication, which leaves the user and the university vulnerable.
  - Hackers use IMAP to use email accounts
  - Since IMAP currently isn't utilizing two-factor authentication, hackers can still use email accounts.
- c. When is it changing?
  - OIT is aiming to disable Basic Authentication in the Spring of 2020.

- Microsoft and G Suite are disabling Basic Authentication in the near future.
  - Jennifer asked, how do we know what we have? Joel answered that she should call the help desk.
  - If you have trouble you can have additional ways to get to your email.
  - We will send out additional information, including the timeline, once it is finalized.
  - Further information about this initiative can be found in the OIT Knowledge Base.
  - Jessi said that we need to have some assistance for Thunderbird users. Users will need to reconfigure the client.
- Has 2FA Affected Phishing Attempts?



Jessi asked how this is counted. Joel said if it is reported, it is counted. During the Fall semester Bob Hillhouse and Joel were requested in the President's office to go through email threats about ransom wear. The consultant said they a majority of phishing attempts (hackers) are usually stopped by 2FA. Malware bites assist in stopping about 70%. If breaches occur it is typically because of account compromises.

### 3. FY20 College/Department Award Process

- February 3-7, 2020 – call for Tech Fee requests
- March 30, 2020 – deadline for submissions
- April 17, 2020 – TAB review/approval
- Early May, 2020 – Colleges/Departments receive award notification
  - i. Make sure you stress that if you get an award that you actually spend it. Technology may be purchased but reimbursement may not be requested.

#### 4. New Business

- Nick questioned when email is coming from an external source, how is the message displayed in the email? Larry replied that it will show two words, external email, in the body of the email and not in the subject line.

#### 5. Other Business

- Jessi stated that Humanities is next up for reconfiguration she is wondering if that will change the technology fees request? Joel said we will advertise which rooms are up for renovation.
- Smaller rooms in HSS will have the equipment stand catty cornered so that using two walls is more accessible.
- Approximately 5% of instructors displayed different content when provided multiple projectors. Of the remaining, about half used both projectors to display the same content and half used one projector~~95% of projector users only used one and if they did use two that had the same thing on both screens.~~
- ~~• We are looking at tables that can raise and lower to assist in different heights of instructors.~~
- Cynap is being used more and will be placed in more rooms this year.

6. Meeting adjourned at 4:30 pm.

7. Next meeting: Friday, February 14, 2020, Hodges Library Conference Room 605

Minutes submitted by: Mary Mebine