

Technology Advisory Board (TAB) Committee
Friday, March 25, 2022

MEETING MINUTES

Attendees: Joel Reeves, Larry Jennings, Ben Pham, Jessi Grieser, Jolyon (Jo) Gray, Mohammed Al Sagar, Igor Bernardi, Suzie Allard, Michele Wilson (minute-taker).

Absent: Devendra Potnis, Nick Corbin, Emily Gore, Chandler Lampe, Mikala Leath, Evan Pindrock, Ben Thornberry

1. Welcome

- Joel Reeves welcomed everyone to the March 2022 TAB committee. The meeting began at 3:35 pm.

2. Updates

Joel reviewed the results of the OIT 2022 Customer Service Survey. The survey was open from February 28 to March 11 and we had 1,847 respondents.

- 50.8% students
- 12.0% faculty
- 36.9% staff
- 0.3% did not indicate affiliation

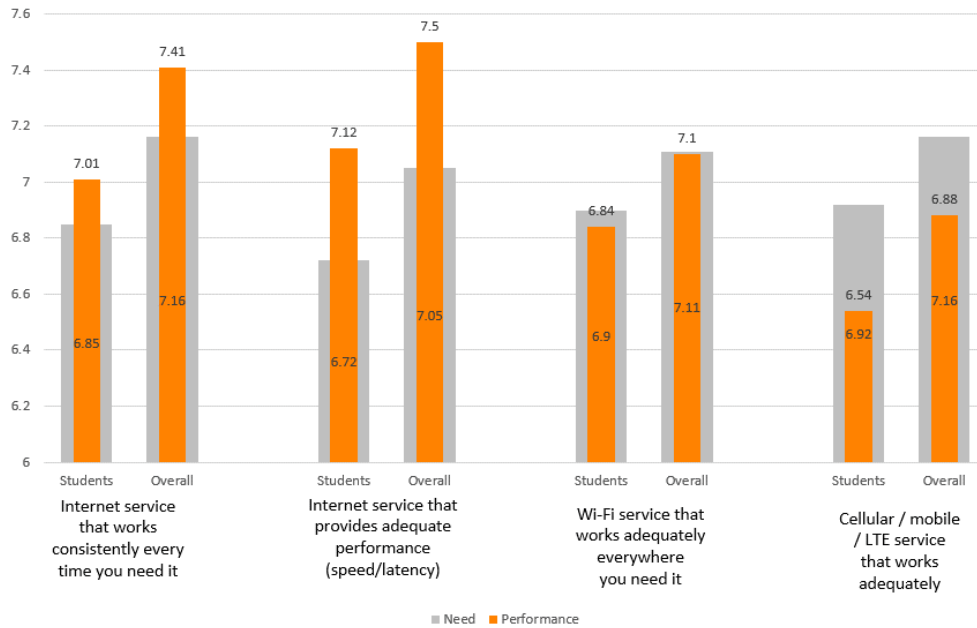
There are 3 core service groups in the survey:

- Connectivity and Access
- Technology and Collaboration Services
- Support and Training

Next are the slides that indicate the results of the survey. They show the overall results as well as the student results. The students tend to be our harshest critics. Joel stated that a score of 7.0 to 7.5 is good; 7.5 to 8 is very good and 8 to 8.5 is outstanding. We haven't earned any 8's in the overall results but have had several in faculty and staff specific scores.

OIT Customer Survey

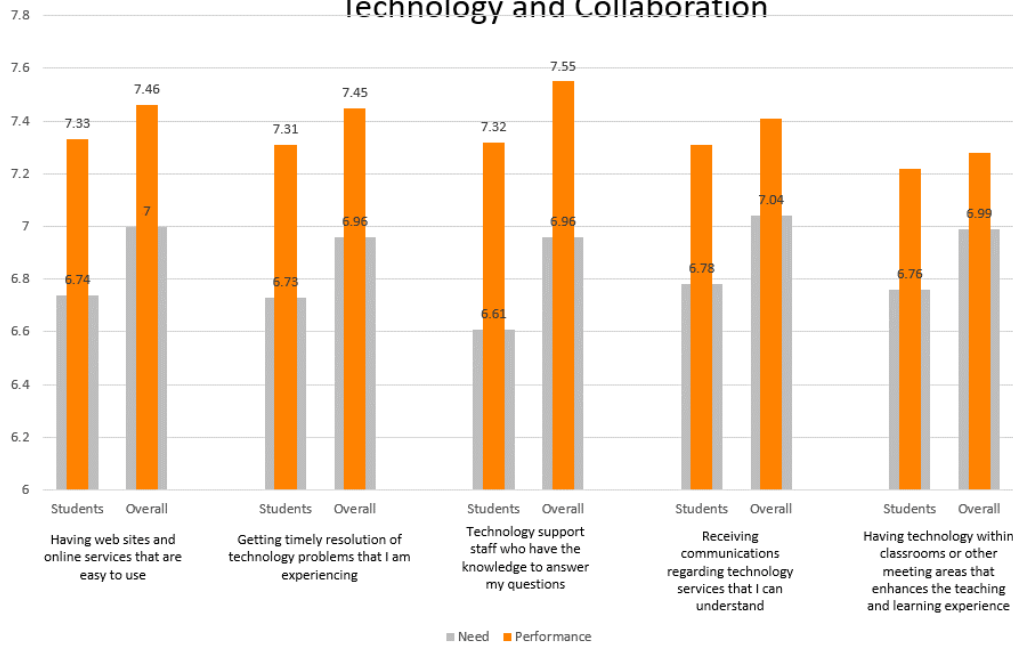
Connectivity and Access



Joel noted that some like the product Slack more than Microsoft Teams. There were a few complaints about EDUROAM, but it is rare that it is down. We have 3 internet providers and the wired internet is dual connected in every building, so actual 'internet down' situations are very rare. Cellular connectivity continues to be a work in progress.

OIT Customer Survey

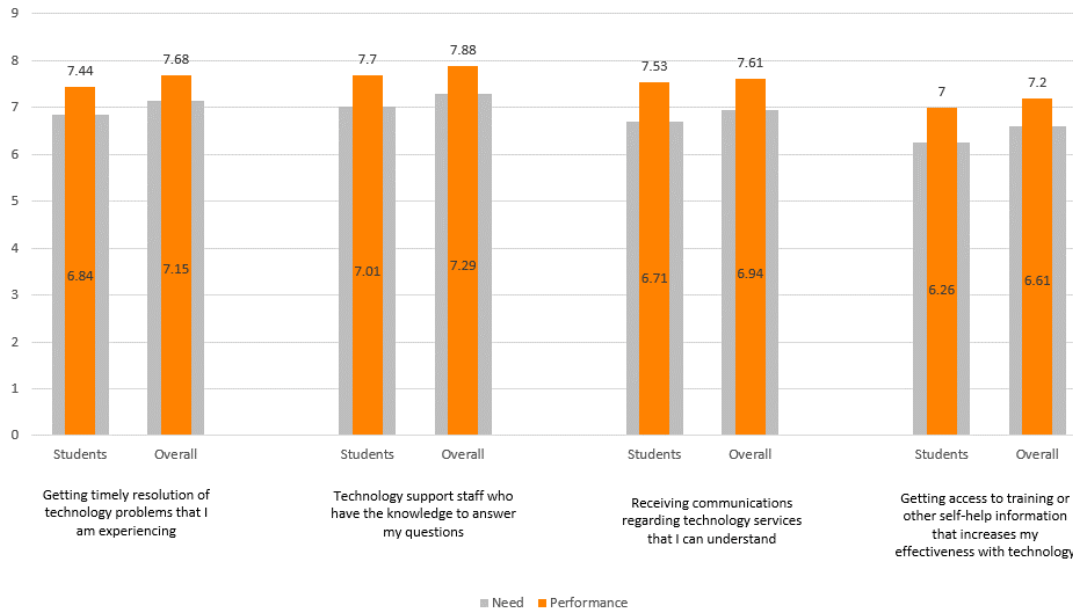
Technology and Collaboration



There has been quite a bit of work completed in the classrooms and this year's score is the highest we've seen. There does continue to be a disparity between campus hosted classrooms and other spaces that is not readily discernible in these scores. Classrooms need to be as technologically standard as possible, but then we lose ease of use for Hyflex or in class recording.

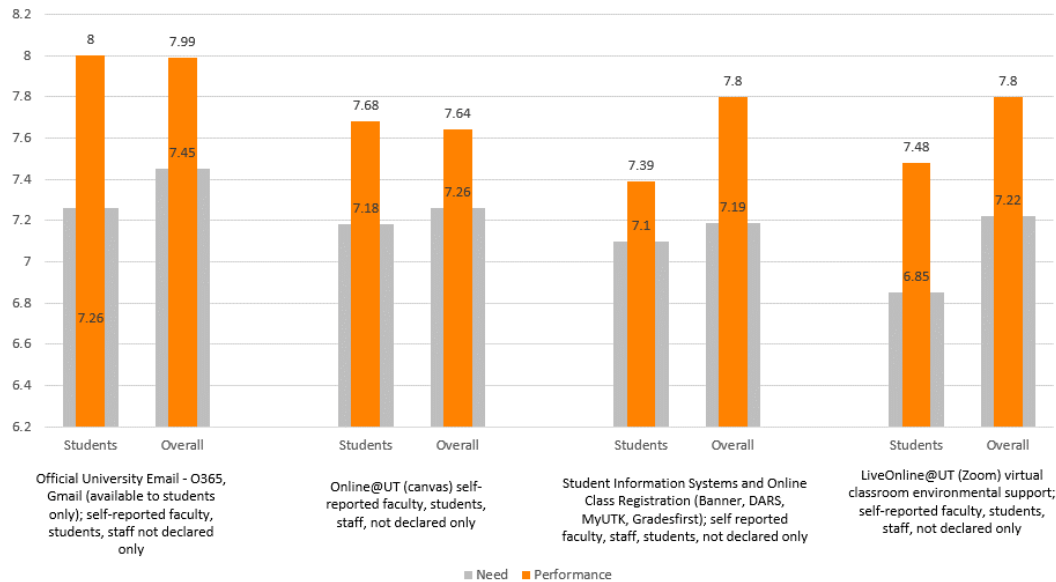
OIT Customer Survey

Support and Training



OIT Customer Survey

Other Important Information Technology Services



3. New Business

WiFi

- Ben Pham noted that he has found a few 'holes' walking around campus. He can't quite identify, but most likely in between access points.
- Igor stated that at times his emails won't load on his phone if the WiFi is turned on. So, he opts to turn off WiFi and then it will work. Larry asked if he has turned off the privacy of his mac address? If not, that would be a good place to start. Here is a link to an OIT article that explains the process: [Article - WiFi: Turn Off Private Addr... \(teamdynamix.com\)](#)
- Igor explained that it is the Mail app that is buggy, and only for some providers – GMAIL will work for him, but not Outlook. Sometimes it helps to remove the account and add it back in the mail app, but Larry won't say that that will be a guarantee to fix the issue.
- Joel shared the WiFi map of the campus. There are a few small holes. Ben experiences it near the Minkao Building on Middle Drive. Joel's vision 4 years ago was a path all always down Volunteer. The mall project has more work to go.
- Jo said that Middle Drive is important to Student Life because of it's proximity to Neyland Stadium, but it comes down to the carriers wanting to hang their equipment there. Any chance to extend to the outdoor area between Zeanah and Tickle? There isn't a DAZ outside of the stadium. Are there light poles? Joel and Larry will look at it. Then, the map can be updated to indicate "there is something new here".
- Jo stated that more outdoor WiFi in between Nielsen and AMB would be helpful and we could handle that path because it is heavily traveled. It is a thoroughfare. We are upgrading our access points (1/3 of them).

4. Other Business

April Meeting

- The next meeting will be held via Zoom or at the KPB building because the conference room in Hodges Library won't be available.
- The date is unusual as well. It was moved to Wednesday, April 13 because Friday, April 15th is Spring Recess and the University will be closed.
- We will review the Tech Fee requests at this meeting.

5. Adjournment

- Joel Reeves adjourned the meeting at 4:28 pm.

Minutes submitted by: Michele Wilson