

Technology Advisory Board (TAB) Committee

March 29, 2019

605 Hodges Library Conference Room

MEETING MINUTES

Attendees: Joel Reeves, Jennifer Gramling, Mark Alexander, 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)

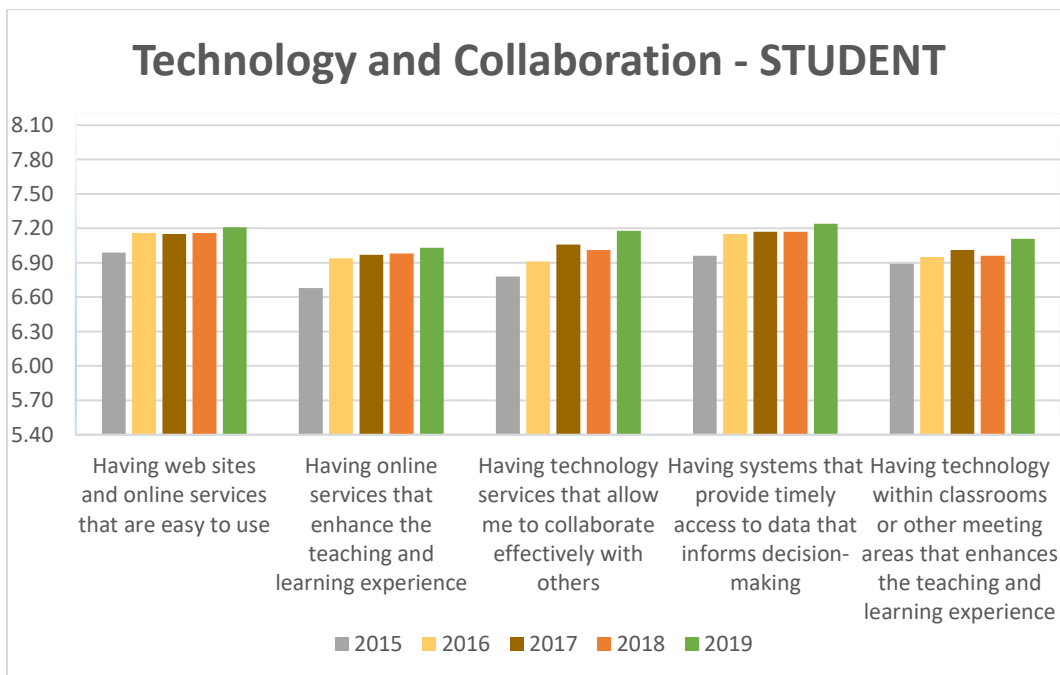
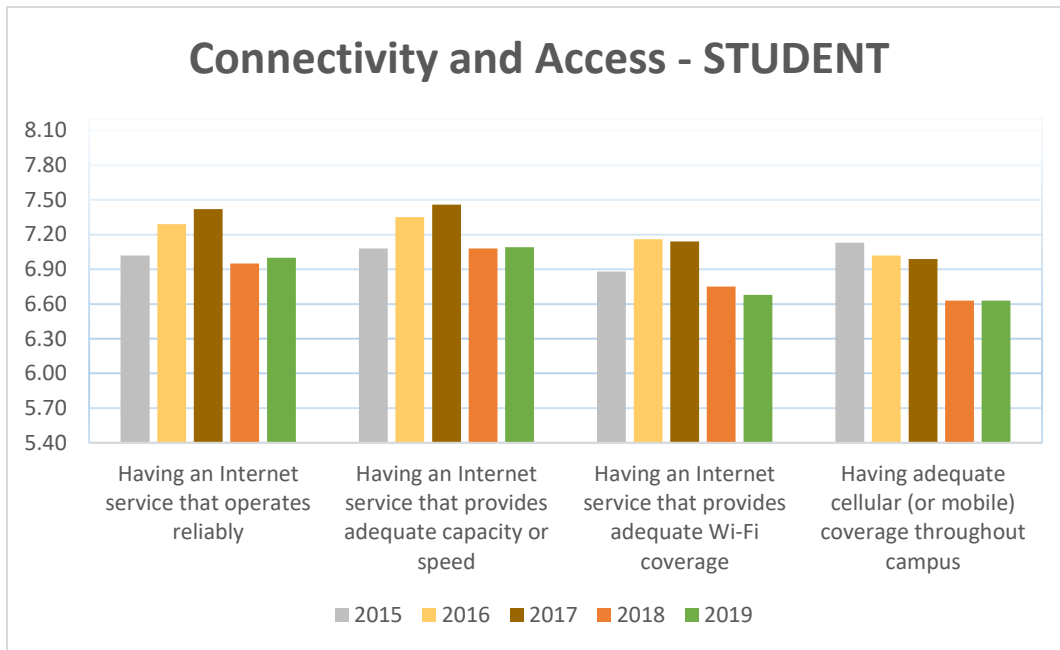
1. Welcome

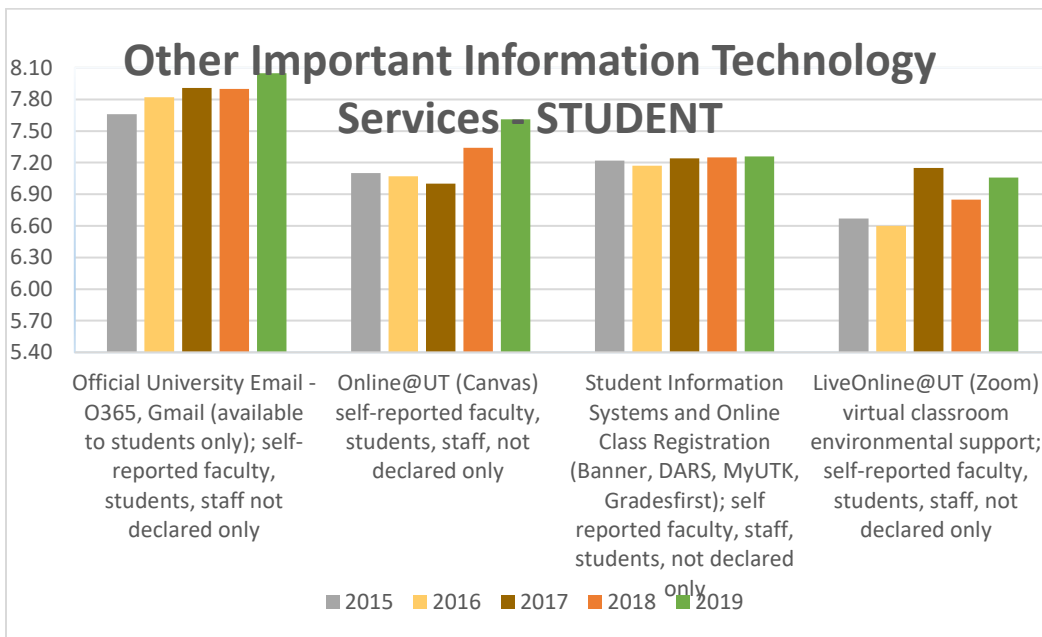
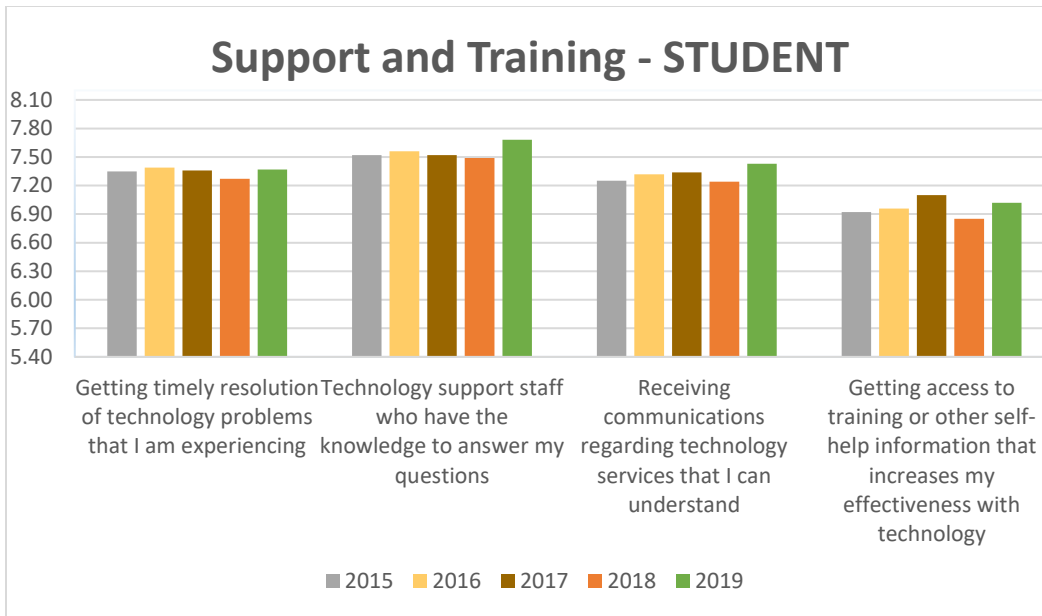
- Joel Reeves welcomed everyone to the March 2019 TAB committee meeting. Meeting began at 3:34pm.
- Zoom is available for those who need it. No one utilized Zoom this meeting.

2. Updates

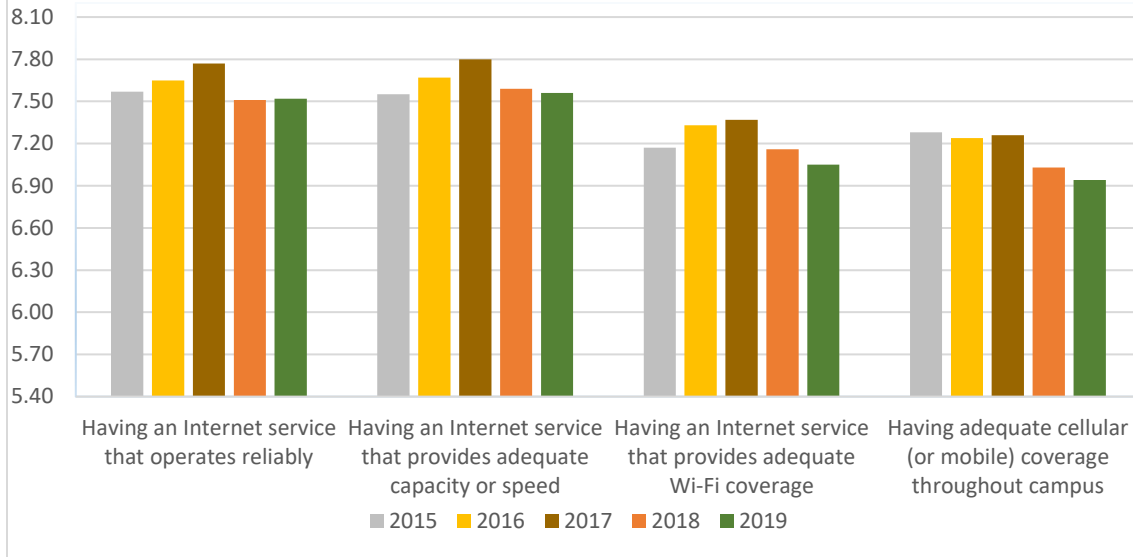
- Apple Wallet update
 - Still in negotiations with Apple, CBord. Joel stated that it will most likely go forward. CBord is scheduled to have their part completed in May. When it first rolls out it will not be complete, you will still need to use your card for somethings in the beginning.
 - Development work scheduled to start in May.
- OIT Customer Satisfaction Survey
 - Survey opened on February 20, 2019.
 - Survey concluded on March 1, 2019.
 - Result graphs at end of minutes.
 - Connectivity and access scores are not where Joel would like it to be. We would like to see scores higher than the prior year. A score between 7-7.5 is good. The new buildings around campus are energy friendly and as a result, cellular signals cannot pass through those buildings causing signals to be blocked. Distributed antenna systems (DAS) are being installed to assist with cellular communications. Verizon is currently the only carrier in the student union DAS but other carriers are in the process of joining. Wi-Fi score is down but the last upgrade was in 2015. Another wireless upgrade is currently in process.
 - David Cihak asked how many students have responded to the surveys. Joel answered stating that approximately 2000 people responded to the surveys and about half of those are students.
 - 7.5 to 8 is considered a very good score and above an 8 would be outstanding.
 - Technology and collaboration for students: the score is lower than hoped for but still trending upward.
 - Zoom gets a lot of positive press. Zoom has been around for 6 years now. The score is on the rise.
 - A portion of the technology fees go towards keeping classroom technology up to date.
 - Timely resolution- Joel is pleased with the score from the students.
 - Lynda.com helped with the rise in access to the training score.
 - UT Specific questions- Email scores from student's satisfaction is very high.

- Online@UT (Canvas) the score has risen drastically.
- Matthew Herald said that he agrees with a trending down on Wi-Fi and cellular coverage coincides with more building being built. Students have higher expectation year to year but he has seen an improvement.
- Not all classrooms will be receiving an upgrade; Humanities will not be upgraded due campus need for building during summer conference season.
- Mike Berger puts a lot of effort in making classroom technology as easy and effective as possible.

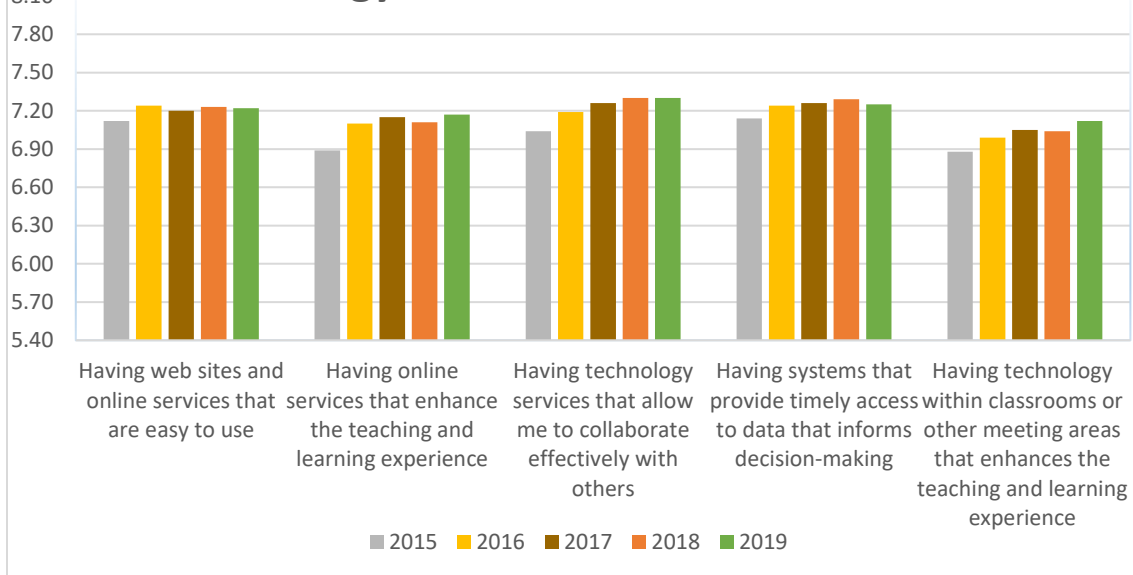




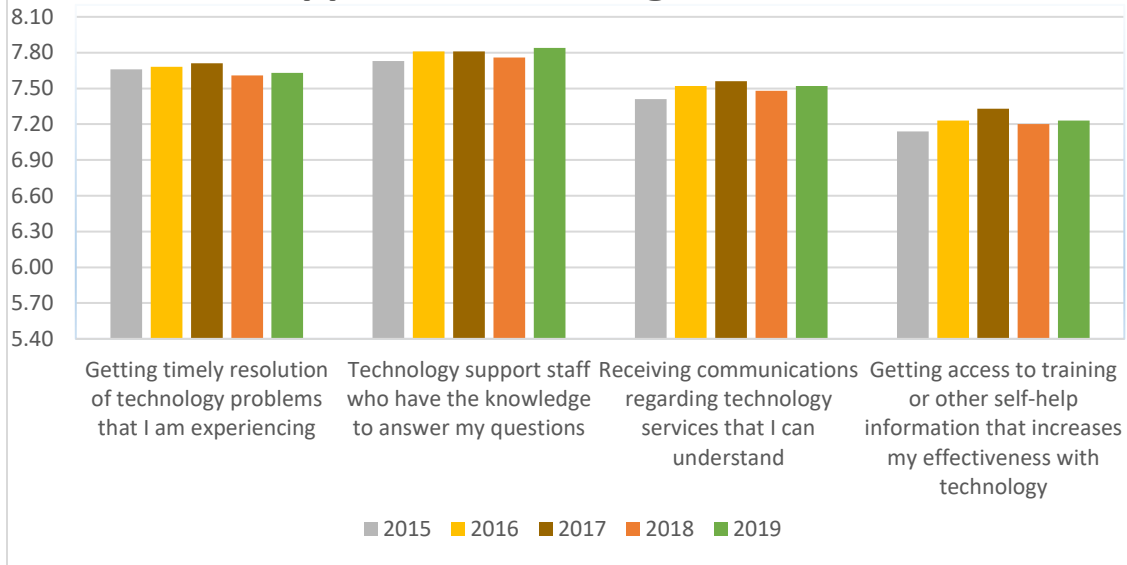
Connectivity and Access - OVERALL



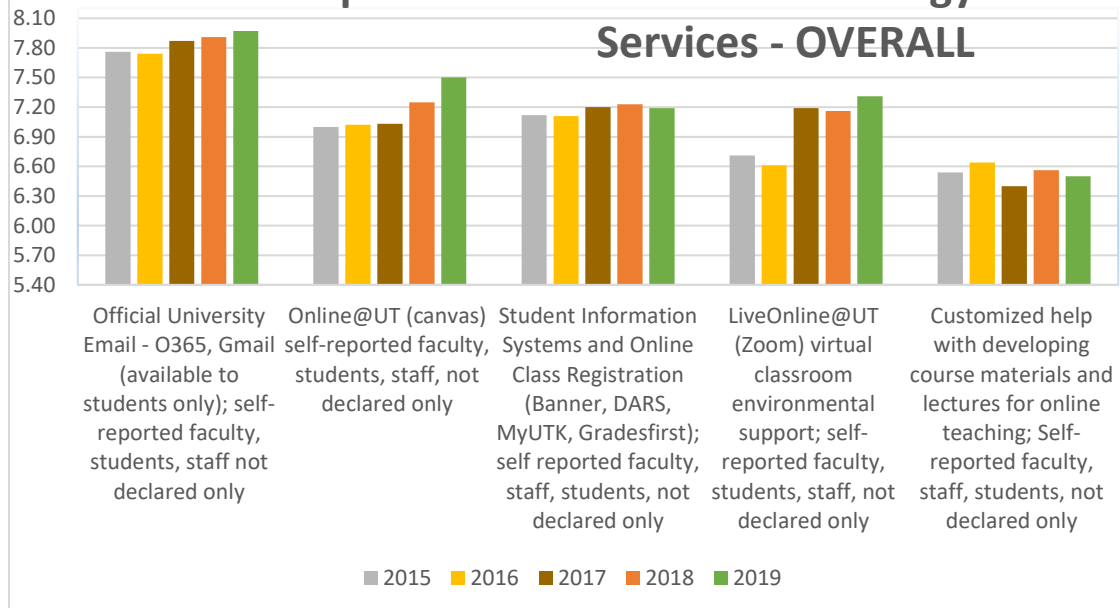
Technology and Collaboration - OVERALL

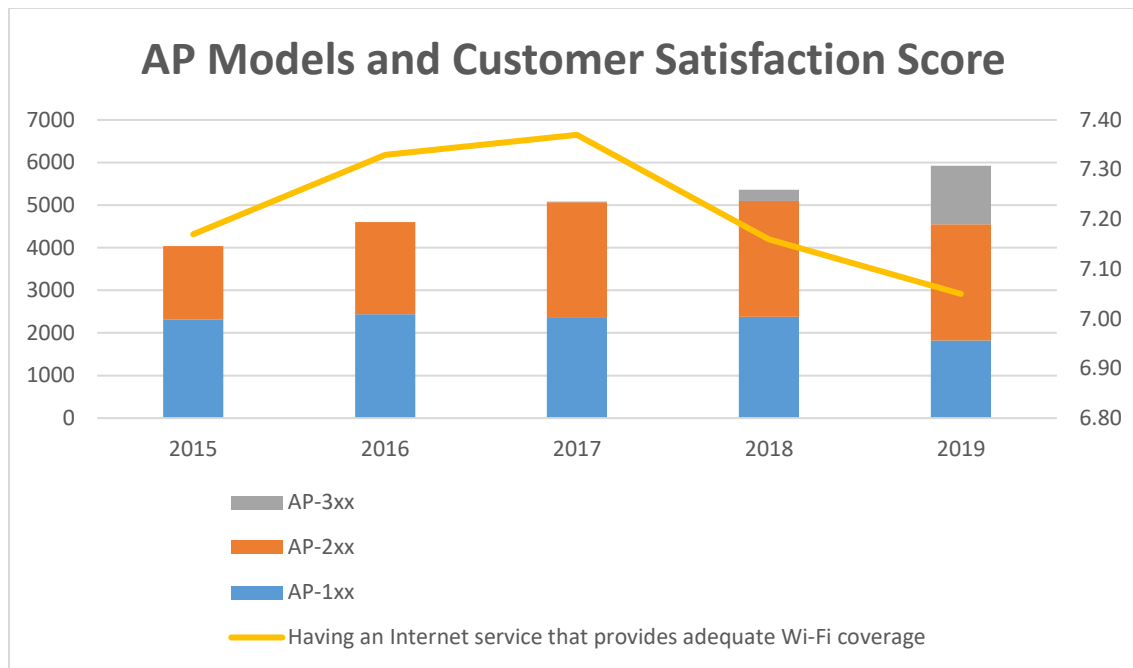


Support and Training - OVERALL



Other Important Information Technology Services - OVERALL





3. FY20 College/Department Award Process

- February 4-8, 2019 – call for Tech Fee requests
- April 1, 2019 – deadline for submissions
- April 26, 2019 – TAB review/approval
- Early May, 2019 – Colleges/Departments receive award notification
 - We will get double the amount of requests than allotted funds. We try to fund the high priority requests.

4. New Business – any questions? No questions

5. Adjournment

Joel Reeves adjourned the meeting at 4:00 pm. The next meeting is scheduled for April 26, 2019 at 3:30 pm in the 605 Hodges Library Conference Room.

Minutes submitted by: Mary Mebine