

IT USERS' ADVISORY COMMITTEE

MINUTES

April 11, 2008

Present:

Aaron Andersen, Franklin Bacheller, Evertt Byington, Dean Byrne, Mark Damen, Stacie Gomm, Eric Hawley, Dennis Hinkamp, Wes James, Jodi Morgan, Benjamin Renard-Wiart, Paul Schreuders, Nathan Smith, Elisa Taylor, Eric Worthen

Guests:

Diane Barnett (representing Michelle Larson & Sydney Peterson), Bob Bayn, Marion Jensen, Chuck Kimber, John Louviere,

Excused/Absent:

Peter Adler, Loan Jean Bolton, Kirk Bostick, Sharyn Bradfield, Clint Bryant, Charles Delaney, Michael Dietz, Jim Dorward, Scott Ensign, Nicholas Flann, Keith Gibson, Rob Gillies, Alan Hashimoto, David Hole, George Hruby, Kay Jeppesen, John Johnson, Justin Julander, Gordon May, Peter McChesney, Mac McKee, Conna Meeker, Craig Miller, Doug Nakken, Thorana Nelson, John Nicholson, Brian Nummer, Wallace Odd, Scott Randall, Adrie Roberts, Cyndi Rowland, Joan Scheffke, Josh Schultz, Randy Simmons, John Weeks,

WELCOME

Committee Chair Eric Worthen

Eric expressed thanks for attending.

STRONG PASSWORD UPDATE

Chuck Kimber of the IT Enterprise Data Team reported that the process went very smoothly. He noted the following enabled the process to be completed in a timely manner with limited clichés:

- Communication – marketing campaign reached everyone and was distributed to targeted audiences through various media.
- Marketing information focused on what had to be done and where to go for assistance if needed.
- The importance of knowing/remembering Banner password was emphasized.
- IT Service Desk gave excellent assistance and response.

Statistics:

Converted passwords to date: 855,674

In the transition stage: 807,738

These figures represent 74% of faculty, 71% of staff, and 86% of students were able to make the conversion without help.

Eric Worthen expressed a special “thanks” to Chuck and IT staff for all of the extra effort and time they spent on this project. He also noted that if individuals need assistance and the drop dead date approaches (April 10), to have them call 797-HELP (IT Service Desk).

QUESTIONS/CONCERNS

VPN –

The VPN system was switched February 29. Instructions for connection can be found at IT website:

<http://it.usu.edu/vpn>

Wireless –

It was noted that allowing only four registrations for each faculty member is not enough. The limit needs to be raised to at least eight. It was noted that faculty should not be registering for graduate students. They should be independently registering. Also, campus visitors and guests should be using all day passes. They should go to:

<http://bluezone.usu.edu/>. **Note: Bob Bayne reports that he has already changed the limit from 8 (not 4) to 16.**

MEDIATED CLASSROOMS UPDATE

Stacie Gomm, Associate Vice President for IT thanked Nick Flann, Brian Nummer, and Nathan Smith of the IT User's Advisory Committee for participating on the Mediated Classroom Committee. She noted that an invitation had been extended to every college to have representation on the committee. Stacie then reviewed the handout she had prepared on Smart Room Recommendations 2008.

Stacie stated that IT is working to mediate all of the general assignment classrooms so that whatever classroom a professor is assigned to they will see the same configuration. She noted that classrooms highlighted in blue are highly used classrooms with the problems listed needing to be fixed immediately. The goal of IT is to complete the upgrades as soon as possible, with the funding provided, as preference is determined by the Mediated Classroom Committee.

Question –

It was asked how much it costs to maintain the classrooms on an annual basis. Stacie will provide this information at the May meeting.

OPEN COURSEWARE (OCW)

Stacie asked that the committee give their thoughts and guidance to this issue. She requested that each be very candid and honest as this will set the direction for IT at USU. She emphasized that the OCW will cost \$100,000 per year and if it is decided that the university wants this program then funding will have to be identified.

DISCUSSION/COMMENTS

- OCW is placed on the Internet and contains good curriculum material. They receive approximately 122,000 hits per month.
- The Legislature did not provide funding. Current funding has been provided through a grant from the Hewlett Foundation.
- Need to determine if it provides a need. Does OCW provide something we want to do for \$100,000 per year keeping in mind that when we say yes it will mean that we say no to something else.
- USU spent \$150,000 in equipment to upgrade 16 mediated class rooms last year.
- Some salary dollars are included in the \$100,000 cost.
- Mark Damon noted that he is a user OCW and has found that it has greater readership, is a benefit in outreach endeavors, and users have loved it.
- Would it be possible to tie OCW into the Land-Grant mission?
- Where would be the best home for OCW? Perhaps College of Education, Extension, or IT.
- Sixty faculty members are currently using OCW.
- It is non-university courseware but will facilitate material that has been developed by faculty.
- Makes it more convenient for students to stay at home. This could be a great marketing tool for outreach efforts.
- It requires extra time and additional effort to place material on OCW. MIT struggled when they started but now mandate that material be placed on OCW.
- Worthwhile to complete a user evaluation?

- If OCW is chosen, will it mean that a choice has to be made to drop a mediated classroom, or a portal, or Banner8?

It was recommended that additional information is needed which should include funding sources. After this information is collected, Eric Worthen will send out an email for review prior to the May committee meeting.

COMMUNICATION MECHANISMS FOR DEPARTMENTS

Stacie Gomm reviewed a document provided which outlines the IT communication avenues that are currently available for students, faculty, and staff. Questions were asked on the ability to group colleges, departments, courses with students to create an email list as well as a list that could provide faculty students by course. Stacie stated that a bulk mail utility is available if the sender has a list of A#s for those who are to receive the message. The A# data can be pulled from the Banner Warehouse and each department should have someone trained on how to pull reports. Email addresses are not always complete in Banner – about 75% are valid. When the Portal is deployed, some of this functionality will be improved.

BOARD OF REGENTS SECURITY AUDIT UPDATE

Bob Bayn encouraged all to read the security audit report located at <http://IT.usu.edu/security>. Bob stated the security audit team was assigned by the Board of Regents and tasked to review security at the eight schools in Utah. The team consisted of two individuals from UEN, one from the University of Utah and one from Utah State Valley College. They were given free rein to examine IT data and processes. The Board of Regents just passed policy for data protection and want all of the institutions to be in compliance. Many of the issues they were checking were issues that IT is in the process of addressing. The next step is to legalize the procedures and functions that the USU Security Team is currently addressing and working through on a daily basis.

Bob requested the committee to send him questions/comments via email: bob.bayn@usu.edu.

OTHER DISCUSSION ITEMS/QUESTIONS & ANSWERS

- Is it possible to streamline the electronic signature for documents process? It is too cumbersome and documents are going back 'n forth too many times. Taking up too much time and confusing at times. An easier, less timely process needs to be in place.
- Temporary passwords quit working on April 10th!

NEXT MEETING

Tuesday, May 13, 3:00 p.m., Merrill-Cazier Library 154