Technology Advisory Board (TAB) Committee
Friday, February 12, 2021
Zoom
MEETING MINUTES

Attendees: Joel Reeves, Jennifer Gramling**,** Suzie Allard**, Rachel Volentine (filing in for Suzie Allard), Larry Jennings**, **Emily Gore,** Jolyon Gray, **Jessie Grieser, Bomi Lee**, **Igor Bernardi**, **Ben Pham,** Chandler Lampe, **Nick Corbin**, Evan Pindrock, Joseph Syracus, (bold indicates present)

1. **Welcome**
   - Joel welcomed everyone to the TAB meeting. The meeting began at 3:32.

2. **New Business**
   - Survey Software
     - o OIT lead a statewide group in evaluation of survey software. Qualtrics is the apparent winner and finalizing the contract is in the works.
     - o The university has utilized Qualtrics for 10+ years. Approximately four years ago, Qualtrics increased their price significantly.
     - o A bid was conducted due to the large price increase, and Question Pro Survey Software won that bid. Because Qualtrics was used by so many, we extended the Qualtrics contract for a year while using Question Pro.
     - o Another bid was conducted and Qualtrics won the bid with a much more reasonable price than it would have been 4 years ago.
     - o Since the university had two survey software products for a period of time, some people will now have to transition from Question Pro to Qualtrics.
     - o Question Pro will be supported until May 2022.
     - o Igor Bernardi asked for an explanation for the survey software. Joel Reeves explained that Qualtrics is much like Survey Monkey except much more robust. With Tech Fee funding, Qualtrics is made available to students, facility and staff at no additional cost. Emily Gore mentioned that Qualtrics has very robust reporting tools. You can take the data from surveys and generate numerous reports from that data.
     - o Joel Reeves said that one of the biggest differentiators is that Qualtrics allows research to be shared among other institutions.

   - Customer Surveys
     - o The Customer surveys will be sent out March 1, 2021. These surveys will be open from March 1-15, 2021
     - o We look to these surveys to give us direction for items such as survey tools.
     - o This year, we will not be querying our customers about connectivity on campus since most people were not on campus. There will be a few COVID items in the place of connectivity items for this year.
   - Please encourage people to complete the survey. FY21 College/Departmental Award Process
     - o The Tech Fee requests were sent out on January 28, 2021.

- o The deadline for submissions is March 26, 2021
- o The Technology Advisory Board will review the submissions on April 9, 2021.
- o There is one million dollars set aside annually. That money is shared among the various colleges.
- o Larry Jennings mentioned that there is usually over two million dollars in requests. These requests have to be trimmed down to a million dollars.
- o The colleges are asked to prioritize the requests.
- o Some requests are pretty standard from year to year, others are not as standard.
- o The list will be shared with this group and we will try to have it to you by the beginning of April so that you can review it prior to the April 9th meeting.
- o There are times reminders have to be sent out for the colleges to use the money they have been awarded. If the money does not get spent by the end of the fiscal year, it goes in the Tech Fee reserve fund.

- Proctoring Facility
  - o Dinning Services is vacating the Presidential Court Building.
  - o With an increase in online testing and a desire to increase online courses, the university would like to have a dedicated facility for proctored test taking.
  - o The proposed facility would be staffed and approximately 200 seats could be provided.
  - o If you are taking an online or on-premise class, the instructor could schedule the exam to be hosted in the testing facility during a block of time.
  - o Scheduling a block of time instead of a specific time will allow students to work around a more flexible schedule and larger classes can still use the facility without overcrowding.
  - o The University of Tennessee has talked to Florida State University. FSU currently has a testing facility with about 270 seats for their 40,000 students.
  - o There seems to be a great amount of support from the colleges for this project.
  - o Additional updates will be provided over the next year but may have additional information as soon as January.
  - o Ben Pham asked what will the additional space left in the building be used for? Joel Reeves said that the additional space will be divided up between the Division of Student Life and Aramark (the campus dining provider). Aramark will need some office spaces.

3. **Updates**
   - Proctorio
     - o The agreement with Proctorio will be finalized soon. Proctorio is a monitoring service that is going to replace Respondus Lockdown Browser and Monitor.
     - o The plan is for Proctorio integrated with Canvas within the next two weeks.
     - o The contract is currently undergoing legal review.
   - Email Service Changes
     - o Gmail is under consideration as an alternative for faculty/staff use.
     - o Automatic Email forwarding to outside email systems will be restricted to specifically approved email domains.

- o Ben Pham said he prefers Gmail because it integrates well with the rest of the Google Suite
- o Jessie Grieser said she notices most of her students use programs in Google Suite such as Google Docs more than anything else.
- o Google Meets will not be a part of this plan because that portion will cost a lot of additional money. Zoom Pro and Microsoft Teams will need to be used in the place of Google Meets.

4. **Other Business**
   - Other Business
     - o The Chancellor gave a very positive message yesterday that the fall should be a more normal college experience than the past 10 months have been.
     - o Summer semesters may have more online courses going forward. This summer the university had record enrollment.
     - o Enrollment at the University of Tennessee was up in the Fall at over 30,000 students.

5. **Adjournment**
   - Joel Reeves adjourned the meeting at 4:15pm. The next meeting is scheduled for Friday March 12, 2021 at 3:30 pm via Zoom

Minutes submitted by Mary Mebine