

STUDENT TAB MEETING

MINUTES, NOVEMBER 20, 2015
605 HODGES LIBRARY, 3:30-4:15

ACTION ITEMS

- Text your connectivity issues
- Lab computer slow log in issue
- Uploading files to BB from cloud storage

MEMBERS

Mark Alexander, Tim Boruff, **Will Gabelman**, **Jennifer Gramling** (for RJ Hinde), **Eric Hampton**, **Benjamin Harmon**, **Geoff Freeman** for Doug Hawks, , **Jonathan Jackson**, **Larry Jennings**, Willie Kemp, **David Mendez**, **Leigh Mutchler**, **David Ratledge**, **Joel Reeves**, **Katie Singer**, Tese Stephens, **Anagha Uppal**, **Mona Hernandez** (bold indicates present).

WELCOME

- Third meeting of the 2015-2016 year

UPDATES

TEXT YOUR CONNECTVITY ISSUES

- Launched week of November 3, 2015
 - Call breakdown; classroom 17 (not all during class time), residential 23, H&S (Hearing & Science) 8 and SSH (South Stadium Hall) 9. Anthropology in SSH (floors 1-3) has been repaired; issues in South Stadium Hall floors (4-6) are known but asbestos issues are preventing further work.
 - The word is getting out to campus this service is available

LAB COMPUTER SLOW LOGIN ISSUE

- Computer logins were taking 3-4 minutes in many cases; log in time < 30 seconds;
- OIT labs enabled Citrix profiles to speed up login time
- Swapped out 147 hard drives for solid state drives (technology not affordable 2 years ago)
- Future improvements are planned

UPLOADING FILES TO BLACKBOARD FROM CLOUD STORAGE

- Drag and drop functionality not available to upload files in Blackboard 9.x. Blackboard says drag and drop is in development.
- Bb Mobile app has Cloud support to upload documents from Google Drive.

STUDENT REQUESTS

- Queue TV for Commons
 - In house work to develop app to manage queue
 - Tech Fee will fund monitor
 - Target Date – third quarter (Jan-Mar 2016)
- Dell certified tech on site
 - Vol Shop manages this
 - Have reached out to Dell regarding this request
 - Committee will continue to be updated
- Parking Space Monitors
 - Determines what parking spaces are available in the UTK parking garages. OIT has talked with Mark Hairr in Parking Services. There is currently one monitor being installed in the new parking garage being built. They are expensive to install in the existing parking garages. Gibbs parking garage has induction loops built into the concrete.
- Printing
 - Considering a 20 page allocation.
 - Robin McNeil (OIT) is currently work on this; evaluating usage by each student. OIT is committed to finding a solution.
 - Is it possible for students not to have to use the Vol Card? OIT is currently evaluating options for this.
 - Request for 3 more DART machines has been made; committee will review to determine if Tech Fee monies should be used for this purchase.
- Endnote and Zotero
 - Following up on issues raised by Katie Singer regarding Endnote and Zotero; the Bibliographic Committee is aware of the issues and is currently working on it. Students may contact Jeanine Williamson, the Chair of the Bibliographic Committee at the UTK John C. Hodges Library or Peter Fernandez at the UTK Pendergrass Vet Med Library for assistance. Additional information has also been placed on Knowledgebase. Katie Singer has talked with both Jeanine Williamson and Peter Fernandez regarding the issues students are experiencing. Ms. Singer states graduate students have developed a resource page which undergraduate students will also have access to.

SOFTWARE COST REVIEW

- Mr. Reeves displayed a graph for the committee showing current pricing for tech fee software. Graph demonstrates why these Tech Fee purchases are made, how many people are using the programs and the

cost. The net value indicates what kind of value you are receiving from each product. The two methods in which these programs are delivered - apps and downloads on machines. Mr. Reeves reviewed several items on the graph for the committee:

- Atlas has been removed; originally purchased for quantitative analysis; has been replaced by Nvivo
- Auto Desk - student academic use is now free of charge
- Endnote - should UTK continue to pay for this product as students have expressed issues with the software; other products are available
- JMP - price has increased
- Lynda.com – logins are in excess of 6,000
- Bottom line shows the value UTK is receiving from the software purchased; approximate cost is \$30 per student per year.

NEW BUSINESS

- Adobe licensing renewal – Katie Singer raised concerns regarding students no longer having access. Per Mr. Reeves the System Office is currently speaking with Adobe; however, Adobe will not discuss pricing until January 2016. If prices do not increase, the contract will be extended.
- Grammar error on computers still has not been fixed; Mr. Reeves to address and get this taken care of.
- Learning Management System; Blackboard was onsite this week to provide demonstrations. Additional demonstrations from other companies will take place in December. Katie Singer and Anagha Uppal have joined this committee to provide student input. Additional information may be located on the UTK.EDU site at LMS; the demos have been recorded and can be viewed at this site. Several large academic institutions have started using Canvas; demo will be available on the UTK site. Students are currently using BbLearn; Mr. Reeves stated students should access the Apple store and download BbStudent which will also work on Android.
- Anagha Uppal raised the question of OIT HelpDesk support for Virtual Box software. Per Larry Jennings students may go to the Commons and OIT will provide a “best effort.”
- Katie Singer stated UTK graduate students were not able to purchase football tickets for the first two home games via Big Orange Tickets. The graduate students were not recognized by the system; it has since been fixed. It will be difficult to determine what the issues were until next football season. Students can call UT TIX for assistance; in order to have access students will need to pay their student activity fees. Mark Alexander asked to be notified sooner of any issues with ticket purchases.

NEXT MEETING

- Please contact Mr. Reeves with any items for next meeting.
- No December meeting; next meeting January, 22, 2015 at 3:30 in the 605 Hodges Library Conference Room.

MEETING ADJOURNED