

# IT USERS' ADVISORY COMMITTEE

## MINUTES

October 9, 2007

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### Present:

Peter Adler, Aaron, Andersen, Franklin Bacheller, Lola Jean Bolton, Sharyn Bradfield, Clint Bryant, Evertt Byington, Dean Byrne, Jim Dorward, Scott Ensign, Dennis Hinkamp, John Johnson, Conna Meeker, Jodi Morgan, Doug Nakken, Thorana Nelson, Brian Nummer, Joan Scheffke, Elisa Taylor, Eric Worthen

### Guests:

Bob Bayn, Clay Davis, Doug Ede, Steve Funk, Jim Wellings

### Excused/Absent:

Kirk Bostick, Mark Damen, Michael Dietz, Nicholas Flann, Rob Gillies, David Hole, George Hruby, Justin Julander, Gordon May, Brian McCuskey, Peter McChesney, Mac McKee, Craig Miller, John Nicholson, Wallace Odd, Scott Randall, Adrie Roberts, Paul Schreuders, Josh Schultz, Randy Simmons

### WELCOME –

Vice President M. Kay Jeppesen thanked the committee for their willingness to attend and their commitment to IT. He noted that at the spring meeting the committee members decided the committee should meet monthly. For the 2007-08 academic year the meetings will be held on the second Tuesday of each month at 3:00 p.m.

Vice President Jeppesen asked the committee to visit website <http://it.usu.edu/administration> for the current IT Organizational Chart and Role of the Committee. This website will be updated and will eventually contain the IT Advisory Committee's agendas, attachments, etc. VP Jeppesen stated that the committee's role is to provide input and to assist in the process of being effective throughout the user community. These efforts will be much appreciated by IT. He also noted that anyone who wants to join the committee is welcome and all aspects of the collegiate community are encouraged to participate.

### ▪ **NOMINATION for COMMITTEE CHAIR**

Chair term will end with the spring semester (academic year). IT Office will support the Chair. The Chair will be tasked to call the committee together, take agenda items, call sub-committees, etc.

Eric Worthen offered to serve as Chair

Second – Evertt Byington

Vote: Unanimous

VP Jeppesen thanked Eric for his willingness to serve as the Chair.

### ▪ **SUBMITTED AGENDA ITEMS**

#### **Purchase & Installation of Camtasia Studio in Classrooms**

Scott Ensign, Department of Chemistry & Biochemistry

Dr. Ensign provided a handout for each to follow as he presented information about a software package named Camtasia. Camtasia is a program used to capture what is happening on the computer screen. Dr. Ensign demonstrated how he uses Camtasia to record lectures and then post those lectures on the web and link them in Blackboard. Dr. Ensign noted that the following are very positive attributes of Camtasia.

- Records & edits lectures and other content for students
- Cost is relatively cheap
- The instructor and university control and edit the lecture content

- Investing in expensive third party companies that offer to record and share lecture recordings is unnecessary

#### **MOTION –**

To include Camtasia as a standard software configuration for the computers in general assignment classrooms. USU Information Technology will obtain pricing information and coordinate with departments who may want to purchase the software for departmental computers and receive the price break realized by bulk purchases. IT will develop online tutorials on the use of Camtasia to record lectures and offer Camtasia training through the FACT Center training workshops.

Second – Evertt Byington

Motion Passed - there were two abstentions

#### **Classroom Layout**

Jim Wellings – IT Video Network Specialist

Copy of Power Point presentation was provided. Jim discussed the various classroom layouts pointing out both advantages and disadvantages with each configuration. In addition to the information distributed the following facts were noted:

- Many classrooms present a challenge when placing equipment in preferred configuration because of the physical limitations. Using the center position for the screen has been the default application.
- Future technology will continue to improve. Equipment now in use is much brighter and less expensive than even two years ago. Use of technology will continue to increase and changes will be image based.
- A dual purpose (writing & screen) surface is available which replaces a whiteboard. Cost is \$21.00/foot. Cost will be approximately the same as a white board when framing is considered. Maintenance on this surface could be a problem if not in a controlled area. A liquid cleaner must be used regularly.
- ECC 311 does not have a whiteboard and no one has missed it in nearly three years!

**Unanimous Decision** -The committee unanimously agreed that the classroom configuration options should be shared with and reviewed by departments. The feedback from the users will then be presented at the next meeting and will be addressed as a main agenda topic.

#### **Service Desk Policies and Employee Training**

Stacie Gomm, Associate Vice President for IT

Stacie noted that improvements are continually being made as problems arise or new services are identified. She pointed out the following:

- The goal is to hire 10 new professional employees (8 have been hired) who will be assigned to the Service Desk. These employees will be support for faculty and staff. Full time professional employees bring consistency as well as a pride and ownership of their position.
- The number of students employed have been reduced to a smaller group in the Service Desk which will take care of only student needs.
- Beginning October 22 the Service Desk telephone system will have a new model. There will be two telephone numbers published, one for students and one dedicated to faculty and staff.
- All users can go into Footprints and complete a trouble ticket to get answers to their problems or questions. All requests are tracked in Footprints. To access Footprints go to: [Footprints.usu.edu](http://Footprints.usu.edu).

Steve Funk, Team Coordinator for the Service Desk, addressed changes that have been made by improving communication skills and training of Service Desk employees. Steve noted that the goal of IT is to make all users feel welcomed and comfortable when calling the Service Desk.. They are holding regular training sessions and go over communication skills at every meeting. Individuals specializing in communications skills are brought in to train the employees. It is an ongoing process. Steve requested each to let him know if/when they have a problem so that the situation can be corrected and improved.

#### **Ability to Accept Online Credit Card Payments**

Dr. Brian Nummer, Foods & Nutrition, expressed his frustration with the promise he has received for three years and requested that this situation would be resolved soon.

Stacie Gomm explained that the credit card committee has been working on the situation with an RFP in place. The contract was awarded to Blackboard and it should be the solution for the credit card situation. It was necessary to find a source that is capable of meeting all card needs. IT has a team ready to implement. The delay is that a funding model needs to be determined. The Vice President for Business and Finance Office is working on the funding model. Upon completion of the funding model, it will take approximately 3-5 months for implementation. The new card system will include:

- Student ID cards
- PCards and other credit cards
- Ecommerce online

#### **Questions:**

- Could the IT User's Advisory Committee see a demo of the ecommerce service?
- Can the system accommodate student registration? Currently the answer is no it can't be used for tuition because of State law and the unwillingness of credit card companies to waive the service fee. All other services offered by the university can accommodate major credit cards.

#### **MOTION – Brian Nummer**

Stress the importance to the Office of the Vice President for Business and Finance to adopt a business plan as soon as possible with regular progress reports being made available.

#### **DISCUSSION**

The committee would like to have a representative from VP of Business and Finance attend the November meeting to discuss the funding model, status, implementation target date, etc.

#### **ASSIGNMENT**

IT was decided that Vice President Jeppesen will make arrangements for a representative from Vice President Hunsaker's office to address the Credit Card situation and process at the November meeting.

#### ▪ **IT POLICY UPDATE**

Bob Bayn, Team Coordinator for IT Policy and Security, asked all to take some time and read through the policies that have been drafted and are in the university approval process. These can be found at website: <http://wiki.ss.usu.edu/index.pho/Institutional> (note this address is case sensitive and the "I" in Institutional should be a capital letter). Bob stated that he welcomes the committee's comments and suggestions. Please send him email at: [bob.bayn@usu.edu](mailto:bob.bayn@usu.edu).

#### ▪ **IT PROJECTS UPDATE**

Eric Hawley reviewed the following IT Projects:

- The implementation of wireless service throughout campus is being completed. The common outdoor areas will be completed in the spring. The network sign on name, USUnet, will be

changing to BlueZone. Blue Zone stickers are included in the meeting packets for display in offices. If anyone would like additional stickers please email Peggy Nixon.

- The new Google email is provided free of charge to faculty, staff, emeriti, and alumni. There are currently 14,000 subscribers. At 9:30 a.m. there were 9,000 logged in today. It requires an A number and pin to log in. This Google service will be available for a life time.
- Aggie Exchange with Microsoft Outlook has been offered to the campus community. It is more universal and offers more capabilities for calendaring and communicating. There are still over 70 email services on campus. The cc.usu.edu on the VMS server will be active until next year. The stop date will be announced in spring of 2008. After the announcement on the stop date there will be a six month period to give all a switch window.
- The Directory Services Project will use Banner. It should be completed summer of 2008. It is voluntary and should be more up-to-date and useful than the current directory.

Stacie Gomm reviewed the following IT Projects:

- There have been 16 classrooms upgraded to full mediated classrooms.
  - There will be a spring launch of a USU portal which will provide email, Banner SSB, Calendar, and other services. Please let IT know of services that departments would like included. This will be a secured service and will be built to comply with the USU security policy.
  - EZ Plug is a program that will assist with content management for web pages. Training is part of the service. Please contact the IT Service Desk for more information.
- **NEXT MEETING – November 13, 2007, 3:00 p.m., Merrill-Cazier Library 154**  
Vice President Jeppesen noted that many had to leave and stated future meetings will be held to a limit of one hour. He requested that agenda items for the next meeting be submitted to his office to Peggy Nixon. Email: [peggy.nixon@usu.edu](mailto:peggy.nixon@usu.edu), Phone: 797-1134.
  - **MEETING ADJOURNED at 4:55 p.m.**