Minutes IT Committee

Oct 6, 2014

Attending: Charles Lane, Andrew Bressette, Curt Hersey, Penny Evans-Plant, Tom Hocut, Cameron Jordan, Callie Palamus, Matt Hinson, Victor Bissonnette, Sherre Harrington

Our meeting was called to order by Charles Lane at 8:00. Minutes from our last meeting were approved.

Updates from OIT (Penny Evans-Plant)

Berry will be offering a number of online courses this coming summer. We are comparing prices and features of several lecture capture / video management systems such as: ShareStream, Mediasite, and Kaltura. We would like to purchase and test a software system in time to be used this coming summer semesters.

Curt Hersey: will these systems integrate well with the Library’s systems? The concern here is the protection of copy write on intellectual property.

Sherre Harrington: we are working out the legal boundries of these materials.

Victor Bissonnette: we already have access to iTunes Unversity – what features will we get with these systems that are not already provided by iTunes U?

Penny Evans-Plant and Andrew Bressett: we get many more features – e.g., the ability to set permissions and protect copy writes. You can post your own videos on iTunes U, but you cannot post copy-writed material on it – it provides more open access.

Curt Hersey will be representing the IT Committee in the selection process. A few more faculty will be recruited to test systems and give input to this decision.

Update on Wireless Networking (Matt Hinson)

We ask for student feedback on where we might still want wireless access. Suggestions included outdoor access at Krannert lawn, outside library, and several outdoor classrooms. We are now using 3X the bandwidth from two years ago. Approximately 70% of wireless traffic involve video files transmitted from Netflix and other providers.

Several: we should investigate the usage of these outside spaces as we consider providing wireless to these areas. Andrew Bressette: in particular, we might collaborate with the campus planning committee to learn what areas are already targeted for development efforts.

Update on Telecommuncations (Tom Hocut)

We will soon replace the existing (20-year old) pbx system. We are investigating several companies, and are hoping to have the updates completed over the next 12-18 months. The new system will be a VOIP system that will run on the current networking infrastructure.

Charles Lane: are we going to move to wireless phones?

Penny Evans-Plant: not now; this doesn’t seem to be working well at other institutions that have tried this.

Tom Hocut: also, we are setting up a hybrid solution for F/S mailboxes in Office 365 – we would have some on-campus storage and some cloud storage for F/S mail accounts. This would give us much more storage, better backup systems, and much lower cost. This will include our voice messaging system.

Concerns Over Classroom Tech Support

Charles Lane: several faculty have requested a “fast response” system for help in resolving classroom technical problems. An example problem was a recent password change that prevented access to classroom technology in Evans.

Penny Evans-Plant: we have a small number of technicians to service a large number of systems. Technicians already prioritize classroom problems over office problems. In addition, if one technician is already out on a call, we will immediately dispatch someone else to a classroom in cases of classroom technical problems. Our current staff members in instructional technology are getting certified in Mac and PC service so that we will have more overlap in expertise in the future.

Curt Hersey: we need to do more to communicate to faculty that we already place a strong priority on resolving classroom problems.

Charles Lane: We will have two more meetings this semester: on the first Mondays of November and December at 8:00. All present frowned at Dr. Lane.

The meeting was ajourned at 9:00.

Minutes submitted respectfully by Victor Bissonnette.