

Information Technology Advisory Council

Meeting Minutes – April 13, 2018

Present: Tim Welsh, Ron Adams, Mark Sloan, Jessica Potter, John Stasiuk, Mike Thompson, John Abbot, Billy, Sarah Hubbell, Evan Pauken, Amy Louallen, Judy Rose, Brian Graening, Molly Pfaff, Aaron Snead, Jim Ratliff, Jason Bishop, Dawn Pantaleo, Larry Taylor, Dan Benard, Bill McElhone

- Called meeting to order and welcomed council Members and Guests
- The minutes of 12/1/17 were reviewed, motion to accept by Dawn Pantaleo, Brian Graening 2nd, approved
- Updates
 - Instructional Computing – Mark Sloan, Brian Graening
 - M Sloan – Still adjusting Windows 10 Image, Improving Wireless coverage, BHLC is becoming more settled, increase in use of ACC Computer Lab Winter semester
 - B Graening – TTC lab utilization slight increase, Office 365 is free for students, faculty and staff, Windows 10 is free for students (\$10 for faculty and staff), Adobe licensing continues to be difficult, Blackbelt Help provides afterhours support
 - S Hubbell request a meeting to discuss student password change procedures
 - J Ratliff asked for Library to be included
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 - BHLC - Al Moss, Dan Benard, Mark Sloan
 - M Sloan and staff taking care of software/hardware support
 - D Benard – Overall things are going well. Occasional Laerdal issues resolved by R Camp and IT staff
 - Moodle – Molly Pfaff, Aaron Snead, Mike Thompson.
 - M Pfaff – Upgrading Moodle May 4th, looking at 2 themes for accessibility, learning curve for faculty, Look at moving to new theme in December, training
 - T Welsh – small window for the upgrade but do not anticipate a problem moving forward
 - Lecture Capture – Brian Graening, Molly Pfaff
 - B Graening – currently using Panopto, Nursing, sciences, moved to a cloud based system, Reviewing Techsmith Relay but they will not give us a test sandbox
 - M Pfaff – Found Kaltura and is reviewing it's features, they offer a free trial
 - M Thompson – Kaltura licensing offers us to have public-accessible content that aren't locked behind a Moodle Course
 - CIS – Dawn Pantaleo
 - D Pantaleo – Curriculum now has a Cisco academy, hoping to have a 24-student class ready for Fall, next step is to get it advertised, Hardware lab going well, already outgrown it, need more space, Computer Club - been to a few conferences, built

one with other Higher Ed in the area in GR, Tim Welsh was a speaker, about 20 students, went well, it was a day-long conference, included competitions, last week took 6 students to San Antonio for a conference with people involved with the former AITP conference, it was nice to be there again, SA is a cool town, meeting coming up on the 27th, has an alum coming who's looking for people, going to give a talk, biggest problem right now is not enough students for the jobs available, in a way it's a good problem to have, continuing with Bronson on internships (paid) that lead to full-time positions.

- Media Services/Printing Brian Graening
 - Media - Added Visualizers to classrooms and budgeted for more, short throw projectors in some classroom, request for 24 hour lead time – will do last minute request if available
 - Printing – Kyocera convenience copiers installed, working well, scan to email is popular feature, online request form and walkup service discussed

- KVM – Bill McElhone
 - Bill M - Kudos to all of the IT support, recent major issues in Stryker Theater, meeting with MS to come up with a comprehensive plan to get the theater where they want it. At the moment things are working but with workarounds. Looking at contingency to address it ASAP rather than waiting until July 1, already been impacted by having to move Aubrey Rodgers' class. Argus update done by Larry, seemed to go well, they're quite aware that digital storage limits are a concern that needs to be addressed. Next year if budget is approved front desk at KVM and Gallery will be revamped. Nothing added, but there will be an IT impact. Innovation gallery on 2nd floor is new, looking at end of year updates, new software called SOS explorer to display some of the Science on a Sphere in an area better-suited for classroom work. Kathy Godin is working on that, hoping to get a PO in before June 30. FY19, laptops in a cart for the innovation lab being proposed, idea to use them for school groups. POS system Versai, sending staff to training in September, will check with Mark to see if there is a reason to send an IT staff member. MS - send him the itinerary.
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- Groves – Judy Rose
 - J Rose - Moving to a new online registration system (Campus CE), has had MORP since '04, hoping to launch in mid-June, this is for non-credit registration, ties into Nelnet for payments, better organization from the user (customer) perspective, hosted. New smart TV, 82", going in one of the classrooms, it'll be a good test for instructional everywhere else. TW - as TV cost comes down this may be an option to replace projectors. We're doing conference room tests at TTC.
 - M Thompson – gave more info about new Groves registration system, replacing MORP

- Library – Jim Ratliff
 - discussing how to improve furniture great for students, students are cramped at desktop areas with laptop, mobile, etc., they're documenting it, this is while they're

at the computer stations, one thing they've seen is 2-monitor setups and they'd like to pursue that. Don't know how many students are using Apple laptops, should we have Apples in the libraries because students are more comfortable with them? Is there a way for IT to figure out which computer stations are the most popular in a space? If so we can focus on making sure those stations are set up the best. Helps us to understand where students want to be. Short-throw projectors catches the students attention when using the pens, likes it as a way to demo new technology, it's cool. DVD and CD use is declining, 3 yrs ago they felt optical drives were important, but usage is definitely going down in the libraries. Kudos to IT downtown, rotating people around between campuses has led to cross-training among the IT staff and JR likes it. Ready Play One has different ideas on how the VR world will be a big part of people's lives, recommends it. Nova may come in for faculty seminar days to demo immersive VR. He thinks it'll be pretty big.

- Bill McElhone - Would like to see something in the KVM for VR. Need a high end PC computer for this.
- Banner 9 Mike Thompson
 - Going thru the pre-upgrade process with Ellusian, they're doing the installation for us and we're prepping for that. Banner 9 is not a piece of software, it's an ecosystem of multiple software and server pieces, modularized, we're already using Banner 9 for certain items, we're catching everything else, happening at the same time as the website redesign and CRM, all are interrelated, have to be at Banner 9 by 12/31/2018, should have preprod ready by June 1. From an instructional standpoint we'll be sensitive to registration, payroll, much will be done behind the scenes, have a broad Banner 9 team including admins, staff, all student services, etc.
- Website Redesign and Accessibility – Mike Thompson, Molly Pfaff
 - website redesign and accessibility, got hit by OCR, we're working on it.
 - MT - Moodle - Molly has set up a course in Moodle to be assessed for accessibility. This has led to good results just within the last few days.
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- TargetX - Mike Thompson, Sarah Hubbell, Evan Pauken
 - M Thompson - It's moving ahead, doing the recruiting and admissions piece now, doesn't expect production live until summer, will start student success as those are wrapping up.
 - S Hubbell - Best thing is it's forcing us to look at our business practices. Targeted emails and text messages are big, also alerting staff to reach out to at-risk students will be big benefits.
 - E Pauken - on retention side they're building workflows and from that looking at business practices to see what will fit the retention plan with TargetX's capabilities. Also IDing what data they need for the workflows.
 - M Thompson - purpose of the system is to get people to do things, not to do things for people. IF we keep that in mind we'll be successful.
- Course Catalog System – Sarah Hubbell
 - S Hubbell - just signed contract, hoping to build content right away, they take last year's catalog into their system and they can then change it as needed. For first

time 'll be able to create a real course catalog. We can modify it as needed. They'll take this to the web once it's ready, can then also be put into .pdf, going to be mobile-ready, allows us to have a historical record of all the catalogs and the changes made to the curriculum. Also, this is a hosted system.

- Cyber Security Audit – Tim Welsh
 - Dept. of Ed Title IV security requirements has a new cybersecurity section, required policies and procedures for breaches including detection, prevention, notification, etc. SH - this is where the govt can get their teeth into it via Financial Aid \$. Audit is in July, we have procedures in place but need to improve the documentation. Able to use the CJIS audit pieces as a framework.
 - SH - this is not IT-only. IT includes physical security, dissemination, etc.
- Fiscal 19 – Upcoming projects
 - AdAstra room scheduler software upgrade to hosted system
 - Banner 9 upgrade will complete
 - Substantial phone system upgrade
 - New Storage Area Network
- Other
 - Ron Adams - we should look at alternatives to Moodle. He was part of the committee that recommended it but it's time. Also, is there a tool for instructors to test their own courses, as this might be a better way to make changes.
 - M Pfaff – will be offering accessibility training for faculty
 - Jason Bishop - Moodle test server, noticed some issues and he'll get with IT.
- Jim Ratliff - O: drive is near the red zone of being full.
- Public Library found bitcoin running on their workstations.
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- Larry Taylor - on the 27th is the Automotive open house, 3-7, mainly to recruit and have employers present, bringing in project cars and other vehicles is one of their best recruiting tools
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- SH - starting electronic transcripts via the clearinghouse site, hopefully by mid-August they'll be up and running and will push students to this.
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- BG - email phishing is a problem, looking at onboard training for IT security, working on modules for employees and how to reduce this
- TW - also looking at additional spam filtering
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- Next Meeting - TW - probably early October rather than waiting until December. Al mentioned it might be a good idea to have the meeting before the capital request process. We'll have a new president along with a new finance VP so there may be changes to the capital process.
- Is Friday the best day of the week? (General agreement to this.)
- Watch mailboxes for schedule.
- We will modify the minutes and get them out earlier than we did this time around.
- Is this format good? (No one disagreed.)
- Next time bring more forward-looking items on the agenda if you wish to discuss (VR, Groves programs, sciences, tech areas, KVM Theater changes, etc.)