

TAB Meeting, April 20, 2011

Attending: Mark Alexander, Robbie Churchill, Louis Davis, Joanne Logan, Sally McMillan, BT Peake, Gina Phipps, Brandon Remmert, Scott Studham, Michael Wirth

Review FY 12 Tech Fee Budget

OIT Service	Item	Sum of FY 12 Budget
Computer Labs	Central Computer Labs Upgrades & Operations	800,000.00
	Student Salaries for Central Computer Labs Expanded hours	200,000.00
	Loaner Laptop Program in Library	50,000.00
	Volprint Subsidy	100,000.00
	Maintenance for Citrix license for BATS	60,000.00
Help Desk	24x7 Helpdesk Support, Walk-in helpdesk in Commons & Student computer support	886,000.00
Instructional Technology		
Course Delivery	Campus & Course Specific Customizations for Online@UT	100,000.00
Instructional Development	Student Technology Assistants for Research & Teaching (START). Undergraduate Student Workers helping Faculty Migrate to Digital Media	100,000.00
	Assistance to Faculty in Developing Technology Based Course Materials	260,000.00
Instructional Technology - General	ITC Faculty Fellow Program - 1 Faculty Member Advocate Instructional Technology	12,000.00
	Visits to 50 departments to present OIT offerings	20,000.00
	Produce video advertising OIT Instructional Technology services for faculty	5,000.00
Messaging & Collaboration		
Collaboration Tools	Student Portal Enhancements & Maintenance	75,000.00
Email & Calendar	Outsource Student Email - Live.EDU Conversion Completion	100,000.00
Research Support		
Research Support - General	Research Consulting & Training For Students	100,000.00
Data Analysis Software Hosting	Research (Citrix) applications support	11,000.00

OIT Service	Item	Sum of FY 12 Budget
Software Procurement & Distribution	Microsoft Software for Labs & Depts	100,000.00
	Research General Software	340,000.00
Training	Training & Documentation to Students on Technology Use	148,000.00
Training, cont'd.	Upgrade Hoskins Training Lab (faculty IT training)	20,000.00
	Instructional Technology Training & Support for Faculty (clickers, iTunes U, Smart Classrooms, Online@UT, etc.)	125,000.00
	College & Academic Unit Awards	1,000,000.00
	Student Directed Projects including	588,000.00
	<ul style="list-style-type: none"> · wireless network upgrades as requested (not including outdoor coverage provided by tech fee reserves) · Smokey's list (advertising for books, housing, tutoring, etc.) · TN 101 enhancements · Humanities printing station · Mailing list for dorms · Hiring student workers to promote OIT initiatives · Electronic text book pilot (~50,000) · mLearning pilot (~ 80,000) 	

Modifications to OIT-managed services

- Computer labs – addition of BATS Citrix licenses

Instructional Technology

- Extended focus on faculty outreach to departments and by video
- Reduction in Faculty Fellows awards – just do one this year. Brandon Remmert on selection committee.

Messaging and collaboration

- Few additions to student features of MyUTK
- Move majority of students to VolMail

Training

- Upgrade to faculty training lab in Hoskins

FY 12 Tech Fee Budget – get table from Gina

- Change in money for BATS in 2012, Citrix licenses
- Change in money for campus and course-specific customizations
 - **Question from McMillan:** Doing FYS 100 in BB. Do we need funds for that? **Response from Phipps:** Probably not. Should be very smooth.
- Money for departmental visits, video
- Messaging and collaboration
 - Short lists of student requests for portal, e.g. meals remaining on meal plans
 - Finish LIVE.edu conversion. All students will be moved unless they specifically request not to. **Comment from Studham:** Everyone who has moved to LIVE is under the umbrella of keeping email account with same address when graduate. **Comment from Phipps:** Talked a bit in SGA Tech committee about it being a big deal to have name@utk.edu rather than at some sub-domain. Calendar sharing between LIVE.edu and Exchange is working.

Only issue is don't have two-way delegation between LIVE and Exchange (works one way but not the other).

- Research support not changing
- Training pretty much the same; have pulled out a specific line toward the Hoskins lab
- Non-OIT services and special projects
 - College and academic unit awards
 - Student-directed projects
- **Question from Alexander:** What was grand total last year? **Response from Phipps:** Same as this year, about \$5.2million.
- Wirth move, Peake second, motion to approve budget passes

Update on FY 12 College Awards / Plans

- Thoughtful planning from colleges and departments – Phipps looking at 5-year plans for units. Can do SharePoint site to post for TAB members.

Primary focus

- Computers for college / department labs
 - **Comment from McMillan:** starting to explore idea of requiring all students to have a mobile computing device. There are good reasons to do that; not least that if it's required, students can get financial aid. But also changes teaching if there is expectation that students will have mobile computing device. Will be talking with associate deans next week. An OIT grad student has done some benchmarking, and several of our peers have a mobile requirement. Requirements vary by discipline.
 - **Question:** Doesn't UT require already? **Response from McMillan:** Varies by department. Engineering, Business, Architecture do require. Want to make it University-wide but discipline specific. **Comment from Wirth:** People change majors; what happens if the requirements change? **Response from McMillan:** Maybe not require until sophomore year, or set minimum. BATS could make a difference; as long as device can access BATS wouldn't matter what the device specs. May not require TAB resources, but committee and colleges should be aware of the plan. May change thinking about future plans. **Comment from Alexander:** BATS would help keep costs down. **Comment from Logan:** May extend laptop life. Bookstore is very helpful about posting recommendations, giving the information to students.
 - **Question from Remmert:** What are the downsides? **Response from McMillan:** Haven't really talked to the other schools, just looked at sites. Support would be an issue. **Comment from Wirth:** Technology changes every year. **Comment from Alexander:** Have to teach to both low-level and advanced technology.
 - **Comment from Lindstrom:** Financial concerns for students. **Comment from McMillan:** Have small surveys that more than 90% of our students already have a device; if we require it financial aid would cover. Potential benefit there. **Comment from Alexander:** But the financial aid is a loan and so they're buying on credit. **Comment from Logan:** But it would be at a better interest rate than a credit card. **Comment from Davis:** But they'd get universal use, and we're not talking about something like a MacBook Pro. **Comment from Alexander:** Good value for money. **Comment from Wirth:** Sees issues but would be great if university could figure out best plan.
 - **Comment from McMillan:** Will talk on campus and to peers. **Comment from Wirth:** Private universities more like to require all students to have computer. **Comment from Logan:** Webb school requiring all students to have iPad for electronic books.
 - **Comment from McMillan:** Also talking about e-textbooks. **Comment from Alexander:** Some will still want textbooks.
 - **Comment from Phipps:** If mobile device is required, students will expect that they will be used in class. **Comment from McMillan:** Lot of faculty work to be done around that. Thinking about how to do innovative things with technology, so faculty think of them as more than note-taking, Facebook-checking devices. **Comment from Alexander:** Students would expect all classes to have e-grades, e-syllabus at a minimum. **Comment from McMillan:** Need to get faculty to think differently about what's going on in the classroom – less lecturing and more guiding collaborative learning.
 - **Question from Logan:** With that model the departmental and college labs would go away? **Comment from McMillan:** Maybe retain some specialized labs, like high-end digital editing. **Comment from Studham:** General-purpose labs could become collaboration spaces. **Comment from Logan:** Need to change furniture to encourage collaboration. **Comment from Remmert:** Spaces that have a large display for a laptop would be helpful. **Comment from McMillan:** Going to do major renovation in HSS, rethink classroom configurations and include some Commons spaces for students to work together. Looking at other universities. Can do things without much space just to create environment for student work.
- Specialized software
- Specialized equipment (e.g., mannequins for nursing, digital photo equipment for food tech)

Service managers (Phipps, Campbell, Ridenour) need to look at plans, make sure all know what's going on. Several plans have mentioned BATS and standards.

- One potential purchase in Arts and Sciences in FY13 or FY14 for digital message boards might not be appropriate, but it might be.

Secondary focus

- Non-registrar controlled classroom technology

Opportunities

- Start conversations
- BATS

Celebrate FY 11 Tech Fee-Supported Endeavors

- **Comment from Joanne Logan** – teaching is in pretty good shape. There have been good technology classroom upgrades. Some faculty have gotten into “stick in the mud” mode with just showing PowerPoint and handing out slides. PPT used to be the big thing. Trying to get people to think in new tracks (engaged learning, smaller classes, students building wikis, etc.). In large classes, it’s hard to get out of lecture mode, but some are taking time at the beginning to discuss notes, make sure everyone is up to date, then lecture, then wrap-up.
- **Question from Studham:** Have you seen anything different? **Comment from Remmert:** Major is Poli Sci / English, seeing Socratic method in smaller classes, asking questions and getting discussion. Easier to pay attention than to 50-minute lecture. Even then, teachers with enough energy to go along with that can make even dull content lively. A lot of it comes down to teacher behind the content. **Comments from Wirth and Logan:** Depends on the faculty member, if they can tell stories, use anecdotes, make content interesting.
- **Question from Alexander:** Are you seeing new tech? **Comment from Remmert:** Clickers, nothing really “wow”. **Comment from Logan:** Feels a bit stagnant. **Comment from Peake:** Teachers using technology in homework; it’s easier for them to have the computer grade it. **Comment from Logan:** Like a BB quiz.
- **Comment from Phipps:** Hard, even without talking tech, to have engaged learning, students working among themselves. **Comment from Wirth:** And as classes get larger, it’s harder. TCTL doing some training on engaging large classes; not sure how much impact. **Comment from Logan:** Going to build some scale-up rooms in Humanities, set in tables of nine. Problem is how do you get the faculty to change. **Comment from Remmert:** One class this semester modeled on simulation; a little more engaging. Each student assigned to a congressman, have committee hearings and so on. Using technology, BB for hub and turning in assignments.
- VolMail, MyUTK

Lab and Help Desk stats

- Computer Labs (FY 2011 so far)
 - Art, Commons, Humanities, Perkins, Presidential
 - Avg Unique Logins Per Month - 11,635
 - Avg Minutes Per Login - 52
- Help Desk (CY 2010)
 - Calls – 53,000
 - Average Wait time – 35 seconds
 - Service Center at the Commons assisted 12,000 students
 - Very High Satisfaction Survey Results – 4.75-4.95 average

Instructional Technology stats

- Clickers
 - 50 faculty, teaching 56 classes, engaging 9,113 students using clickers and mobile devices in FY 2011
 - 143 workshops and consultations with faculty and students
- Technology Enhanced Classrooms
 - 171 workshops and consultation with faculty users
- iTunes U
 - 2312 courses on UTK on iTunes U
 - Avg 12,522 tracks downloaded per month
 - **Question from Churchill:** Are these iTunesU tracks mostly lectures? **Response from Remmert:** Mix of lectures and special events; some audio only, some audio-video.
- Instructional Development
 - 180 hours of consultations with faculty
 - 93 smaller projects completed (faculty assistance) -- Smaller projects – everything from a Banner to assistance with instructional design and course design.
 - 3 larger projects completed (faculty first)
 - **Comment from McMillan:** collaborative project this summer between OIT and TTL, Summer Institute, to build a

core of faculty using technology intentionally in their courses, and building hybrid and online courses. Thinks in next academic year will see increase in online classes available. **Comment from Phipps:** Going to tie into effort spearheaded by Churchill to get faculty to use certain minimum level of tech.

- This only covers about half the list. Will talk again in Fall about projects TF is supporting.

End of year and end of terms for several members

- **Comment from Studham:** Sad that students are leaving; have been great to work with. Would like to schedule a visit to the data center for BATS to “sign the case” and take pictures of “ground-breaking.”