

# Technology Advisory Board (TAB) Committee

Friday, October 21, 2022

Zoom & In Person

## MEETING MINUTES

**Attendees:** Andrew Bonstad, Michelle Brannon (online), Tucker Gaskins, Larry Jennings, Jason Johnston (online), David Ratledge, Joel Reeves, Devendra Potnis (online), Michele Wilson

**Absent:** Suzi Allard, Meghan Gadsen, Jolyon (Jo) Gray, William Manning, Kendall Williams

### 1. Welcome

- Joel Reeves welcomed everyone to the October 2022 TAB committee. The meeting began at 3:30 pm.
- A request for agenda items will be sent prior to each TAB meeting.

### 2. Enrollment

- Our enrollment, 33,329, is the highest enrollment ever.

### 3. Software Value

- These numbers are shared with members of TAB to let students know how their technology fees are being leveraged to help all students.
- Downloadable software tends to have a focus on research.
- Tech fee brings in approximately \$8M each year.
- Devendra shared that it is nice to be able to show the savings in this transparent way.

Software	Annual Contract Cost	Total Downloads (Faculty, staff, students)	Student Academic cost /copy	Faculty & Staff Academic cost /copy	Total Retail Value	Net Value (Savings)	Cost per UTK Student Annually
<b>Downloadable Software</b>							
ChemDraw Professional	\$15,210	113	\$615	\$615	\$69,495	\$54,285	\$0.45
EndNote	\$43,580	911	\$93	\$200	\$182,200	\$138,620	\$1.29
ESRI Arc GIS*	\$54,000	836	\$100	\$3,800	\$3,176,800	\$3,122,800	\$1.60
JMP Pro	\$5,000	2,893	\$1,900	\$1,900	\$5,496,700	\$5,491,700	\$0.15
LabVIEW	\$19,267	67	\$1,500	\$1,500	\$100,500	\$81,233	\$0.57
Maple	\$21,917	125	\$495	\$1,295	\$161,875	\$139,958	\$0.65
Mathematica	\$40,657	291	\$91	\$722	\$210,102	\$169,445	\$1.21
MATLAB*	\$155,851	1,376	\$99	\$2,550	\$3,508,800	\$3,352,949	\$4.62
Nvivo	\$46,128	163	\$100	\$849	\$138,387	\$92,259	\$1.37
QDA Miner+Wordstat+SimStat	\$5,025	36	\$575	\$575	\$20,700	\$15,675	\$0.15
Qualtrics	\$60,000	1,573	\$1,500	\$1,770	\$2,784,210	\$2,607,305	\$1.89
SAS*	\$57,321	688	\$4,990	\$4,990	\$3,433,120	\$3,375,799	\$1.70
SPSS+Amos	\$66,783	1,319	\$124	\$260	\$342,940	\$276,157	\$1.98
Stata/SE	\$19,215	262	\$179	\$225	\$58,950	\$39,735	\$0.57
<b>Totals Downloadable Software</b>	<b>\$609,954</b>	<b>10,653</b>			<b>\$19,684,779.00</b>	<b>\$18,957,920</b>	<b>\$18.16</b>
<b>Enterprise Software</b>							
Microsoft Office 365	\$333,290	33,329	\$72		\$2,399,688	\$2,066,398	\$9.89
Canvas	\$335,590	33,329	\$12		\$399,948	\$64,358	\$12.00
Zoom (Pro)	\$78,450	33,329	\$149		\$4,966,021	\$4,887,571	\$2.33
Google	\$138,600	33,329	\$24		\$799,896	\$661,296	\$4.11
LinkedIn Learning							
<b>Totals Enterprise Software</b>	<b>\$885,930</b>					<b>\$ 7,679,623</b>	<b>\$ 28.33</b>

The numbers for LinkedIn learning won't be available until 11/2/2022.

- Joel asked the group which of the enterprise software they would choose to get rid of, if they had too. There wasn't a clear choice, but Zoom was mentioned because Microsoft Teams and other software offers the same service.
- Most people want to use Google Drive over Microsoft OneDrive. Joel reported that folks are asking him if they can purchase more Google storage. Tucker shared that he started using Google Drive in the 4<sup>th</sup> grade – it is an industry staple.

#### 4. Eduroam Update

- Eduroam (education roaming) is the secure, world-wide roaming access service developed for the international research and education community.
- Eduroam allows students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions.
- Choose the **Eduroam** network as your primary wireless network while on campus.
- When traveling to a participating institution, you can connect to the Eduroam wireless network just as you do at UTK. You must have connected to Eduroam on your local campus at least one time with that device before you can connect at other locations.
- Changes that are coming to Eduroam include:
  - Turning off 2.4 GHz in favor of 5 GHz
  - Targeting areas that are unlikely to have problems with 2.4 GHz being disabled
  - 5 GHz provides better overall performance. Less interference with other access points or other equipment that uses 2.4 GHz
  - Biggest benefit to classroom technology
  - Slowly rolling this across campus
    - About six buildings at a time each month (started in September 2022).
    - Hodges Library was recently updated, and it has been a smooth transition.
  - No changes to ut-open network –
    - Guest access (7.5 Mbs limit) vs registered devices or sponsored accounts
  - New switches in the Student Union, Alumni Hall, Stokely Dining Facility

#### 5. Game Day Connectivity

- Joel asked those who have been to a football game at Neyland stadium how their cell phones performed. Andrew reported it was 50/50 with AT&T and Tucker said it was 0% with Verizon.
- Joel shared the history of the 2019 upgrade of Neyland Stadium DAS to Corning One platform AT&T leveraged the upgrade to provide better service, but VZW has yet to adjust. Better service is envisioned for 2023.
- Eduroam and UT-open are hidden around the stadium on game day
- We have two access points for The Hill and it was problematic for “College Game Day”.
- Good news is that WiFi in Neyland stadium is in the budget for 2024. (now possibly 2023)

#### 6. Scam of the Week

- OIT has contracted with KnowBe4 – a company that helps employees learn to identify scams.
- During the first year with KnowBe4, they sent out ‘test’ emails to try and trick employees and approximately 20% of faculty and staff took the bait. Now, only 6% are fooled.
- The group shared ways they identify scam emails:
  - Hover over the link or email address – if it doesn't match, it's probably a scam.
  - Misspelled words or strange ways of making a statement.
  - Too good to be true?
- If you suspect an email is a scam, report it (WITH THE HEADERS) to [abuse@utk.edu](mailto:abuse@utk.edu).
- They are now providing a weekly “Scam of the Week” email. This weekly email will help users identify scams before they become victims.
- Scams identified so are:
  - Disaster Relief Scams
  - Bank Phishing Scams
  - Spear Phishing – example: a scammer will spoof a professor's email address, tell a student they have a job, send them a paycheck, the paycheck bounces and now the scammer has access to the student's bank account. Ask yourself – Did I apply for this job?

## **7. Workshops & Training**

- OIT offers many kinds of help, such as
  - Live, Instructor-Led Workshops
  - Self-Paced, Self-Enroll Workshops
  - Any Time, Any Topic with LinkedIn Learning
  - Invite Us to Your Department or Class
  - Request Training Development Assistance – NEW!
- Everyone was encouraged to sign up for the IT Weekly listserv.
- Joel and Larry shared information about OIT's suggestion box and encouraged TAB members to use it.

## **8. Adjournment**

- Joel adjourned the meeting at 4:00 pm. The next meeting is scheduled for Friday, November 18, 2022 at 3:30 pm in person at Hodges Library Conference Room 605 or Via Zoom.

Minutes submitted by: Michele Wilson