

Technology Advisory Board (TAB) Committee

February 22, 2019

605 Hodges Library Conference Room

MEETING MINUTES

Attendees: **Joel Reeves**, Jennifer Gramling, **Mark Alexander**, **Dr. Jeffrey Fairbrother** (for Dr. David Cihak), **Larry Jennings**, **David Ratledge**, **Matthew Herald**, Sam Hazlewood, **Nick Corbin**, **Chandler Lampe**, Michelle Parker, Jenn Summers, Evan Painter, **Jessie Grieser** (bold indicates present)

Guest: Bill Strickland, Director Operational Services, Volcard Office

1. Welcome

Joel Reeves welcomed everyone to the February 2019 TAB committee. Meeting began at 3:30pm. Zoom is available for this meeting.

2. Updates

- Two-factor authentication
 - 3000 people have adopted statewide
 - 1850 have adopted at UTK
 - OIT will continue to meet with various groups on campus
 - If you are enabled for 2FA and change to a 12-character password, the password will no longer expire.
 - To date, student adoption is low at 1.5%; a 6-month incentive program for a \$50 Vol Shop gift card will begin in March for students who sign up. Sign up will be mandatory for new students arriving in the summer 2019.
 - Reeves- have not had any complaints. There have been some questions regarding the 7-day expiration window. Dr. Fairbrother suggested adding a link for sign up to the registration schedule information.
 - Reeves stated for those who do not have a smart phone the first token will be provided free of charge.
 - Tokens for people traveling will be provided. There will not be any checkouts, etc. as these tokens will not need to be returned.

Campus/Institute	2FA Count
IPS	122
UTIA	1160
UTK	1556
UTSA	101
UTHSC	93
UTSI	49
UTC	7
UTM	6
TOTAL:	3094

- Qualtrics/QuestionPro
 - 2018 Qualtrics doubled in price. OIT/UTK evaluate options at <https://oit.utk.edu/research/documentation/qualtrics-to-questionpro/>.
 - Selected QuestionPro for enterprise licensing
 - Extended Qualtrics for 1 year through 09/30/2019 with limited response amount
 - Colleges and departments can license Qualtrics individually, but individual costs not approaching current limited response cost for campus
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- OIT Customer Satisfaction Survey
 - Survey opened on Survey open on 02/20/2019
<https://www.techqual.org/survey/page1.aspx?RespondentGuid=d9967db9-ca71-4d20-8fb9-f414e172ecc9>
 - Reeves stated OIT appreciates the feedback
 - Almost 1300 responses already
 - Survey will be opened through March 1, 2019
 - Reeves stated improvements are being made campus wide regarding Wi-Fi and cellular coverage
 - David Ratledge asked if the Music Building is included on the list for cellular improvement. Reeves said additional antennas are being mounted across the street. Music will present challenges as to what is in the building.
 - Verizon will continue to install antennas throughout campus. It is anticipated that AT&T will do the same. US Cellular joined the stadium arena DAS.
 - Reeves is aware the bottom floor of Haslam is experiencing issues and solutions are pending.

3. FY20 College/Department Award Cycle

- February 4-8, 2019 - Tech Fee request letters and guidelines sent to Colleges/ Units
- April 1, 2019 - Deadline for submission of all funding request documents
- April 26, 2019 - TAB makes allocations at April meeting
- Early May, 2019 - Colleges/Units receive award verification and purchase reimbursement guidelines
- July 1, 2019 - March 31, 2020 - Colleges/Units place orders with vendors reimbursement for expenses following standard guidelines
- Departments are asked to put their requests in priority order.
- Reeves expects \$2- 2 ½ million in requests, \$1 million will be awarded.
- April 2, spreadsheet will be distributed. Committee will have a couple of weeks to review the information prior to the meeting on April 26, 2019.

4. Adjournment

Joel Reeves adjourned the meeting at 4:02pm. The next meeting is scheduled for March 29, 2019 at 3:30pm the 605 Hodges Library Conference Room.

Minutes submitted by: Mona Hernandez