

MINUTES OF STUDENT TECHNOLOGY ADVISORY BOARD

**Date:** March 24, 2017

**Location:** 605 Hodges Library

**Attending:** **Mark Alexander, Ernest Bernard**, Tim Boruff (for Mark Alexander), **Andrew Capps**, Dakota Cauthen, **Bill Dunne**, Samson Girma, Jennifer Gramling (for Robert Hinde), Sherilyn Hammonds (Co-Chair), Eric Hampton, David Mendez, **Leigh Mutchler, Jacob Rogers**, AJ Schroder, Cory Tacosik, Brittany Wright [**bold** indicates present]

**Attending, ex officio:** **Larry Jennings, David Ratledge, Joel Reeves** (Co-Chair) (**bold** indicates present)

**Guests:**

**Minutes by:** Charlene Laughlin, OIT

Agenda	Description	Follow-up
<b>Welcome and Introductions</b>		
<b>Updates</b>	<p><b>Printing cost – VolPrint charge discussion</b></p> <ul style="list-style-type: none"> <li>• Five year history (see slide)</li> <li>• E account is what is spent on lab printing around campus, departments that spend on consumables get reimbursed; hardware comes from Tech Fee</li> <li>• I account (Income account) - .02 cents per page is subsidized by Tech Fee on average by about \$16k annually.</li> <li>• Revenue slide shows normal usage and number of pages</li> <li>• Simple math used to determine number of jobs, number of single pages printed</li> <li>• Algorithm used to determine best option shows that .03/.01 is not too far off (anybody in lab pays @ print meters) budget wise from current model.</li> <li>• Person that prints single page is going to pay .03 cents</li> <li>• All printers default to duplex</li> </ul>	

Agenda	Description	Follow-up
	<p><b>Printing cost – VolPrint charge discussion, continued</b></p> <ul style="list-style-type: none"> <li>•</li> <li>• 40% of all print jobs are single page jobs</li> <li>• <b>David:</b> will students actually make effort to change the default setting when only need one page?</li> <li>• Preferably, students will make a conscious decision about whether they need to print or just store the document electronically</li> <li>• <b>Jacob:</b> send out mass notification about changes?</li> <li>• How many students actually read the newsletter that goes out to them?</li> <li>• This will be posted on Tennessee Today or the most popular newsfeed</li> <li>• Announce in SGA – yes Andrew will announce it there and seek approval to move forward.</li> <li>• A communication plan will be put in place</li> <li>• No other discussion; all approved</li> <li>• Committee agrees .03/.01 is best option</li> <li>• <b>Jacob:</b> students will be happier with .03/.01</li> </ul>	<p>Committee members will help communicate decision</p> <p>Joel will also let committee know when this is in place</p>
	<p><b>2017 OIT Customer Satisfaction Survey</b></p> <ul style="list-style-type: none"> <li>• Results of survey will be posted on OIT website at <a href="https://oit.utk.edu/Pages/about.aspx">https://oit.utk.edu/Pages/about.aspx</a>.</li> <li>• Feedback came from faculty, staff and students (comprehensive – everybody’s feedback)</li> <li>• Connectivity and Access (see slide) trending up</li> <li>• Getting close to an 8 on this survey is outstanding</li> <li>• Student population brought the score down, mostly because of wireless (wireless will never be as reliable or fast as wired access)</li> <li>• <b>Joel:</b> theory - typically faculty are using wired connections and remember years past and how much progress has been made</li> </ul>	

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	<p>whereas students stay on average of four or five years and have no knowledge of the past coverage</p> <ul style="list-style-type: none"> <li>• Also very impressed with our network group on that score and encouraged the committee to review feedback on the survey</li> <li>• There's more construction on this campus than most campuses</li> <li>• The biggest complaints revolve around wireless issues: doesn't work in basement of Haslam, Andy Holt Tower</li> <li>• LEED certified buildings cause cellular disruption; new Stokely Dorm blocked tower at CSX</li> <li>• The good news is that there are two projects in place to do micro cell towers and one of them should be done this summer</li> <li>• Cellular communication has been a challenge because of construction but have a plan in place to deal with it</li> <li>• The good news is that campus doesn't really pay for DAS (distributed antennae system), the provider builds it free of charge and then works to sign up cellular carriers like Verizon or Sprint</li> </ul> <p>Technology and Collaboration</p> <ul style="list-style-type: none"> <li>• See slides for details (steady increase over the years)</li> <li>• New UTK website was designed to accommodate accessibility and mobile devices like tablets and phones</li> <li>• Short discussion about new website templates</li> <li>• There were many comments in the survey about search bar being located at the bottom</li> <li>• Support training held excellent scores; stable services (outstanding score)</li> <li>• Trending upwards in all those areas (see slide)</li> <li>• Add-ons: Email options – students brought that one up because they wanted access to Google</li> <li>• anticipated a hit when decided to offer options for calendaring and scheduling issues (multiple devices and shared calendars)</li> </ul>	<p>Joel will send the slides out to the committee for review</p>

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	<p>can lead calendaring issues, don't know that this has been fixed)</p> <ul style="list-style-type: none"> <li>• Anticipated a hit on LMS with Blackboard and Canvas both running this year</li> <li>• The day the survey went out was the day Amazon S3 had an outage and Canvas was down for 3.5 hours.</li> <li>• Canvas has been down four times in last six weeks</li> <li>• Students don't really use system services like IRIS and ANDI.</li> <li>• Working on improvements on DARS reporting (fairly complicated), so hopefully see improvements next year</li> <li>• The remaining categories are noted on the chart</li> <li>• Elimination of Blackboard Collaborate - LiveOnline (Zoom works so much better and his highly complimented)</li> <li>• Working on reporting issues</li> <li>• Online teaching is video and developing entire course (need to evaluate)</li> <li>• Student views are indicated on chart</li> <li>• Self-help training is biggest change (not sure if Lynda.com helped or not)</li> <li>• Explained chart – letting everyone know results (feel good about where we are)</li> </ul>	
<p><b>FY18 College/Department Award Process</b></p>	<ul style="list-style-type: none"> <li>• April 3 – deadline for submissions (probably receive \$2.5 M or more requests and only 1M to distribute)</li> <li>• April 28 – TAB review/approval</li> <li>• Early May – Colleges/Departments receive award notification</li> </ul>	<p>Before we meet again Joel will send out all of these requests to committee for review</p>

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<b>New Business</b>	<ul style="list-style-type: none"> <li>• There were two requests that were presented after the agenda was sent out and they are a magnitude of difference in our services and costs.</li> <li>• First request, from a member of SGA group: Pellissippi State Community College is paying for subscription to New York Times and wants TAB to consider it</li> <li>• All agreed that this is a library issue, falls under consideration for the library not Tech Fee</li> <li>• Second request came from student government: pushing for Adobe Acrobat, to be made available to all students</li> <li>• Initial estimates are this would translate into roughly \$12.50/student/semester increase in Tech Fee</li> <li>• This is a service provided in our labs now, so our current access covers it. There's not enough funds this year anyway, so it's something to consider in future if students would actually use it</li> <li>• Probably worth exploring it during the year. <b>Joel:</b> suggested the committee send it back to the SGA to discuss (consider and give us numbers); also mentioned possibility of increasing number of machines in the lab with access to Adobe</li> <li>• <b>Joel:</b> reached out to other counterparts at Chapel Hill concerning other options</li> <li>• <b>Andrew:</b> mentioned that Adobe has always come up at Tech Fee meetings</li> </ul>	<p>Mark will forward the request to Jacob and Andrew so that they can follow-up with Logan, Architecture and Design (SGA) student who presented the request and let him know what they have learned</p>
	<ul style="list-style-type: none"> <li>• <b>Jacob:</b> renting out equipment – is that part of Tech Fee?</li> <li>• <b>Joel:</b> would like to get feedback - do chargers and cables get returned?</li> </ul>	<p>David will get information regarding equipment loans to Joel</p>
<b>Future Meetings</b>	<ul style="list-style-type: none"> <li>• Next Meeting is scheduled for April 24, 2017</li> </ul>	
<b>Meeting Adjourned</b>	<ul style="list-style-type: none"> <li>• Thank you!</li> </ul>	