

Technology Advisory Board (TAB) Minutes of Meeting, September 20, 2006

Location: Andy Holt Tower, 4th Floor Conference Room , 2:30PM

Attendance:

Bruce Delaney, Denise Haley, Robert Holub, Judy Huddleston, Tim Kresse, Julie Little, Bryant Mayne, Mike McNeil, Robin McNeil, Logan Monday, Robert Osborne, Grant Patterson, Stan Pinkleton, David Ratledge, Law Schuelke, Brandon Williams

Introduction of Members

Bryant Mayne called the meeting to order and members introduced themselves.

Student Email

Mike McNeil gave a brief update on the status of the new Exchange email system. Current migrations have been halted because of performance concerns related to storage, data access, and the location of some Exchange services. In addition, the impact of Blackberry mobile devices on performance is also an issue. Currently there is no support for students using Blackberry devices.

After performance issues are addressed, all students will be migrated. Presently there are about 4000 freshmen on the system. McNeil asked for suggestions from the TAB in regards to the best plan for migrating the remaining students. Bryant Mayne will work with the SGA Technology Services group to solicit suggestions.

Loaner Laptop Program

David Atkins provided statistics for Robin McNeil to share about the Loaner Laptop Program, which was an initiative of the Technology Fee. Program changes during FY06 included:

- Adding ten units into circulation,
- Increasing availability to a full 24 hours/day,
- Increasing the loan period from three to four hours,
- OIT assumed responsibility for technical support of units, and,
- Developing a pager waiting list.

The laptops were circulated over 30,000 times for a 70% increase during FY06. Plans are to continue funding the laptop loaner program as well as to increase the number by 10-15 laptops as funds are available.

Commons

Stan Pinkleton provided an update on the Commons and the IT services that were formerly provided from Aconda Court. The students appear to have found the new area and it has been heavily utilized since opening August 14. Plans are to continue renovation to the Commons adding additional computers in arrangements that facilitate group collaboration as well as the addition of smart boards with plasma screens for practicing presentations. Please refer to the Commons website commons.utk.edu for more information.

IT Services Survey

Julie Little led a discussion on soliciting information from the students in regards to future IT services and the best manner in which to survey the students. Bryant Mayne suggested that the IT Directors attend one of the weekly SGA meetings to solicit input from those members. Other suggestions included advertisements in the Daily Beacon, notices on one of the info blocks on the UTK homepage, surveys on Circle Park Online, surveys during orientation, and links on the Webmail page. Mayne agreed to work with the Student Technology Services committee to provide input for the next TAB meeting

With no further business, the meeting was adjourned. The next meeting of the Technology Advisory Board will be Wednesday, October 18, 2006, at 2:30 PM, AHT, 4th floor Conference Room.