

# Information Technology Committee

## Minutes

Meeting in	Date	Time
BTSU 314	Wednesday, 4/07/2010	10:30 – 11:50 am

<b>Purpose</b>	Monthly ITC meeting
<b>Chair</b>	Andy Schocket covering for Dr. Elaine Lillios
<b>Secretary</b>	Bonnie Mitchell
<b>Members Present</b>	Susannah Cleveland, Kyle Crawford, Kathy Dean, Mike Hachtel, Lona Leck, Lan Li, Bonnie Mitchell, Christopher Rump, Andy Schocket, Joe Schreuder, Hassan Souleyman, Kim Turner-Young,
<b>Others Present</b>	Cindy Fuller, Deb Wells, Bruce Petryshak
<b>Members Absent</b>	Elaine Lillios, Julie Hamann, Dan Madigan, Jon Zachrich

### Agenda topics

#### 1. Minutes

<b>Discussion</b>	Minutes for the 3/03/10 meeting were circulated via email prior to the meeting. Amendments were received via email and minor changes were made to the minutes.	
<b>Conclusion</b>	Leck moved to approve the minutes and Dean seconded. All members present were in favor. Minutes approved.	
<b>Action items</b>	<b>Person responsible</b>	<b>Deadline</b>
None.		

#### 2. ITS Report

<b>Discussion</b>	<b>SPAM</b> Petryshak reported that there was a recent email that appeared to originate from ITS but was actually a scam. Of the 43 thousand email accounts BGSU supports, only 6 people answered the fraudulent email. Petryshak reminded the committee to pay attention to the email alerts concerning viruses and spam. In the past 7 days, 13.5 million emails passed through BGSU; 1.3 were good messages, 12.2 million were blocked because of suspected viruses or spam.
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**HEOA Role Model**

Petryshak announced that BGSU was selected by Educause to be a Higher Education Opportunity Act role model school. Educause selected 6 schools nationwide that exemplified best practices. These schools will serve as a model for other schools to follow the guidelines set forth in HEOA.

**Open-Source**

ITS is looking at applications from the open source collaborative community. A number of universities and community colleges in northwest Ohio are experimenting with open-source learning management tools such as Moodle and other tools. ITS is looking at possible alternatives to Blackboard and by working with other schools they may be able to share services.

**Mobile Applications**

ITS is working on mobile applications for the iPhone and Android. They need a mechanism to solicit or assess the needs for mobile computing on campus. ITS needs to know what sort of applications are needed. Is there a need for an interface to view grades or look at your class roster. Would it be useful if faculty and students could look at assignments? The ITC survey may obtain input from the community in regards to interest in mobile computing but ITS wants a regular mechanism in place so they receive feedback on a regular basis.

**iPad Readiness**

ITS wants to be prepared for the issues they will face when students come to them with problems related to their iPads. ITS has ordered a few iPads but have not received them yet.

**PC Specifications**

ITS would like more control over what PCs students use on campus. Currently students are bringing a variety of computers into the classroom. In the Business Department there will be a storefront so it is easier to purchase PCs via the university. ITS needs a mechanism in place that allows them to get input from departments on required specification so they can narrow down the choices and offer these in bookstore. It is easier for ITS to support fewer models. What sort of incentives could be offered to students that purchased a BGSU supported computer sold through the bookstore rather than bring their own? Should ITC be the body that helps facilitate the process?

ITS states that they cannot sustain supporting academic labs therefore they would like to have much fewer labs on campus. Labs are very expensive to support because of hardware and software costs. Students are bringing laptop computers to campus now. How can we encourage more students to use their own computers? By setting up a system that encourages students

to buy a specific computer and bring it to class, ITS can cut back on university computer labs. Specialized labs would not be affected by this initiative.

Rump stated that it would be difficult for areas to agree on computer specs. Schocket suggested that we look into a low cost lease program? Mitchell stated that there should be positive incentives to purchase a computer through BGSU rather than penalties such as charging them extra for tech support if they do not buy a BG computer. Schocket suggested that we look at other devices students bring to campus such as ipads, mobile devices, and clickers.

ITS stated that the decisions on what type of computer is best does not need to be university wide. ITS would like to replace lab computers with open spaces that students can use with their laptops. They commented that if computers had standardized batteries they could have battery depots that a student could trade a dead battery for a charged one. According to the GSW survey, 87 percent of students have a computer. At the beginning of the semester these students typically have some sort of compatibility issues.

Should we form a new committee called AHAC, Academic Hardware Advisory Committee. Could this be combined with the software advisory committee? Dean stated that she is interested in being on the hardware committee. Mitchell recommended that the new committee not be rolled into the Academic Software Advisory Committee. The ASAC's role is quite different. The first year of the AHAC will be a lot of work.

Should this be a subcommittee of the ITC? Turner-Young mentioned that there are invested university members involved with the ASAC and they may want to be part of the AHAC also. The task of the committee will be to identify the computer specifications that will be supported. This may not be as hard as we think because there are only so many choices available. Rump stated that there are issues related to logging onto the wireless and other problems that might be a larger problem if all students were required to use their laptops.

### **Academic Software Advisory Committee**

We need to elect a representative from the ITC to serve on the ASAC. Turner-Young nominated Bonnie Mitchell. Li seconded. All were in favor. Mitchell is now the ITC representative on the ASAC. First meeting is today (4/7/10).

### **Print Responsibly**

ITS is meeting with Northwest State University to encourage them to be involved with the Print Responsibly project. Having multiple universities involved will help lower BGSU's costs. Terra and Owens may also be interested in joining.

	<p>So far ITS has had 121 meetings to discuss printing needs. There have been 101 new Xerox devices installed so far. By consolidating devices ITS is trying to reduce the total number of printing devices by 40%. ITS labs are already using the Pharos software and it is gathering information about printing usage. After they fully implement the system, Pharos will tell students how much it will cost each time they print. Students will have an “free print” allotment that will be based on past usage. Each grade level will be given a quota.</p> <p><b>Desktop Refresh</b></p> <p>The desktop refresh program will release information this week. There will be the same monitory amount available as last year.</p>		
Conclusion			
Action items	Person responsible	Deadline	

**3. Subcommittee Reports**

Discussion	<p><b>Communications Subcommittee Report</b></p> <p>The Communications subcommittee worked on the publicity for the ITC survey. It appeared that the communication plan was very successful.</p> <p><b>Survey Subcommittee</b></p> <p>The survey is finished, the link is no longer active and the Survey subcommittee has received the data. There were: 1033 students, 363 faculty and 652 staff members that took the survey for a total of 2048 respondents (this number includes the duplicates). Having incentives really helped. The subcommittee has to randomly select winners and inform them. They will remove the duplicate submissions and then SPSS can randomly select a person. Then they check to see that the winners are indeed campus members and in good standing. Then the survey committee has to publicize the winners. As soon as the winners are notified, they need to choose whether they want cash or the prize. They will also have to sign that they received the prize. We need to get a picture of the winners receiving the prize. Staff or faculty members will need to receive a 1099 for winning the prize.</p> <p><b>Learning Management Systems</b></p> <p>Brian Rellinger has created an ongoing survey and it will be posted on the Blackboard portal. There are some issues with Blackboard such as the difficulty in finding the help link so adding the survey to the help menu might</p>		
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be an issue. Basically there are too many different places that deal with issues related to Blackboard and no one entity is in charge of instructional support. It seems awkward that faculty are supposed to go to the Student Technology Support Center for help.

There are also three PodCast tools implemented on campus. Maybe there should be some coordination between the areas that run these services. The problem is that the LMS subcommittee has no power to tell various areas to coordinate efforts. There should be a university committee or task force that makes decisions related to implementation of university learning management systems, not individual areas. There really should be a professional staff of instructional designers and resources, with strong partnership with CTL, a "one-stop shop" for both professional development and technology training and support. It was noted that the LMS subcommittee was charged with trying to coordinate efforts between these areas.

**Tech Trend Subcommittee**

The Tech Trends subcommittee met and reviewed the host and attendee surveys from three different events. There was mainly positive feedback with only a few negative comments. The subcommittee decided to modify the survey slightly to remove budget information. They are also cleaning up the back-end formatting of the website. There is one more deadline for Tech Trends grant application on April 19<sup>th</sup>. There are two more Tech Trends events happening this semester: April 14<sup>th</sup>, Jessica Valenti in the ballroom and April 16<sup>th</sup>, Fredrik Marsh and Ardine Nelson in BTSU 206. Over the last year the Tech Trends subcommittee created a number of policies, documents and evaluation tools as well as coordinated 6 events.

ITC members are all encouraged to announce and attend the Tech Trends lectures.

Conclusion		
Action items	Person responsible	Deadline
None.		

**4. Other Business**

Discussion	<p><b>Technology Issues</b></p> <p>Leck stated that there was a perception that ITS had a high turn over in tech support personnel. She suggested that before sending new employees out in the field, there should be training. There have been disruptions in customer service because of the turnover.</p> <p>It was also noted that the directory information on the website is problematic. There are department fields that cannot be changed yet they are</p>
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incorrect. The phone directory and listing of employee by department are also incorrect.

Schocket stated that there are problems with email quotas. He asked if we could raise the quotas across the campus. Many students and faculty choose to have a gmail account rather than BGSU account because of this restrictive quota. ITS stated that is will look at the quotas.

Mitchell stated that there is a critical problem with Peoplesoft course listings that was brought up at previous ITC meetings and it is still not fixed. The system only lists the first three classes when there are multiple courses with the same course number. Most students are unaware of this and think that there are no available sections of a specific course. Because of this problem, students are not registering for courses they need to graduate thus causing them to delay their graduation. Courses that fall below the top “three listed” do not fill thus are canceled and sometimes teachers are reassigned to teach classes outside their area of expertise or even not employed because of lack of enrollment (adjuncts). At the March meeting Rellinger stated that he would look into changing this but the system is still only listing three courses. Dean stated that she also agrees this is a critical problem and was told it would require programming to fix it. Mitchell stated that it must be fixed to avoid more costly problems down the line.

**Other Business**

The subcommittee End of the Year Reports are due at the May meeting.  
We will also be holding elections at the next meeting.

Conclusion		
Action items	Person responsible	Deadline
None.		

**5. Next meeting**

Place	Date	Time
The full ITC will meet 5/5/10 in 314 BTSU.	May 5, 2010	10:30-11:50am

**5. Adjourn Meeting**

Dean moved to adjourn and Li seconded. All members present were in favor.		
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