

**Technology Advisory Board (TAB) Committee**  
Friday, September 11, 2020

Zoom

***MEETING MINUTES***

**Attendees: Joel Reeves, Jennifer Gramling, Suzie Allard, Larry Jennings, Emily Gore, Jolyon Gray, Chandler Lampe, Jessie Grieser, Bomi Lee, Igor Bernardi, Ben Pham, , Igor Akpovo (sitting in for Jennifer Gramling)**

**1. Welcome**

- Joel Reeves welcomed everyone to the September 2020 TAB committee. Meeting began at 3:33pm.
- Joel Reeves said that this group is an important group because it allows OIT to receive student input. Your input matters to OIT.
- A request for agenda items will be sent prior to each TAB meeting. If agenda items are sent in advance, OIT will try to do some research and get the best-informed answer we can for you for each meeting.

**2. Introductions**

- Ben Pham is a Sophomore in Aerospace Engineering and is interested in the technology aspect of campus
- Jolyon Gray is an IT manager for the Division of Student Life. Student life encompasses everything that has to do with students that does not specially deal with academics.
- Igor Bernardi is majoring in Physics and was appointed by the Graduate Student Senate.
- Bomi Lee is in her third year working towards his PhD in retail hospitality and tourist management. She is happy to learn about the Technology Advisory Board
- Chandler Lampe has served on the Technology Advisory Board for the past 3 years. He is a Senior majoring in Computer Science. He is serving again as the director of Tech Affairs for students.
- Emily Gore is serving on the Technology Advisory Board for the first time. She has been at the university for 6 months and works at Hodges Library. Emily was appointed to serve on the Technology Advisory Board by the Dean.
- Suzie Allard is the Associate Dean for research for the College of Communication and Information. She is very interested in how we translate all the technology things we do with students and helping students work with the technology we have.
- Larry Jennings is the Associate Chief Information Officer in OIT. Larry heads the Project Management Office and has served on the Technology Advisory Board for 6 years.
- Jessie Grieser is an Assistant Professor in English.

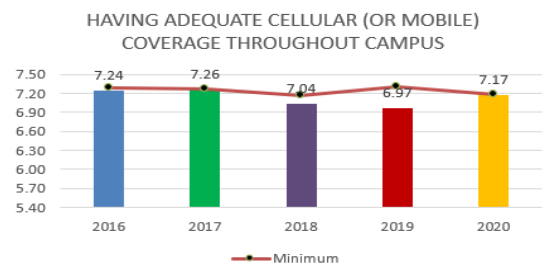
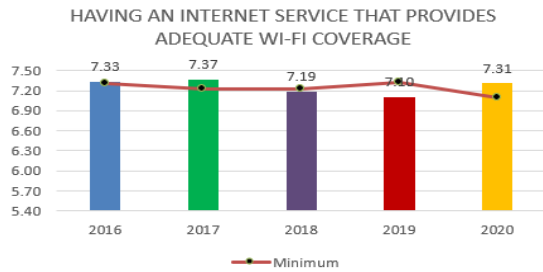
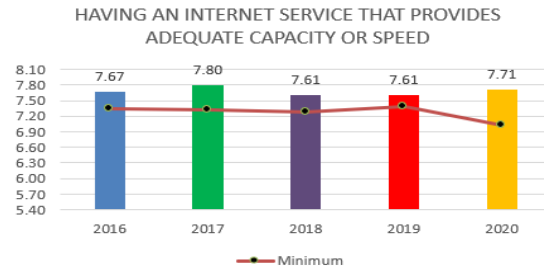
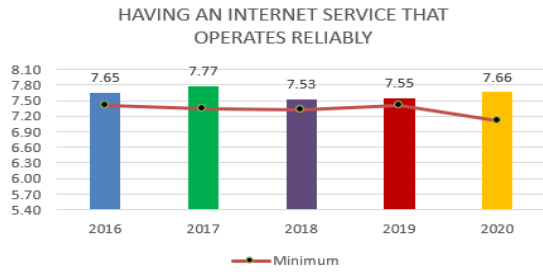
### **3. Updates**

- We have expanded the Zoom license to cover Zoom Pro for everyone who needs it. This will include students and will be rolled out within the next 2 weeks. Zoom has been utilized by the University since 2014. With the issues surrounding COVID-19, we decided to go enterprise system wide.
  - Chandler asked how students sign up for Zoom Pro? Joel stated that all students will have access and we are working on the roll out now.
- Previously, Mediasite was used for lecture capture. This year we are moving to Panopto. Panopto integrates nicely with Canvas and Zoom. Panopto will roll out in the latter part of this semester or January 2021. Joel will do a demo of Panopto for this group in the near future.
- Footprints, which has been used for the past 8-9 years, is going to be replaced by TeamDynamics. Footprints is the ticketing system used by the help desk to respond to tickets. TeamDynamics will be rolling out the first part of October for the help desk. The project management system within OIT will also begin utilizing TeamDynamics.
- We are currently in the middle of a Request for Proposal (RFP) evaluation for online proctoring software.
  - Chandler stated that he took his first LockDown test this morning and due to so many complications the test was taken off LockDown.
  - Joel said that maintaining integrity in an online world is high in the minds of our faculty and we are working on a better option than what is currently provided.
- A lot of funding for the above comes from TechFee so Joel would like to be very transparent about what we are doing for each.

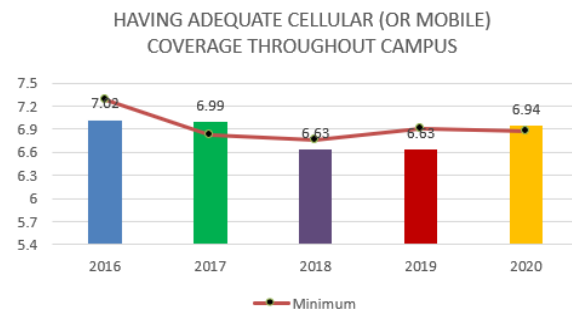
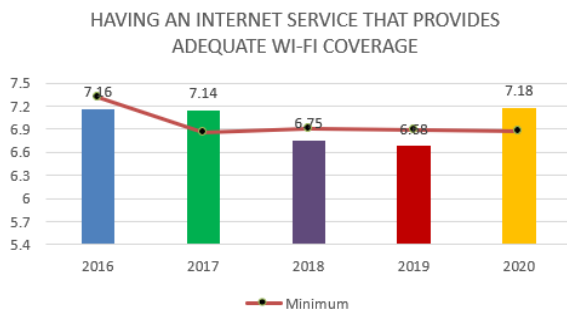
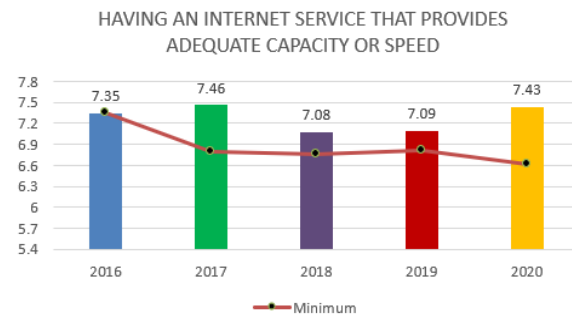
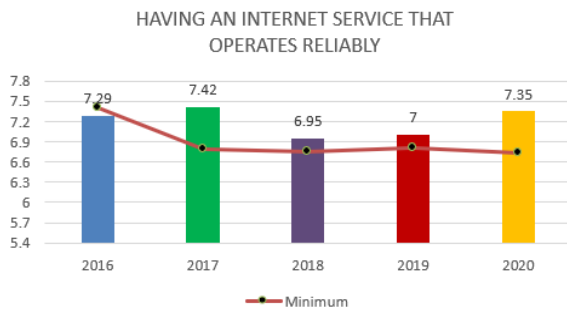
### **4. Customer Satisfaction Survey 2020**

- Joel reviewed the Customer Satisfaction Survey results.
- Wi-Fi and cellular data had been affected due to the new LEED buildings. OIT has worked on these issues and Wi-Fi/cellular coverage have improved. OIT will continue to work with cellular providers to provide better cellular coverage.
- All dorms have an option for students to have a wired connection to the network.

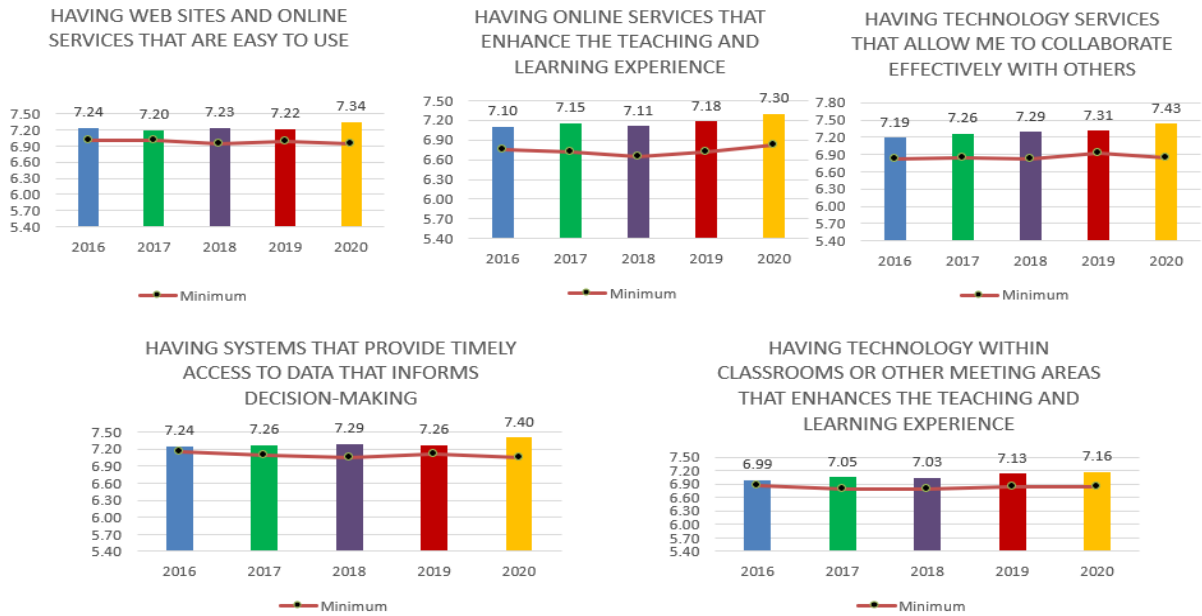
## Customer Satisfaction Survey Connectivity and Access (Overall)



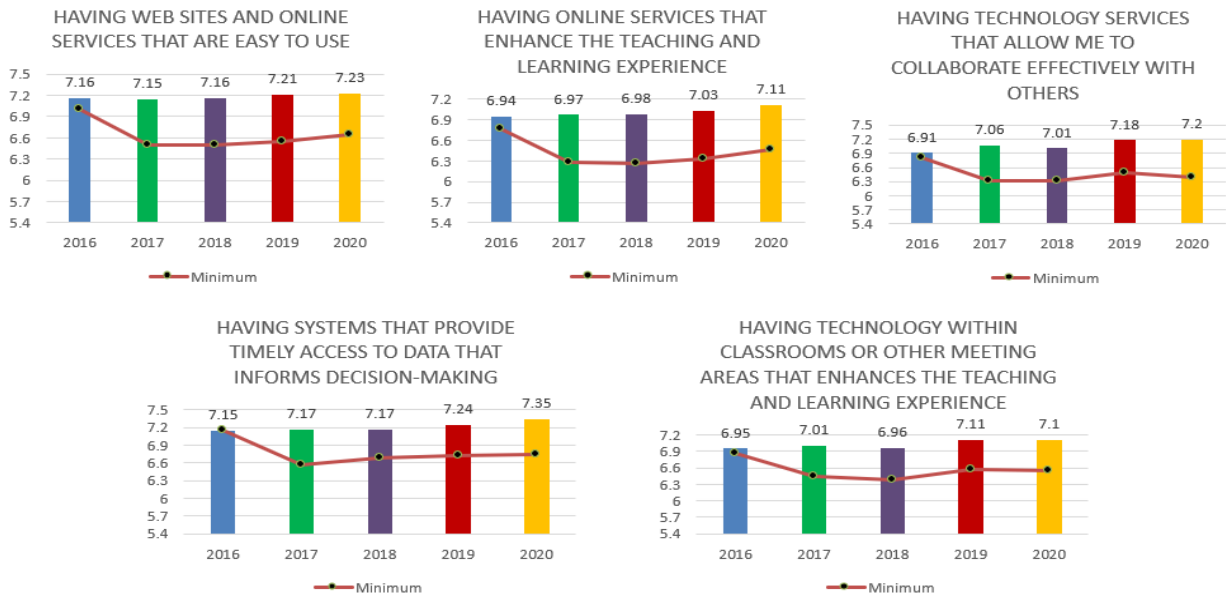
## Customer Satisfaction Survey Connectivity and Access (Student)



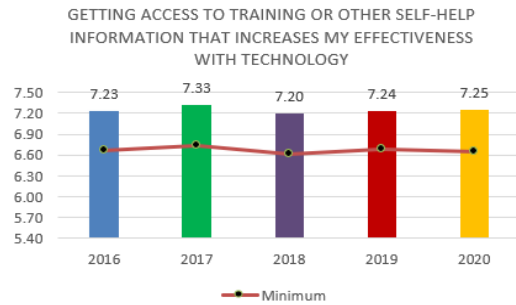
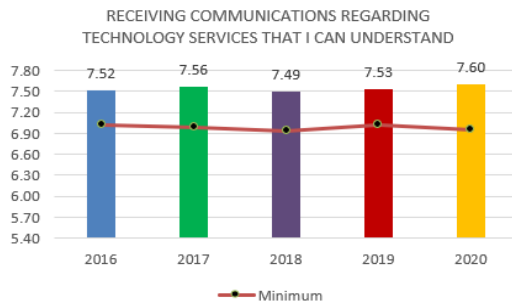
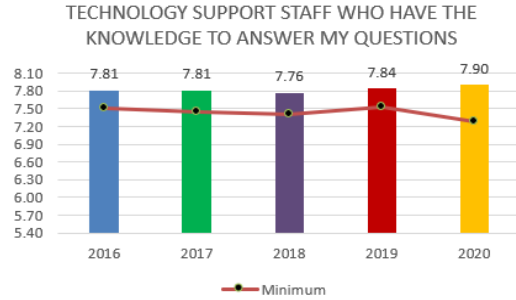
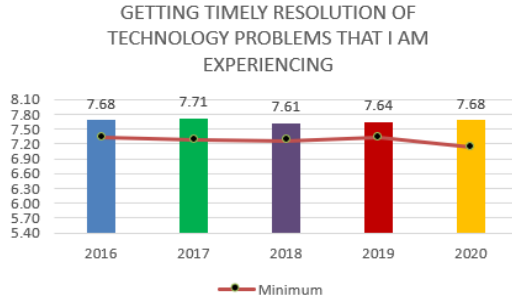
## Customer Satisfaction Survey Technology and Collaboration (Overall)



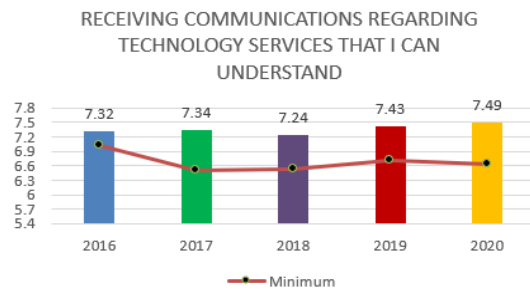
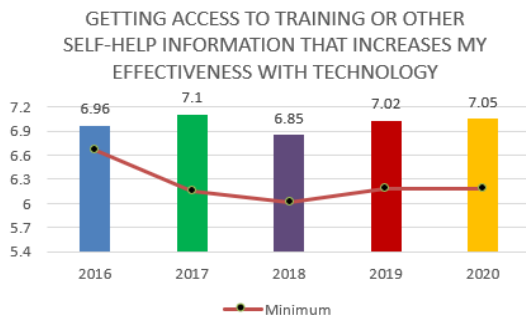
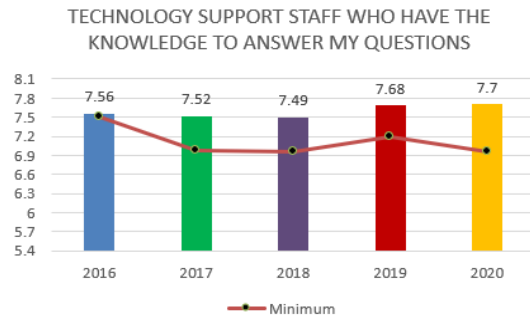
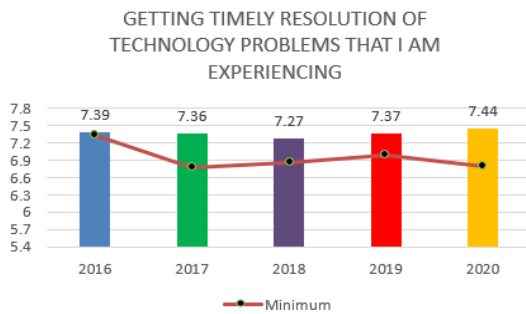
## Customer Satisfaction Survey Technology and Collaboration (Student)



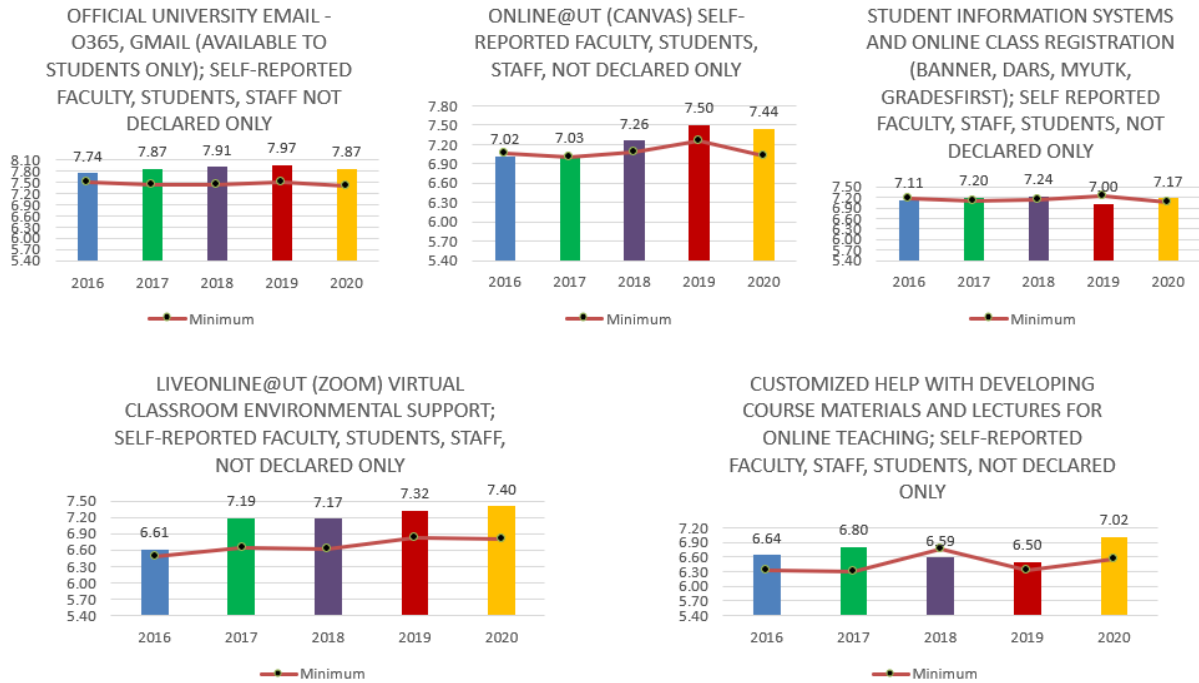
## Customer Satisfaction Survey Support and Training (Overall)



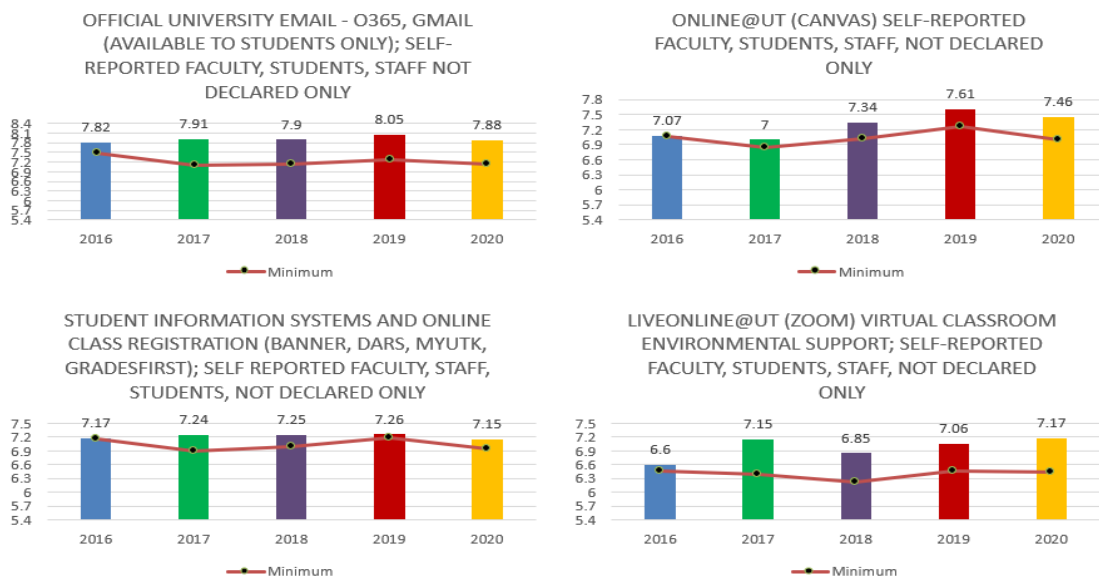
## Customer Satisfaction Survey Support and Training (Student)



## Customer Satisfaction Survey Other Important Information Technology Services (Overall)



## Customer Satisfaction Survey Other Important Information Technology Services (Student)



## 5. Canvas

- Chandler Lampe said Canvas offers everything he needs but, not all instructors do very well at utilizing Canvas. He wishes that all instructors would utilize Canvas in the same way. It makes it difficult to have instructors utilize the program differently.
- Suzie Allard mentioned the online asynchronous Master's program is required to have all classes set up the same way. She said that it is nice to hear students say it is helpful.
- Jessie Grieser said that the problem with having all instructors utilize Canvas the exact same way is that instructors won't to be able to utilize as they see fit for their individual classes.

## 6. Other Comments or questions

- Jessie Grieser said that many teachers will not go back to teaching the way they taught prior to classes going online. They will take the course they have built to teach online and bring it into the classroom. She believes this will change the way faculty teach their classes.
- Ben is excited to see how Zoom will be implemented after COVID-19. He is interested to see if Zoom will be integrated into existing teaching models. He feels as though a lot of classes do not need to meet in person all the time.

## 7. Budget Overview 2020-2021

- Joel reviewed the tech fee budget.

2021 Tech Fee Budget	6,792,500.00
Salaries and Benefits	2,400,000.00
Classroom Tech	1,500,000.00
Computer Labs	200,000.00
Operating	150,000.00
Wireless	200,000.00
Help Desk	180,000.00
Research Support	670,000.00
Software Procurement & Distribution	340,000.00
Teaching Tools	760,000.00
Training	132,500.00

Departmental Awards        1,000,000.00

Recoveries/Supplemental   -740,000.00

## **8. Other Business**

- Jessie Grieser said she utilized the Zoom room and it was a good experience.
- Suzie Allard said that CCI as a college has been really grateful with the help from Adobe and all the networking. With everything going on it was something we could count on.
- Igor Camera stated that in Buhler 415 and Nuclear Engineering 302 there was a camera put in back of the classroom and students could not read text being displayed at the front of the room due to location.
- Ben Pham stated that in Buhler 555, there were inconsistencies in classroom technology.
- Ben feels as though the split class of some attending in person and some attending by Zoom is working well.

## **9. Adjournment**

- Joel Reeves adjourned the meeting at 4:25 pm. The next meeting is scheduled for Friday October 9, 2020 at 3:30 pm Via Zoom

Minutes submitted by: Mary Mebine