

## Minutes of September 23, 2015 Technology Committee Meeting

### Attendees:

Craig Schroer, Bonnie Barr, Cher Hendricks (for Micheal Crafton), Kathy Kral, Brad Prince, Adriana D'Alba, Clint Samples, Janet Gubbins, Keylin Price, Bob Lane, James Church, Meg Pearson, Dean Sullivan

### 1. Minutes from March Technology Committee meeting approved.

### Discussion Items:

#### 1. Discussion of Plante Moran ITS Assessment Report and campus responses:

<https://docs.google.com/a/westga.edu/spreadsheets/d/1Gx-OiUWv-jbKt2jIh92-95ptjwTYsaBluQj6XrxhfVs/edit?usp=sharing>

- 19 comments received from UWG faculty and staff in response to the Plante Moran report
  - 5 were supportive of the report and new VP position
  - 5 were negative.
  - Remaining comments couldn't be tallied as strictly positive or negative.
- The Tech Committee favors the creation of a new VP position in conjunction with Kathy as CTO
  - VP could direct strategic approach to IT on campus
  - VP would have "place at the table" with top university admin and planning
  - VP would need to understand, represent, and communicate faculty, staff, and student IT concerns
  - **VP will improve our situation only if top admin listen to them when making decisions**
- The Tech Committee would like to have a voice in the drafting of the VP for IT job position
- Tech Comm discussed prevalence of having both a CTO and VP among our peer institutions (several have both positions)
- Discussion of whether to go outside UWG for VP search (it was roundly agreed that someone from outside of UWG would be best)
- There are still concerns about the level of funding for ITS at UWG, an example being the limited funding available for training of ITS staff (although Kathy shared that funding has been supplemented in the past couple of years).

#### 2. Update on iClicker conversation and gathering of committee feedback (see opposite side)

**Note to committee members:** In a discussion between Kathy, Janet, Cher and Craig after the meeting we reconsidered trying to rush through a campus survey and implementation of iClicker in D2L. In reconsidering the question we concurred that it would be better to wait until after the D2L upgrade (December 2015) before committing to a particular iClicker.

- Kathy noted that she recalled that there had been a process around 2008 for deciding upon an iClicker but didn't recall precisely what was done.
- Distance Education has had instances where a new faculty chooses unsupported equipment or software without being aware of existing software being used for their same purpose.
- D2L is going to have a moratorium on new integrations with their system as they prepare to upgrade to Brightspace. This moratorium goes into effect at the end of October, so if we were to try and survey and make a choice about a standardized 'clicker' system to be integrated into the LMS it would need to be decided on by October 15<sup>th</sup> of this year. (Note: originally in the meeting we were going to try and expedite a survey and selection process but, as noted and highlighted at top of this agenda item, we had misgivings about whether that would be the best way to proceed.)
- A central and well-publicized list of all UWG ITS supported technology—software and hardware—would be very useful to reduce confusion and proliferation of multiple systems for the same functions. The committee thought this might be an issue that a VP of ITS could help with.

**3. Faculty inquiry about whether there is a list of approved university-wide technology standards. SEE ABOVE**

**4. Standards of email account maintenance for retired staff and faculty.**

- The BOR rule is that when people leave employment at UWG their email accounts are to be locked within 5 days. ITS has a "Termite List" (list of people terminating employment at UWG) that they use when performing this ongoing system maintenance.
- Data retention is a department, not ITS, responsibility. ITS has no way to regulate or oversee data retention.
- There is an HR form that can be filled out when employees retire to request either an extension of their email account—for example, to go through and save important documents—which is extended in 30 day increments up to a maximum of 6 months.
- It was noted that shared Google Docs present a challenge when one of the 'sharers' is retiring

- Retirees who continue to be active on campus can also place a request that their email accounts and files remain active. For example, if main UWG ID is closed people are not able to access CourseDen. It was suggested that we might examine whether the campus or HR has a consistent set of “as you prepare to retire” type of materials that would inform soon-to-be retirees of their options.
- There was a question of whether students might be able to retain their email address and account after graduating and that this could be a good means of staying in touch with alumni while also providing them help in maintaining a portfolio of their university work. Kathy mentioned this had been a recent faculty discussion and, as she recalls, was walked back but doesn’t remember the reason. Kathy can follow up on what that reasoning was.

**5. LanDesk -- Complaints from within the library about major computer slowdown since LanDesk has been installed. Are other departments experiencing similar issues?**

- Library employees have noticed significant computer slow downs since LanDesk installation. Other committee members confirmed their departments having also experienced slow downs since LanDesk installed.
- Question about why LanDesk was deployed at UWG. The BOR Software Resources (after an RFP and receiving offers from multiple vendors) negotiated a contract with the winner, LanDesk: they are, consequently, now the “provider of choice.”
- Is there an option for another product rather than LanDesk? Yes, but LanDesk is already paid for so funding as well as staff time required to change out software would have to be addressed.
- What causes a slow down on machines after LanDesk is installed? Different possible factors; however, mostly these issues can be ameliorated by increasing RAM from LanDesk’s recommended minimum of 4Gb to 8Gb or more. As staff computers are rotated for new ones additional memory in the new machines could ameliorate LanDesk-related slow downs.
- One issue on campus is also a result of not all departments doing their computer purchasing in coordination with ITS. As a result, sometimes people end up purchasing systems that don’t work well at UWG.

**Updates:**

**1. New Marketplace subscription system and use guidelines (see opposite side)**

- Brief update on how Marketplace subscriptions are being managed in the interest of simplifying the process.

## **2. UWG Online and D2L update from Janet**

- D2L is rebranding their LMS to “BrightSpace” and upgrading to version 10.5. This is scheduled to happen between the morning of 12/19/2015 through 5pm on 12/31/2015. Distance Learning doesn’t yet have access to the new system but once they’ve had that access and learned more about it they’ll share a list of what’s new.
- One anticipated improvement is that “BrightSpace” is a continuous update delivery model and so updates can be done on a more regular, incremental basis rather than big updates a couple of times a year.

## **3. Follow up about Google Inbox**

- It’s not available as part of Google Apps for Education

## **4. ITS rollout plans -- Office 2016 / Windows 10**

- No significant updates at this point.
- Office 2016 has been officially released but no campus launch date has been set.
- Windows is likely to be upgraded to version 10 next year but there are still unresolved issues (e.g., Banner doesn’t yet work with Windows 10).