

## STUDENT TAB MEETING

MINUTES, APRIL 25, 2014

## ACTION ITEMS

- Reeves to discuss \$17,000 projector with Art department to see if there is a lower-cost option. Review whether that price is accurate for this type of camera.
- Reeves to discuss lab upgrades with College of Veterinary Medicine; 200 computers on five-year upgrade plan should be 40 replacements, not 48.

## ATTENDING

- Mark Alexander, Jean Derco, Jonathan Jackson, Tom Ladd, Joanne Logan, Jonee Lindstrom, Leigh Mutchler, Drew Nash, David Ratledge, Matthew Riley, Jason Smethers
- Guest: Larry Jennings

## APPROVAL OF MINUTES FROM FEBRUARY 21, 2014, MEETING

- Derco moved, Riley seconded, motion carries and minutes are adopted.

## GMAIL – VOLS.UTK.EDU

- Transition to vols.utk.edu – May 19, 2014. After semester; trying to be sensitive to student needs.
  - 40-50 calls to Help Desk since first day, about 12 negative; not much since then
  - **Riley:** Second email clarified that wouldn't lose current account
- GMail soft launch (no announcement, link goes live at tmail.utk.edu) – July 2014; could be a little sooner
- GMail announced – August 2014
- About 800 hours in the project so far; transition to vols.utk.edu will save labor in future

## ONLINE COURSE OFFERINGS

- RFP in process for three-year service; will see what comes back on the bid

## CHARGER LOANER PROGRAM FOR COMMONS

- Have purchased Win and Mac chargers and have ordered phone chargers
- Working through checkout process. Some issues with handouts going missing, "broken" items being returned that weren't what was checked out.

## FY 14 ADMINISTRATIVE ITEMS

- Microsoft Office ProPlus – Tech Fee Offset \$280,000– has been very well received

- Zoom Video Conference Pilot Project – Tech Fee money – Social Work testing because BB Collaborate doesn't meet their needs. BB Collaborate is in excess of \$100,000; Zoom for 5000 seats is about \$10,000.
  - Have feedback from faculty on BB Learn; they don't want to transition unless cost saving is 50% or more.
- Wireless Upgrade – Tech Fee covers wireless for students; faculty / staff wireless is built into port fees. Over summer, replacing about 1,000 access points to 225s. Should be better coverage. \$1 million
- Social Work Carryover – FY 14 was allocated \$187,000 from Tech Fee; was held up due to construction delays. Chris Cimino has directed that this award be carried over.

## FY 15 COLLEGE / DEPARTMENTAL AWARDS

- FY 15 Baseline - \$1,000,000
- FY 14 Available - \$350,000
- Current reserves - \$4.2 million (less \$1 million for wireless)
- Total amounts requested:
  - Priority 1: \$1,440,000
  - Priority 2: \$388,000
  - Priority 3: \$295,000
- Discussion of requests:
  - **Reeves:** College of Business – want to leverage their Mediasite servers with our central Mediasite
  - **Jackson:** Asks about A&S, Department of Art, \$136,000 request seems high compared to other departments, and compared to size of department. **Reeves** agrees that A&S is a bit high compared to headcount allocations. **Alexander** reviewed details of request.
  - **Smethers,** for McMillan: a lot of these requests reflect new equipment and replacing equipment in computer labs / departmental labs. Is this the right route for those requests, or are there other funds they should be using? Faculty and staff receive scheduled upgrades; do labs fall under that program? **Reeves:** No, FCUP and SCUP are individual machines only. Labs are there for students, and this would be the appropriate source of funds.
  - **Jackson:** that Art requested a single projector for \$17,000. **Reeves will discuss with Art about finding a lower-priced option. Review is that price is accurate for this type of camera.**
  - **Riley:** Asks about computer upgrade for A335A; why replacing 48 computers rather than 40 (five-year plan for 200 computers)? Also, where are these 200 computers? Only one lab, with 40 computers. Also, students don't like all-in-ones. **Reeves will confer with department.**
- **Reeves:** How much are we going to cover?
  - **Smethers:** some items are annual licenses; what happens if we fund it this year but not next year? **Reeves:** they find other funding or fund it themselves or discontinue the license
  - **Smethers:** did anyone request software that UT funds centrally? **Reeves:** didn't see anything.
  - **Reeves:** usually expenditures are less than initial requests. If they don't use the money, it goes back into TF reserves.
  - **Mutchler:** how is the money spent? Are purchases centralized? **Reeves:** the department pays for it and OIT reimburses. **Mutchler:** are there opportunities for better deals? **Reeves:** will try to sell OIT services where possible. Tries to look for overlaps but can't guarantee to catch everything.
  - **Ladd:** have noticed lag in College money because of slowness of getting facilities updated. Down the road someone has to consider that some things may require getting Physical Plant to do renovations first, and the lag time there is significant.

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- **Reeves:** Trying to tie back to Top 25 initiatives. Some colleges identified that they didn't do the best job of assessment; we can try to push for better assessment in coming years. **Alexander:** But how do you measure it? You know there's an impact, but how to measure it.
- **Reeves:** What does the committee want to fund? Just priority 1s, or 1s and 2s? **Alexander:** Funding 2s doesn't draw down the reserves too significantly. **Reeves:** Have a plan for reserves, including looking at a lab with testing space in a new building in a few years; priced that at about \$1 million.
- **Alexander** moves to fund Priority 1s and 2s. **Riley** seconds. Motion carries.
  - **Logan:** Concerned about whether the priorities are "really" 3s, if departments are trying to be "nice" instead of calling them honestly 2s. **Reeves:** Asks for 1-2-3 to inform the committee's decision. Technology is pervasive. People need it to do teaching and research.
  - **Ratledge:** Some units ranked 1-10. **Reeves:** Compressed into 1-2-3.

## OTHER BUSINESS

- Annual survey results; will be on website soon:
  - Zone of tolerance: Difference between minimum needed and "nirvana" on a scale of 1-9
  - Adequacy gap: Difference between perceived level of service and minimum needed
  - 13 core items, only had one negative adequacy gap, and that wasn't statistically significant
  - UT specific: Online@UT, UT system services (IRIS, ANDI, TERA), Banner/MyUTK, and online class registration have adequacy gaps
  - Student-only: Online class registration (MyUTK) only adequacy gap
  - Faculty-only: Several gaps
  - Can compare to other peer institutions: Expectations at UT are higher than anywhere else for 10 items, and we're delivering at a better rate, than our peer institutions.
- **Logan:** Any movement to standardize department sites? Some people are using the old template, some are using the new template, and presentation isn't consistent. Hard to find information.
  - **Reeves:** Trying to encourage people to use the search engine to find information, and to do Search Engine Optimization on their sites. **Logan:** There should be best practices.
  - **Jackson:** Are there guidelines about templates? **Smethers:** The template and guidelines are updated, but hard to enforce. **Reeves:** Do you have the bandwidth to enforce it, and the bandwidth to help them catch up? OIT will help, but will do it in SharePoint.
- Planned TAB meeting dates for 2014-2015.

Date	Time	Location
September 26, 2014	3:30 – 4:45	605 Hodges Library
October 24, 2014	3:30 – 4:45	605 Hodges Library
November 21, 2014	3:30 – 4:45	605 Hodges Library
December 12, 2014	3:30 – 4:45	605 Hodges Library
January 23, 2015	3:30 – 4:45	605 Hodges Library
February 27, 2015	3:30 – 4:45	605 Hodges Library
March 27, 2015	3:30 – 4:45	605 Hodges Library
April 24, 2015	3:30 – 4:45	605 Hodges Library

- Reeves thanks everyone for their participation.

## MEETING ADJOURNED