

# STUDENT TAB MEETING

MINUTES, MARCH 24, 2016

605 HODGES LIBRARY, 3:30-4:45

## ACTION ITEMS

- Reeves to email Singer with information about LMS evaluation committee

## MEMBERS

**Mark Alexander**, Tim Boruff, Will Gabelman, **Jennifer Gramling** (for Vice Provost Academic Affairs), Eric Hampton, Benjamin Harmon, Doug Hawks, Jeff Freeman (for Doug Hawks), Robert Hinde, Jonathan Jackson, **Larry Jennings**, **Willie Kemp**, David Mendez, **Leigh Mutchler**, **David Ratledge**, **Joel Reeves**, **Katie Singer**, Tese Stephens, Anagha Uppal (bold indicates present)

## WELCOME

- Thanks for being flexible and coming in on a Thursday

## UPDATES

### QUEUE TV - COMMONS

- New monitor installed 3/16/2016
- System is operational
- Still some work to do with digital signage

### STUDENT HEALTH CONCERNS – DISINFECTING WIPES AT THE LIBRARY

- Purell hand sanitizer is currently available

### HOPE SCHOLARSHIP “METER”

- Tentative delivery 5/1/16
- Counter of hours used and the one “do-over”

### COLLEGE / DEPARTMENT AWARD CYCLE – DEADLINE FOR REQUESTS APRIL 1, 2016

- February 5 – call for requests (letters send 2/3/2016)
- April 1 – deadline for proposals
  - Please look through the requests for reasonableness
  - About \$1 million to work with

- Some smaller colleges may get more on a per-student basis, but that's part of what Tech Fee does, is even things out
- Departmental labs, software, nursing mannequins have all been past requests
- April 22 – TAB meeting to discuss
- Early May – award notifications

## LMS BID

- Currently in evaluation period
- Deadline in late March
- Joel to email Katie with information
- Three bids: Canvas, Blackboard, Desire2Learn
- Have had OIT working with different systems; put out some videos with samples

## OIT CUSTOMER SURVEY

- Jared Nelson (Veterinary Hospital Operations / Client Services Specialist I) was the winner of the gift card
- Overall, have increased perceived level of service in 10/13 core areas
- Faculty continue to be our most critical users, with perceived level of service below minimum level of service in several areas
  - One of those areas was wireless bandwidth, at perceived level of service 8.02 and minimum level desired 8.05
  - Some useful information from the comments

## KIVUTO WEB STORE

- Not free; it comes as part of our MS agreement
- Students are entitled to a copy of Windows 10
  - 1 copy per student
  - Option to purchase Extended Access Guarantee
  - Must be primary affiliation of student and registered for classes
  - Keep the license when leave UT
- Faculty and staff also have access to Webstore, with different options
  - 1 discounted copy of Windows 10 (about \$10)
  - Must be for work at home, not personal use
  - Discounted copy of Office 2016 Pro Plus; this may be used for personal use
  - Retirees not included in this program
  - Once you leave the University, must uninstall the copy
  - CD / DVD costs extra
- UTK / UTSI / Knox area
- <http://oit.utk.edu/webstore>
  - Log in with NetID and Password
- **Singer:** Will the license time out? **Jennings:** Eventually MS will stop supporting the version. Windows Education version is kind of like Enterprise; it's more than Windows Pro.

## NEW BUSINESS

- **Kemp:** There is an SGA campaign promoting free printing. That needs to be on your radar. **Singer:** What was the decision? **Reeves:** Request on hold as we evaluate FY17 budget. At \$0.02 / page, we could offer about 20 pages. Students wanted “half the average student’s printing.” That would run us about \$80,000-\$90,000 per year from Tech Fee. Don’t know what LMS is going to cost. Compared to our public university peers, we have one of the best deals going. **Kemp:** Campaign doesn’t understand that one way or another it has to be paid for. **Ratledge:** I was here in the library before we started charging for printing, and you would be amazed at the amount of waste printing that was never even picked up. Students at that time supported pay-for-print to reduce waste. **Reeves:** When we started popping up a message that “if you print this, it would cost \$nnn” and printing dropped by about 50% even before we started charging.
- **Reeves:** Issues this week with DNS / DHCP. Still digging into root causes. **Ratledge:** Google DNS was our friend as a failover.

## NEXT MEETING

- April 22, 2016
- Please contact Reeves with any items for next meeting.

## MEETING ADJOURNED