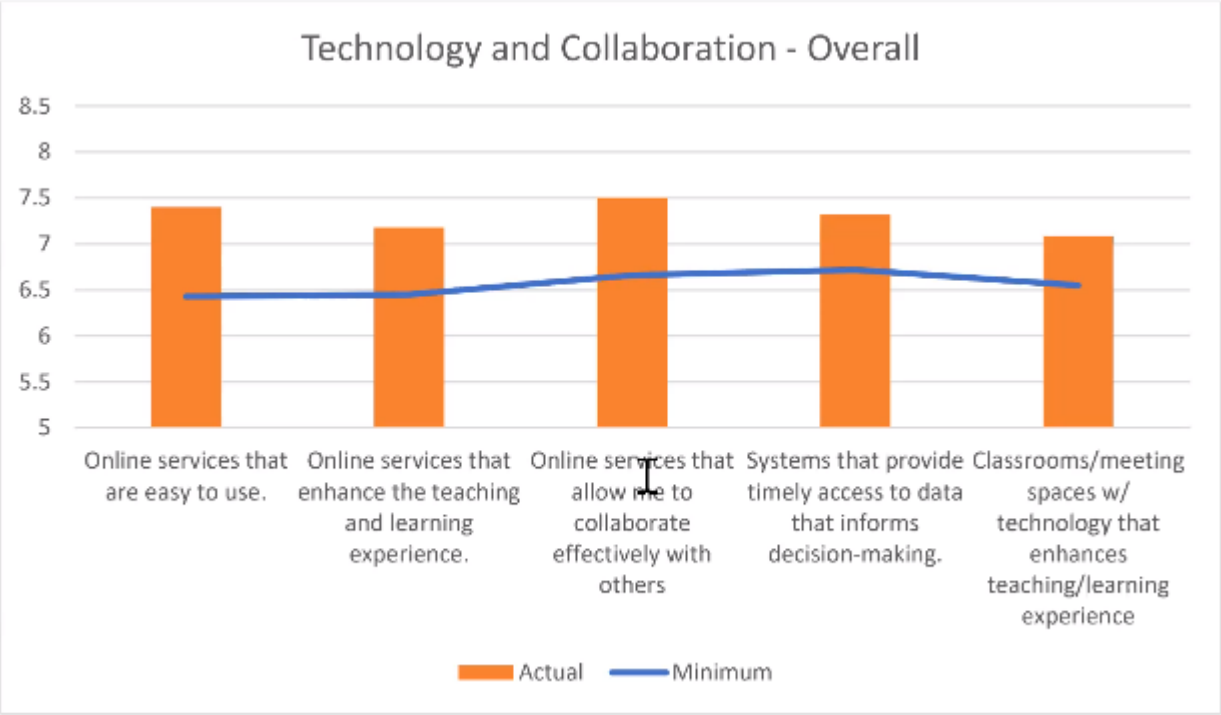
Technology Advisory Board (TAB) Committee
April 23, 2021
Zoom
MEETING MINUTES

Attendees: Joel Reeves, Jennifer Gramling**, Suzie Allard, Larry Jennings**, Emily Gore**,** Jolyon Gray**, Jessie Grieser, Bomi Lee**, **Igor Bernardi**, **Ben Pham,** Chandler Lampe, Nick Corbin, Evan Pindrock, Joseph Syracus, (bold indicates present)

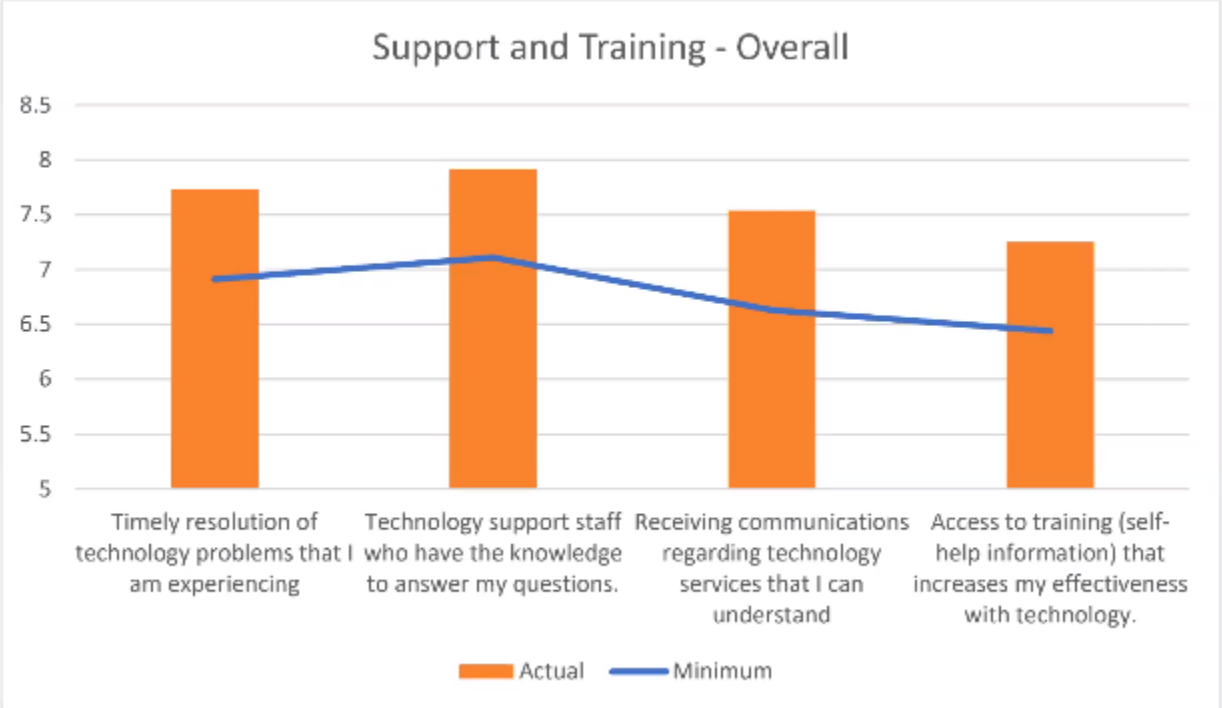
1. **Welcome**
   - Joel welcomed everyone to the TAB meeting. The meeting began at 3:35 pm.

2. **Updates**
   - Google for Faculty - Joel Reeves
     - There was a glitch that needed to be dealt with. Jessie Grieser was able to help us.
     - We will be able to allow faculty to use Google as their mailbox. The announcement will go out within the next two weeks.
     - The retention period for faculty/staff accounts will be decreased from one year to 30 days, starting in June or July.
     - We're also working to start restricting or limited auto forwarding to personal email accounts and approved domains.
   - Customer Satisfaction Surveys- Joel Reeves
     - Joel reviewed the customer satisfaction surveys.
     - Network and connectivity on campus was left off the survey since no one was on campus this year.
     - A third more phone calls were received in 2020 than in 2021
     - The blue line is the minimum expectation for people to get their work done in a given service.
     - 7-7.5 is a good score and anything 8 or above is outstanding.

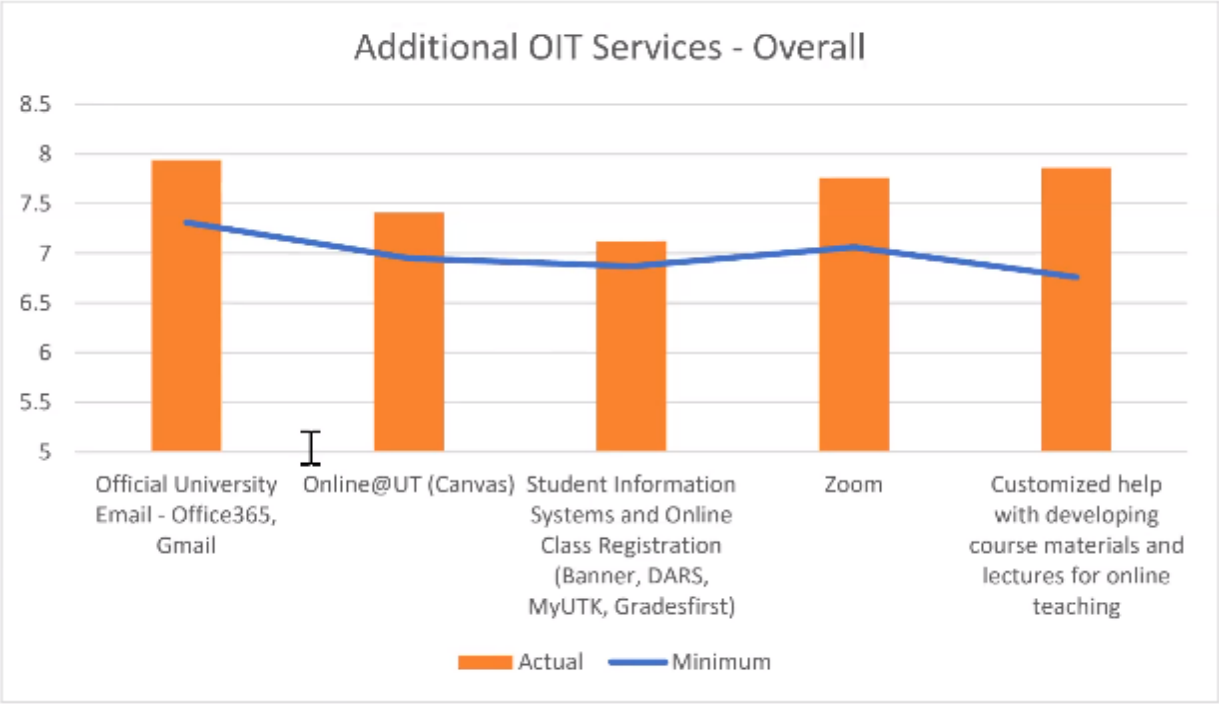
- Technology and Collaboration- Overall



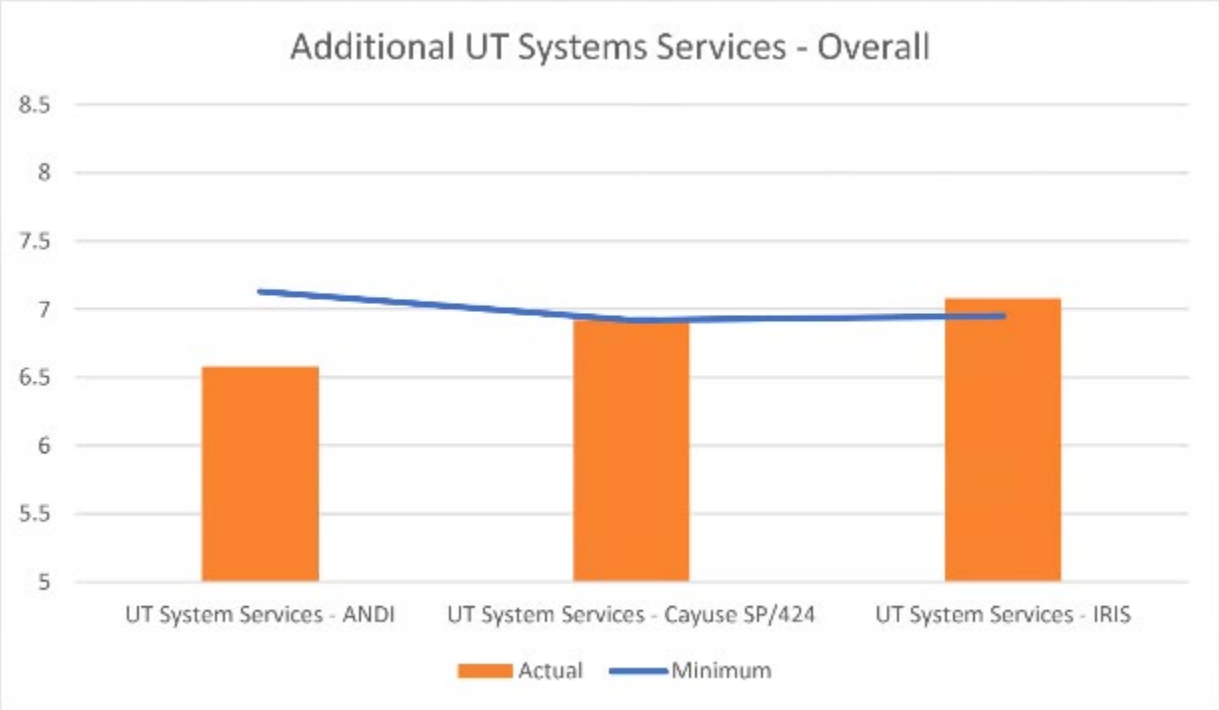
- Support and Training-Overall
- This speaks highly of the OIT staff.



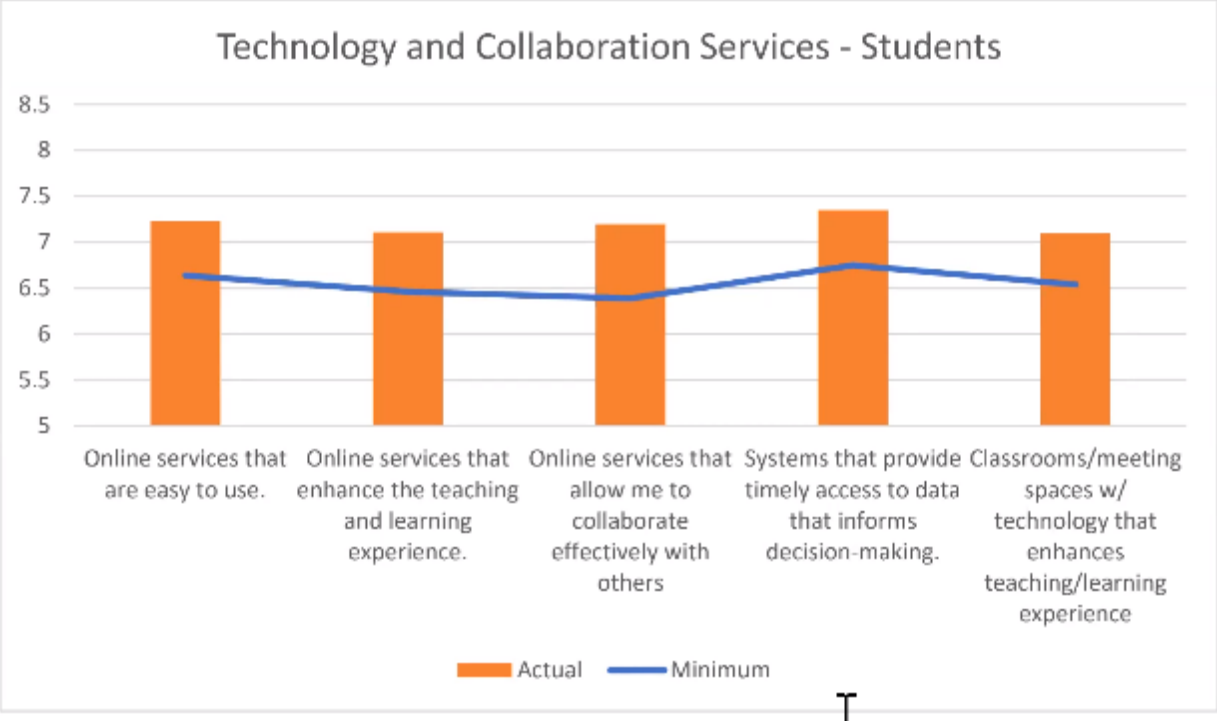
- Additional OIT Serviced- Overall
- UT offers the two largest email platforms.



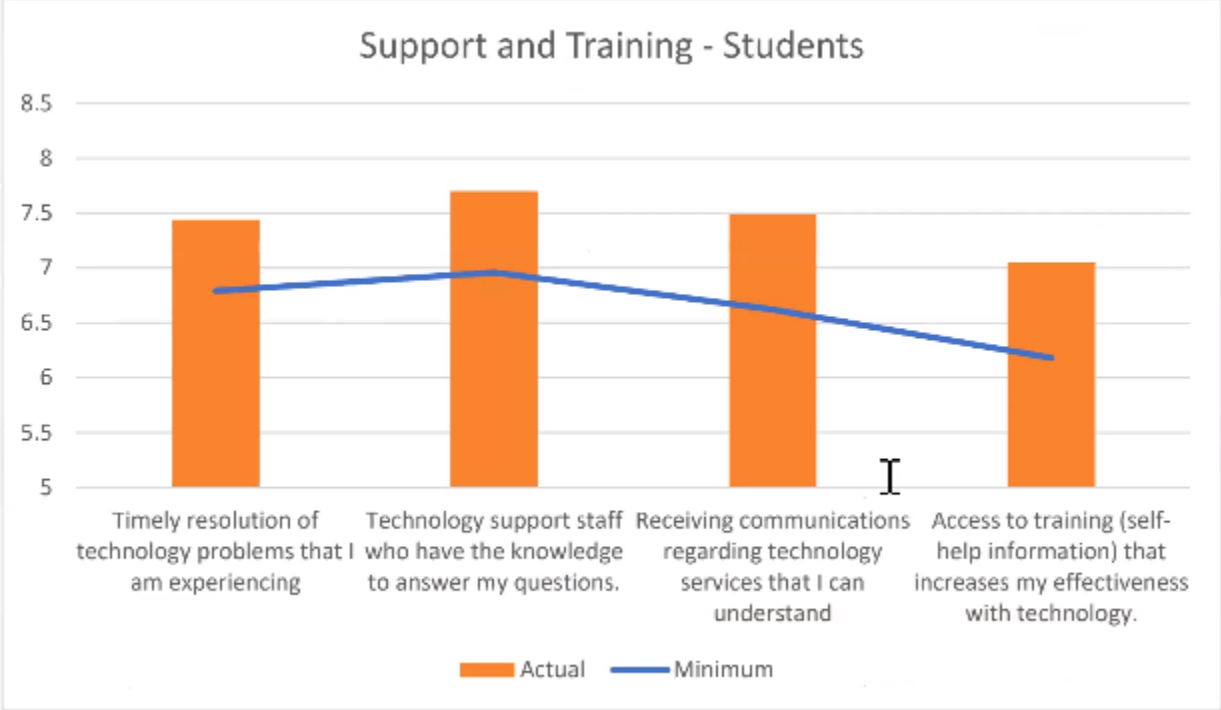
- Additional UT System Services- Overall
- These are services supported by the System Administration Office.



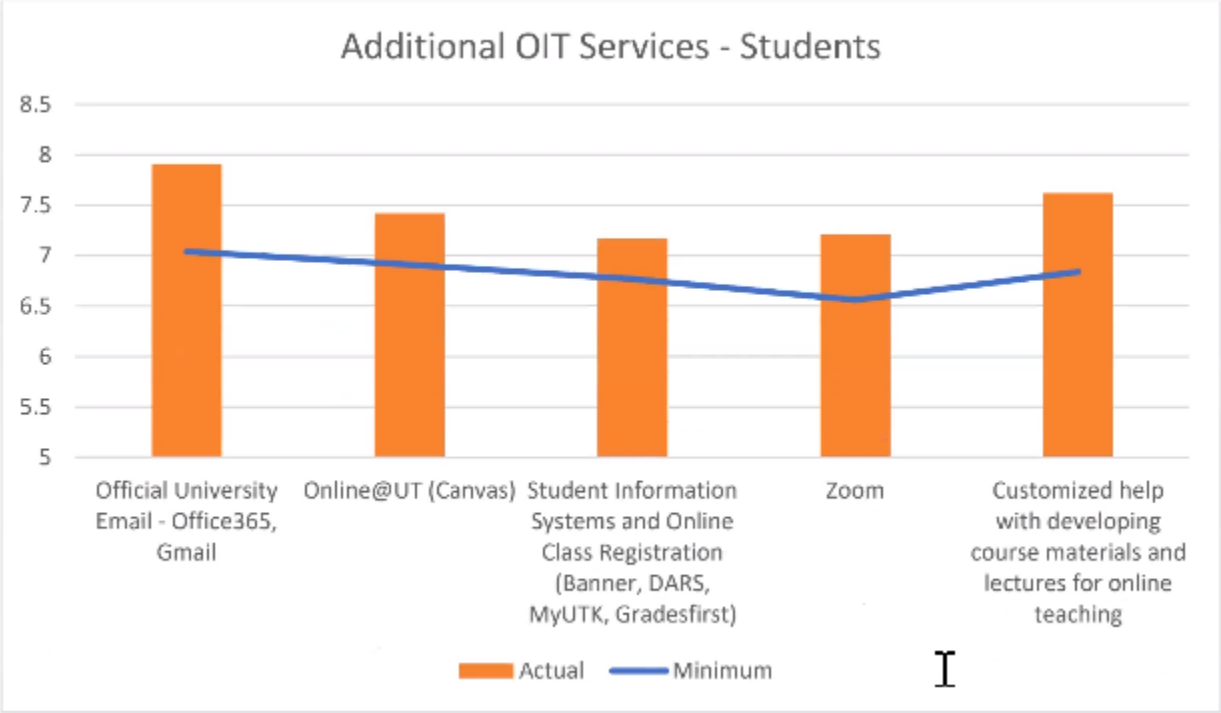
- Technology and Collaboration Services- Students
- Students are our biggest critics



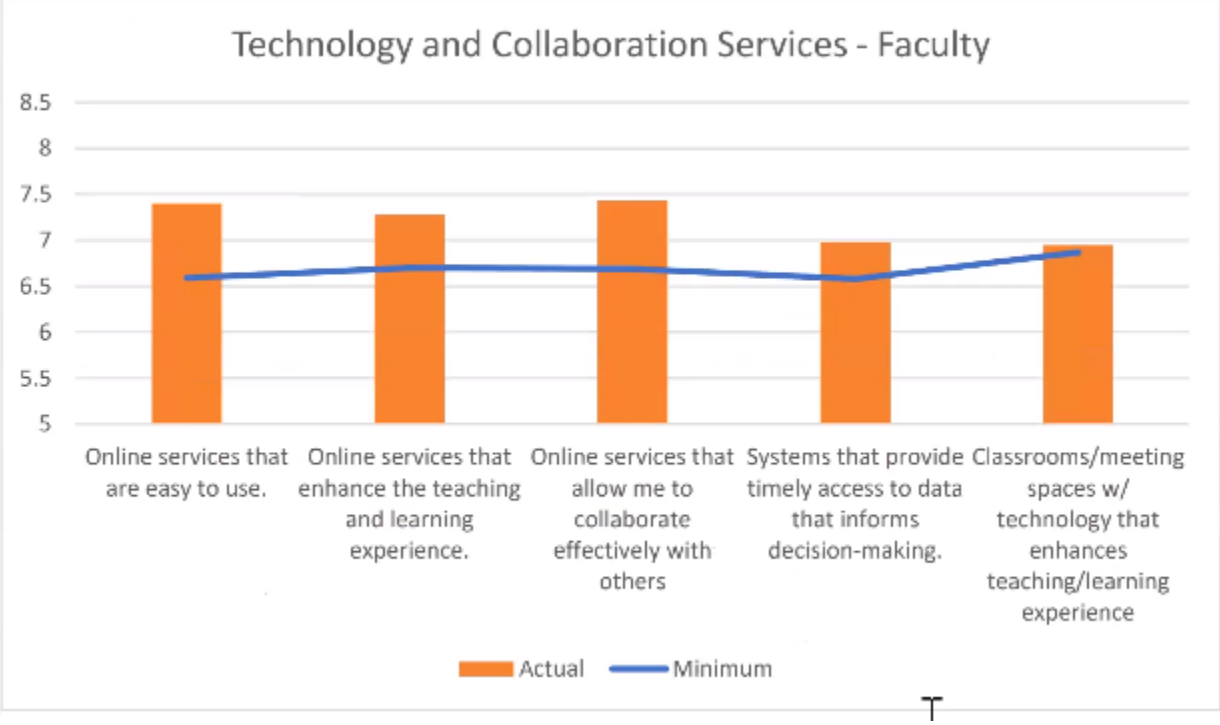
- Support and Training- Students
- Tech Staff received above a 7.5 and we are pleased with that.



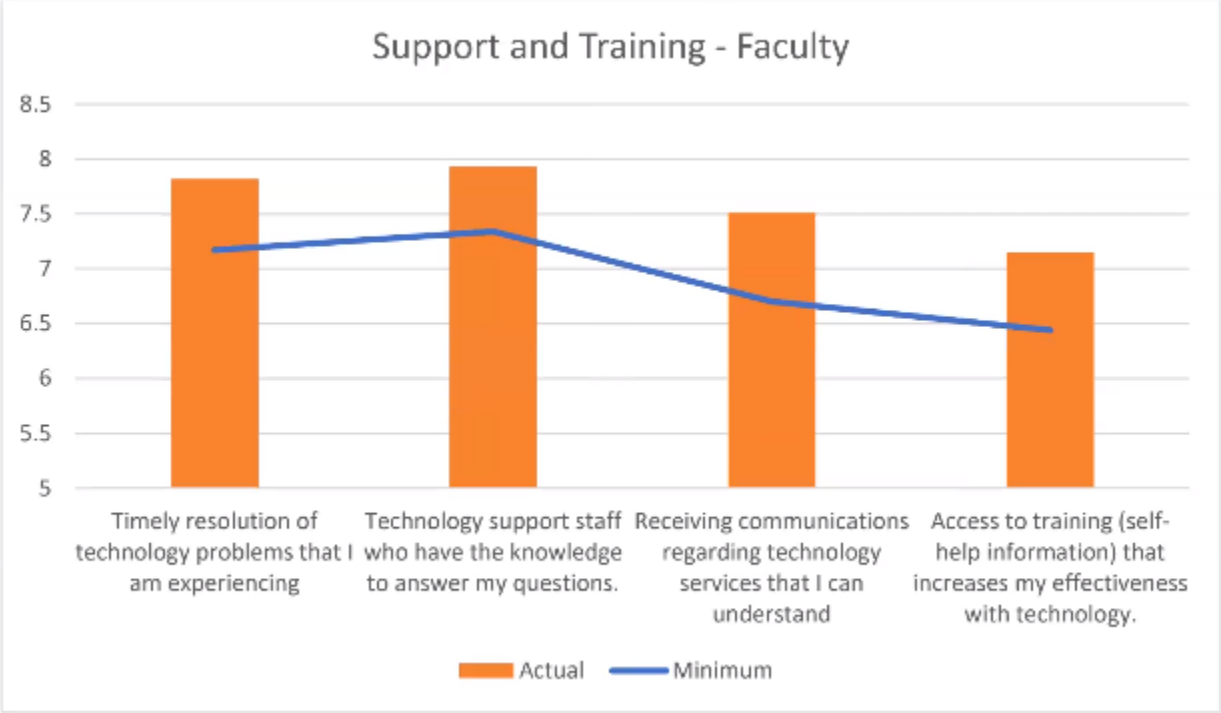
- Additional OIT Services -Students



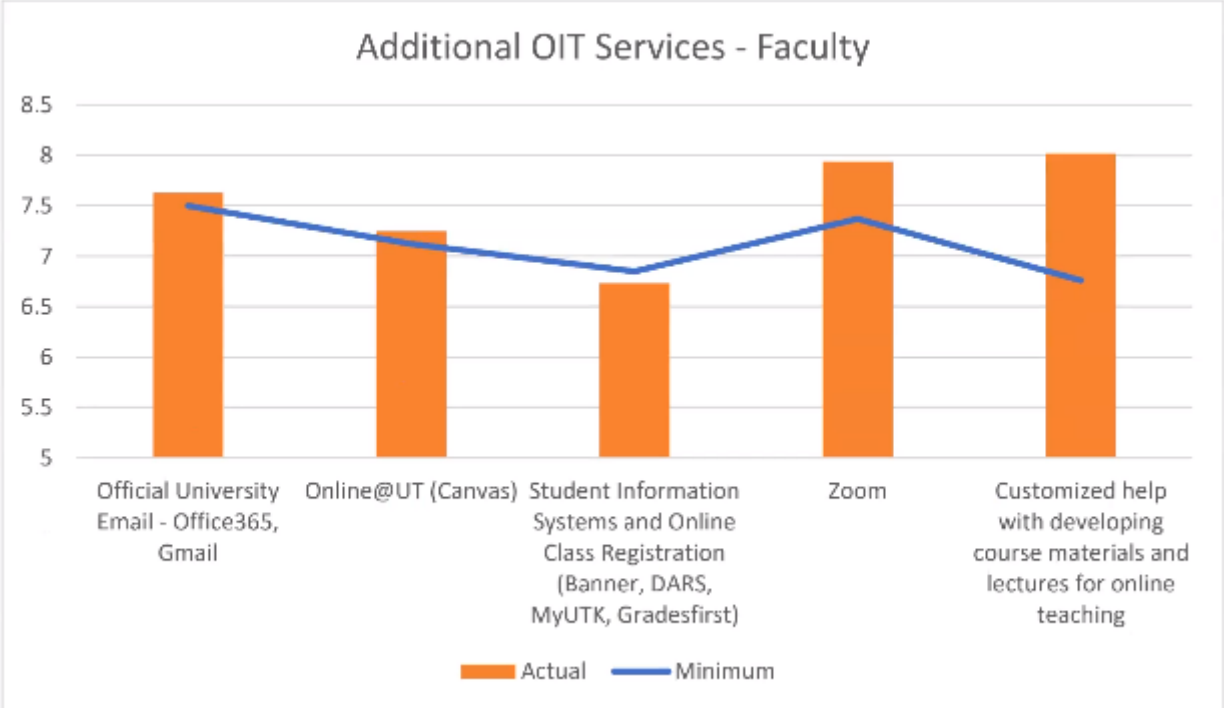
- Technology and Collaboration Services- Faculty



- Support and Training- Faculty
- Very pleased with the high marks on technology and collaboration from the faculty.



- Additional OIT Services- Faculty
- For the transition to online classes, assistance through bootcamps and expanded hours were offered.



- FY21 College/Departmental Awards- Larry Jennings
    - Each board member was sent a copy of the spreadsheet.
    - A million dollars will be given to the various colleges per the requests that were submitted.
    - Emily Gore asked about the cost of some servers and if there any previous policies around purchasing servers.
    - Larry Jennings responded that there are not any specific policies that state we cannot fund servers. When a server is requested, we do look to see if the same functionality can be done in a different way.
    - Joel Reeves said that the Architecture department needs high powered hardware to do what they do and a server request from them is expected. This specific request serves the whole College of Architecture and Design.
    - Igor Bernardi asked what happens if the price of an item requested increases or decreases after the approval.
    - Joel Reeves said that if the price goes up, it is the responsibility of the department to cover the difference. Occasionally the department may ask for the funds are available to cover the difference. If the funds are available, we will assist. More frequently, we receive notification that the item requested did not cost as much as originally estimated and if they can use the money to get an additional item on their list. If it is on the original list, we might grant it, but it's not an automatic approval.
    - If the money is not used, it falls into the reserve account.
    - Igor Bernardi asked what happens to unused funds. Joel said that the money goes back into a reserve account.
    - Larry Jennings said that we do not send the departments money. The department sends us the bill and we reimburse them. It is the responsibility of the department to tell us that the money has been spent and that they need to be reimbursed.
    - Igor Bernardi asked what are the main things that are looked at for recommending funding?
    - Joel Reeves said that there is approximately $2 million in requests that come in each year. Colleges list their request by priority and that carries a lot of weight on the decisions made.
    - Larry Jennings said the top priority may not always be feasible, but that is our goal.
    - Joel Reeves asked if anyone opposes looking at different funding options for those items that have been denied. No one opposed that option.
    - Jessie Grieser asked if there is a way to weigh priorities differently when numerous colleges are requesting the same thing that can be shared amongst everyone. Joel Reeves said that he is all for that idea and we may put something in our instructions next year that will pay more attention to that. Jessie said it may be as simple as having a multi departmental option.
    - Ben Pham asked if requesting an item with lower specs would lower the costs. Joel Reeves said that we typically like to get as robust as possible so that the items last six plus years.
    - Joel Reeves said that the Tech Fee has only been raised once since it originated in the late 90s. The amount was raised from $100 to $120. The Tech Fee has to absorb inflation.

- Joel Reeves asked for a motion to approve the expenditures as laid out. All were in favor to approve expenditures.

3. **New Business**
   - No new business at this time.

4. **Adjournment**
   - Joel Reeves adjourned the meeting at 4:38 pm.

Minutes submitted by Mary Mebine