

**Technology Advisory Board (TAB) Committee**  
Friday, September 16, 2022  
Zoom & In Person

***MEETING MINUTES***

**Attendees:** Suzi Allard (online), Andrew Bonstad, Michelle Brannon, Leighton Chappell, George Fields, Tucker Gaskins, Larry Jennings, Jason Johnston (online), David Ratledge, Devendra Potnis (online), Michele Wilson

**Absent:** Meghan Gadsen, Jolyon (Jo) Gray, William Manning, Joel Reeves, Kendall Williams

**1. Welcome**

- Larry Jennings welcomed everyone to the September 2022 TAB committee. The meeting began at 3:30 pm.
- A request for agenda items will be sent prior to each TAB meeting.

**2. Introductions**

- Larry asked everyone present to introduce themselves and share their membership affiliation. Larry introduced Joel Reeves, in absentia, and noted that he will typically host the meetings.

<b>Name</b>	<b>Membership Affiliation</b>	<b>Division</b>
Larry Jennings	EX OFFICIO Associate CIO for Service Level & Capacity Management	Office of Information Technology
Joel Reeves	EX OFFICIO Associate Vice Chancellor & Chief Information Officer (Chair)	Office of Information Technology
Jason Johnston	Provost	Online Learning & Academic Programs
Jolyon (Jo) Gray	Vice Chancellor Student Life	Student Life Technology Services
David Ratledge	EX OFFICIO Representative from UT Libraries	John C. Hodges Library
Suzanne (Suzi) Allard	Dean's Council Representative Appointed by the Provost	Information Sciences
Michelle Brannen	Faculty Senate Representative	Library
Devendra Potnis	Faculty Senate Representative	Information Sciences
Andrew Bonsted	Student Representative	Student Government Association
William Manning	Student Representative	Student Government Association
Kendal Williams	Student Representative	Student Government Association
Meghan Gadsen	Student Representative	Student Government Association
John Gaskins	Student Representative	Student Government Association
Michele Wilson	Support	Office of Information Technology

### 3. Budget Overview

- Larry reviewed the FY23 budget

Description	Amount
College Awards	\$ 1,000,000.00
Audio Visual	\$ 266,672.00
Recoveries	\$ ( 825,000.00)
Training	\$ 180,000.00
Network and Telephone Services	\$ 165,000.00
Salaries / Benefits	\$ 2,957,766.00
Research Support	\$ 455,941.19
Teaching Tools	\$ 850,128.76
Desktop Support	\$ 360,305.24
Computer Labs	\$ 313,366.77
HelpDesk	\$ 196,738.15
Classroom Technology	\$ 1,500,000.00
Software, Hardware, Procurement	\$ 51,333.00
Grants	\$ 20,000.00
<b>GRAND TOTAL</b>	<b>\$7,492,251.11</b>

### 4. Overview of Cycle

- Larry reviewed the award cycle:
  - January – Tech Fee request letters sent to the Colleges / Departments
  - March – Deadline for submission of all funding request documents
  - April – TAB make allocations at the April meeting
  - May – Colleges / Departments receive award verifications & purchasing guidelines
  - July – March – Colleges / Departments make purchases
  - July – March – Reimbursement for purchases are made
- In April, TAB will sort through the requests together. We will be able to allocate \$1M, but we'll receive \$2M worth of requests. Some colleges / departments will want more with the “we serve all students” perspective.
- Larry shared that at times there are departments that for one reason or another are awarded an amount but the award won't be spent. Those funds go into a reserve account, but it can't be spent during the current year because OIT cannot assume that the department won't make the purchase at the 11<sup>th</sup> hour.

### 5. Customer Satisfaction Survey

- The survey is sent out in March. The survey scale is 1 to a maximum score of 9. If we get an 8, that is outstanding. If we get 7.5 or above, that is very good. Larry reviewed the feedback from students in the 7.5 to 7.3 range. The fact that we can't get close to a 9 for the official university email is puzzling because those are the biggest email collaboration platforms on the planet. We're not sure if we'll ever get much more than an 8, but we'll keep trying!

- Larry stated that OIT will continue to focus on communications to ensure more students know about the services available to them. He encouraged everyone to sign up for IT Weekly (<https://listserv.utk.edu/archives/itweekly.html>) and also shared the website for the System Status Center (<https://oit.utk.edu/>).
- OIT prides itself on having an outstanding HelpDesk. First call resolution is our goal.
- While reviewing the bar charts, Larry noted the 6.88 score for 'Having adequate cellular (or mobile) coverage throughout campus. We work to improve our outdoor wireless. Larry shared that one of Joel's goals is to be able to walk campus from end to end and not lose wifi coverage. Michelle Brannum asked if as new UTK buildings are being built, are there ways to require a minimum standard for internet? Larry said that there are standards that each building will abide by, but again, it is up to the cellular companies to join in on a DAS.
- Michele W. asked everyone to complete the next survey and to encourage their contacts to complete it. OIT takes the survey results very seriously and focuses our attention on areas that need improvement.

## 6. Google Changes

- In the past, Google was free. Now, they will start charging. They have tiers of paid services that have started to be paid. The university will start putting quotas in place and the timeline for that is still to be determined.
- New Google Quotas
  - 1 TB - Faculty, staff, and graduate students
  - 100 GB - All other accounts
  - Google storage is combined storage and it includes: Mail, Drive & Photos
  - Microsoft One Drive is a great option that will provide more storage.

## 7. Other Business

- **Proctorio & Privacy Issues** – Tucker asked if the university is aware and if it has had any discussions surrounding the Proctorio & privacy lawsuit. Jason said that he had been a part of conversations and sent the most updated joint statement from the UTK Teaching Collaborative at the bottom of the OIT Proctorio support page: <https://oit.utk.edu/teachingtools/proctorio/>. Michelle B. said that if folks need a place to take a test without recording, feel free to reach out to her.
- **Praise for OIT** – Suzi Allard shared that she has talked with instructors who are impressed with OIT services inside the classrooms (despite supply chain issues) and that the football games are so much better now!
- **GSS** – George and Leighton are serving as interim representatives. They are working to find the permanent 2022-2023 reps and will keep Michele W. updated as those individuals are chosen. - Larry provided an overview of the changes to email services. George shared that the GSS is providing funding for graduate students to purchase electronic devices that have been approved. He asked if this is a concern because could students double-dip from the tech fee and this program? Larry shared that it isn't a concern because every department reviews and vets each request before sending it to OIT.

## 8. Adjournment

- Larry adjourned the meeting at 4:28 pm. The next meeting is scheduled for Friday, October 21, 2022 at 3:30 pm in person at Hodges Library Conference Room 605 or Via Zoom.

Minutes submitted by: Michele Wilson