

TAB Meeting, March 28, 2012

Present: Jerry Riehl, Lewis Davis, Greg Billings, Joshua Gooder, Joanne Logan, Robert Fuller, Timn BOruff, Mark Alexander, Jason Smithers, Sally McMillan, Joel Reeves, Chris Cimino, ____

Project update – Jerry Riehl

- Wireless Network Upgrades (not TF) – Carrick, Morrill, Reese – 3-fold increase in speed
- HSS Printing stations – pending
- eTextbook Pilot
 - Stan Guffey, Bio 130, 2 sections, fall semester
 - Purchasing iPads, will provide eTextbook on the iPad (will sign for the computer)
 - May do another pilot or put in lending pool after
 - Stan very excited
- mLearning Pilot
 - CFP is out; selection of participant(s) on April 13
- Promote OIT instructional services
 - Video in process; Lisa Fall working on it. Due by June, will be posted online.
 - Outreach and visits to departments ongoing

Tech Fee Funding Guidelines from 1996

- (get ppt from Jerry)
- “Academic technology facility” is probably OIT Support’s T&L Lab
- McMillan: should these be revisited? Some are no longer relevant or too specific.
- Cimino: this was provided to BofT when fee put in place. These can be changed by campus administration, as long as dollar amount doesn’t change.
- (get ppt from Jerry) “**as a whole**”
- Cimino: five-year plan because not enough initial capital; borrowed money from state to jump start initiatives. Paid back in less than five years.
- Early fall agenda to rethink these guidelines.

2011-2012 Priorities Discussion

- Wireless – student survey
 - Good coverage: Clement Hall Courtyard, Tom Black Track, Trial Gardens, Mall behind Humanities, Regal Soccer Stadium
 - Investigating adding coverage: Presidential Court, outside Claxton, outside Ayres Hall, extending Mall coverage toward A&A behind Humanities, Softball Stadium
 - Reeves: Can have too many wireless access points in an area and they interfere with each other. Will need to publicize that no matter how many points we have, at some point demand may overtake availability. If have specific areas, will look at those.
 - Riehl: Presidential Court could use more. Reeves: We want to finish housing units this summer before heading outside to courtyard; inside may provide enough.
 - Smithers: Circle Park area, large open area where students congregate and pass through.
 - Billings: the amphitheater outside Gate 21, outside AMB
 - McMillan: look at Humanities Plaza (near the Europa statue)
- Mobile applications – student survey

2012-2013 Priorities

- OIT Service Catalog / TF Services / Priorities Matrix
 - Computer labs includes maintenances for Citrix licenses for apps@ut
 - 24x7 helpdesk – Billings had someone stay late and someone come in early to help; Logan got a good answer after 10 p.m.
 - Course delivery includes Blackboard and Blackboard Collaborate. Was paid out of Facilities Fee last year; would like to move to Tech Fee.
 - Inst Dev includes START (funded by TAB for seven years now); faculty fellows reduced from two to one this

year. Reaching faculty for nuts and bolts of technology in teaching and learning; challenge is restructuring materials, activities, and assessments into a collective whole. Several initiatives in place to help with this.

- Messaging and collaboration – student portal enhancements and maintenance, outsourcing student email (adding Gmail as secondary option).
- Research support – ranked pretty low; most services aimed at grad students (who do pay tech fee). Lewis says, consensus was that trying to affect as many students as possible, and research support was for getting software installed on computers and debugging problems. Not saying that grad students don't matter, but that it's a very small percentage of students using the services. McMillan – I've never had a grad student who didn't use research consulting. Riehl – also moving to engage undergraduates in research. Goode – consider the technology; most of research support is training to use research technologies. Lewis – this is mainly consultation about getting software running on computer. Reeves – so we need a breakdown on how the funds were spent, how much went to statistical consulting. Riehl – also covers the analysis@utk server with all the stats packages. Reeves – will develop a proposal for tech support training vs. research consulting and research applications.
- Software/hardware procurement – research general software (EndNote, MATLAB), have met with MS folks about their proposals for licensing changes: going from \$60 to \$95/copy.
- Training and documentation – all technology training to students and faculty

Any shifts in priorities?

- Goode – apps @UT; computer labs as well as software licensing and distribution. Wants to see expansion from statistics and to replace lab upgrades. Riehl – on quarterly project review tomorrow; not going as quickly as hoped. Analysis moved over, but not sure when full deployment will be. McMillan – would like stats on lab usage; is usage steady or changing as apps become more available? Reeves – we can get the numbers. Logan – CASNR lab is full all the time. Has been beta tester for GIS on apps and it's on the slow side. Certainly in a classroom setting have issues vs. local install for graphics-intensive programs. Not sure whether it's the program, the network, what. Have come full circle. Riehl – we're outside the norm with apps@ut; lots of institutions are looking at general-use labs. Alexander – universities that are phasing out labs, do they have laptop requirements? Lewis – what is status of laptop requirement? McMillan – Provost met with student advisory group; response was against a requirement. One student said that library loaner service is better than requiring it. Chicken-and-egg – if require laptops, what are you going to do with them? Well, for example, SAIS, if every student is guaranteed to have a mobile device could use those. Students say many faculty don't want them in the classroom. Billings – as a computer science major, many classes want laptops to bring up code and work on it in class; without a laptop in class, people are left out. Fuller – when there's an exam in a large computer section, there's a run on the loaner laptops (CoB does require). Faculty need to have activities using computers. Also, even with laptop requirement, faculty don't use in class because of concerns regarding differential student ability to use the computers and programs. Smithers – some discussion about that across departments; in order to sign up for program must have minimum computer competency. Working with Jean Derco's group to develop university-wide electronic competency. Riehl – have worked closely with classes in Business, online training to bring people up to date with Excel, Delaney used to supply reports of who'd completed the online training. Fuller – doesn't believe that's 100% of the issue. McMillan – still a fair amount of education regarding what is appropriate use of technology in classroom. What are we trying to teach? Memorization / computer seen as cheating; higher level reasoning / computer seen as helpful. Faculty concerns, "We don't know what they're doing."

Riehl – outside these core areas, what would you like to see? Reeves – mobile? Riehl – mobile app that Erik Bledsoe and Creative Services developing; just supplied last two sets of data they needed. Have simulated piece up and running (need to get simulator from them). Five modules. Reeves – we are committed to bringing that; this group wants that. Map on campus makes sense; where the T is; class schedule; Blackboard over WiFi. Billings – registering, drop/add, housing registration. Laundry services online. Lewis – how much can be change? Reeves – scope for this one is set, but this isn't the end of it. What's next? We'll figure out how to get there. Riehl – we purchased a basic package, five/six modules. Can get additional customization. Cimino – we have an HTML 5 view for that, released this year from the VolCard office. If you swipe your card on a machine, you can log in and see time remaining, set up alerts for when cycle is almost done. Smithers – most MyUTK functions? Reeves – will work on iPad, but don't scale down. Talking to Eleusian (formerly SunGard) about that, for drop/add, fees payment. Smithers – would be a huge advantage to not have to wait in line to pay fees. Lewis – might prefer not to drop /add on mobile. Logan/Reeves – convenience fee to not pay in person if use credit card; not so much if use eCheck. Cimino – many people still want to write a check and hand it to someone. McMillan – some of this may be handled in the one-stop. Billings – will talk to SGA committee.

Riehl – initiatives with McMillan and Student Success Grades First project, something that would allow students to schedule advising appointments on line, with reminders, that sort of things. Might be appropriate for TF funding. Reaches every student, not really an administrative application. Billings – does each college do advising the same way? Riehl – no, this product would facilitate all the different processes. McMillan – other Top 25 initiatives with strong technology components, but not sure how those will be funded (U-Track / DARS

replacement – not just where you are and what you have left, if you're missing a prerequisite) don't know costs but will be technology. Billings – will that replace DARS? McMillan – not sure; using DARS information but has other overlays. Billings – would like to overhaul DARS and make it more friendly. Riehl – email with information about resolution regarding DARS. One suggestion was that DARS used to be able to provide double-major tracks and major/minor tracks, and now it only provides major track. Billings – that would be helpful. Logan – can track minors. Billings – changing the picture on the MyUTK page. Lewis – “as pretty as that image is in high resolution. . .” Billings – resolution regarding reorganization of MyUTK page. Lewis – thinks reorg is just moving the web parts around. Reeves – everyone wanted the ability to personalize; nobody does it. Smithers – I've personalized it. Reeves – useful for people who are both employees and students. Billings – will see if can get more details. Billings – redesign of TN 101? McMillan – SGA manages that. Lewis – SGA initiative; OIT developed. Reeves – we built it. Lewis – where did the money come from? Reeves -- ?? Lewis – redesign would not come out of this group; would need to come from SGA. McMillan – most students don't know TN 101 exists; they're all using Rate My Professor. Lewis – students can be more verbal on RMP; UT might not want the liability of some of those comments. McMillan – as student, like to be able to tell students this matters for her and for future students. Lewis – maybe wstudentns don't understand connection between evaluationnj and website; maybe if rebranded miht get more connection. Smithers – saw a pilot project at APSU using RMP scores and including that in course registration information. They have a suggestion program like Amazon. McMillan – SAIS, understands student perspective that you can say things on RMP that you can't say on SAIS. Need to help students understand value of SAIS. Billings – students fill out the sheet and never see any results. Reeves – so if we sent out a notification of “last semester's results are here”? McMillan – even in Banner, link to TN 101 during registration? Lewis – if we could integrate with Banner / registration and call it something else that would connect to the evaluation forms. Billings – TN101 last updated in 2010. Goode – had no clue. Lewis – could we re-brand the online SAIS surveys, say that “these results go into this website.”

- Riehl – commitment: will get with students and with Joel. Will submit a budget a week before the April meeting.
- Riehl – Coolege and aacad unit fundint proposals due midApril
- Goode – Banner problems when registering for classes. When searching for GenEd, get lists of courses that don't actually fulfill the requirements. Reeves – send me specifics and will fix it.

Remaining spring semester meetings

- Friday, April 20, 4-5 p.m., 605 Hodges
 - Wrap up with end of semester activities