

Senate IT Committee
Meeting Minutes
September 28, 2017

Attendance

Thomas Wischgoll, Sheri Stover, Ann Stalter, Bradon Morris, Sheille Shellaberger, Erik Potts, Terri Klaus, Teresa Richter, Marietta Orłowski, Kenny Coon, Crystal Lake

I. D2L update

Did we move the cloud yet? There has been some testing but we have not moved to the cloud yet. Current target date is the end of the fiscal year, i.e. June next year. There has been some changes at D2L that delayed the process.

II. Web Conferencing

Due to current issues with BB-Collaborate Ultra, where are we on this? If we are looking for alternatives what is the process? Cisco WebX is required to integrate with our current Cisco-equipped IVDL rooms in order to go beyond just connecting two rooms. But we can only integrate one conferencing system with Pilot. So while people could potentially use WebX it may not be available for classes similar to BB-Collaborate.

III. Sending emails via Gmail

Sometimes emails were lost that got sent out using Gmail via campus SMTP servers. The initially affected faculty have confirmed to me that this appears to be fixed. However, it appears that some emails sent to faculty via Google groups were not getting delivered.

There is also issues with forwarding emails to external services as it is unknown where these are stored, which may violate state law. Similarly, there can be issues with federal laws as it can involve student records. Should we disallow the ability to forward emails to external services? We should probably leave it at the current state for the time being.

IV. Helpdesk performance

There were instances lately in which the helpdesk seemed less than helpful. For example, a faculty member was told that even a simple software installation would require a complete update. After those failed it had to be reimaged and encrypted. Encrypting hard drives is or will be soon current policy. Software, such as Camtasia, requires special to measure use of that piece of software, which is why additional software has to be installed.

CaTS is still measuring customer satisfaction through surveys, which indicates an increase in customer satisfaction. Wait time until one gets to speak to a person at the helpdesk went down significantly. Note that there are different categories as there are VIP lines that get a higher priority, such as for calls coming from classrooms.

The new helpdesk hour are based on a survey which indicated that 90% of calls come in during the new hours. So due to the budget cuts, the hours were changed to those hours. CaTS is

willing to revisit this decision and potentially change it or reverse it depending on whether there is a strong feeling amongst faculty and staff.

V. CaTS updates

We are moving toward 2-factor authentication. Faculty will have the option to opt into the 2-factor authentication during the trial period to log into university services, such as Wings and Pilot. In order to make this easier on people, it will not use 2-factor when used from campus. From off-campus 2-factor authentication will be used if opted in. There is the option to remember so that in future logins 2-factor authentication will not be needed. There are exceptions, such as entering grades or entering payment information that will always require 2-factor authentication. The second level authentication can work via a cell phone or a dongle that produces a code that then needs to be entered. Mechanisms for cell phones include text or voice, so the latter would also work for landlines.

VI. Adjourn.

Senate IT Committee
Meeting Minutes
October 19, 2017

Attendance

Thomas Wischgoll, Sheri Stover, Ann Stalter, Bradon Morris, Sheille Shellaberger, Erik Potts, Terri Klaus, Teresa Richter, Marietta Orłowski, Kenny Coon, Crystal Lake

I. D2L update

Did we move the cloud yet? There has been some testing but we have not moved to the cloud yet. Current target date is the end of the fiscal year, i.e. June next year. There has been some changes at D2L that delayed the process.

II. Web Conferencing

Due to current issues with BB-Collaborate Ultra, where are we on this? If we are looking for alternatives what is the process? Cisco WebX is required to integrate with our current Cisco-equipped IVDL rooms in order to go beyond just connecting two rooms. But we can only integrate one conferencing system with Pilot. So while people could potentially use WebX it may not be available for classes similar to BB-Collaborate.

III. CaTS updates

We are moving toward 2-factor authentication. Faculty will have the option to opt into the 2-factor authentication during the trial period to log into university services, such as Wings and Pilot. In order to make this easier on people, it will not use 2-factor when used from campus. From off-campus 2-factor authentication will be used if opted in. There is the option to remember so that in future logins 2-factor authentication will not be needed. There are exceptions, such as entering grades or entering payment information that will always require 2-factor authentication. The second level authentication can work via a cell phone or a dongle that produces a code that then needs to be entered. Mechanisms for cell phones include text or voice, so the latter would also work for landlines.

IV. Adjourn.

Senate IT Committee
Meeting Minutes
November 30, 2017

Attendance

Thomas Wischgoll, Sheri Stover, Terri Klaus, Erik Potts, Sheila Shellaberger, Craig Woolley, Charles Platt, Michael Stankas, Kurt, Brugger, Kenny Coon, Ann Stalter

I. CaTS update

Two-factor authentication: people can voluntarily sign up initially for a trial. Classroom computers will be exempt. Two-factor authentication will allow us to not have to expire the campus password. It will apply for off-campus access (including WiFi) and computers can be set to be remembered (likely for months). Assuming trial phase works well two-factor authentication may be required as soon as Fall 2018.

The committee voted in favor with 5 positive votes, no abstains, no no-votes.

CaTS would like to replace the classroom computers with Windows-only computers as of Fall 2018. This would reduce a lot of complexity. In addition, Apple has not provided any software updates since October 2014. Usage is around 23% for Macs vs. 77% Windows. Support for Windows 7 will run out soon and Mac minis do not support Windows 10. There will also be some cost savings (\$400 per classroom for 145 rooms). To lessen the effect on Mac users in the classroom, CaTS is considering purchasing MacBook Airs for people to loan on a semester basis. CaTS will also provide adapters for DisplayPort to VGA/HDMI as needed. Alternatively, CaTS could bring the Mac computers to the classroom for each session. CaTS is willing to come and talk to affected departments if need be to talk about the alternatives to make this transition as easy as possible. The faculty committee member will inform the faculty within their colleges to inform them of this potential change and potentially solicit feedback.

CaTS is currently paying Pomery \$11 for imaging newly ordered computers, yet often times these computers will have to be reimaged. So CaTS would like to change to image these computers themselves in the future.

The committee voted in favor with 5 positive votes, no abstains, no no-votes.

There appears to be a policy that allows people retiring to purchase the computer that was purchased using university funds (not RIF or research funds) for them for a fraction of its value which would be a losing proposition for the university. CaTS is proposing to abandon such policy. In addition, CaTS would like to collect any old computer and check them and repurpose as many as possible by making them available to other departments etc.

CaTS is looking into external storage options where files could be offloaded to increase overall storage capacity for files. The locally available storage would cache files in a transparent fashion

to increase performance on frequently used files. This storage space (both local and external) is backed up for additional data security.

CaTS renewed the agreement (together with Kent State) for Adobe Creative Cloud so that staff and faculty can install it on university computers and students can purchase it as part of this campus license. CaTS will provide more details to everyone soon.

CaTS is working with Verizon to improve coverage of the cellular network. This is will be in form of a gift through Verizon and support multiple vendors in the longer term.

II. D2L update

The current offer for the cloud version (including 24/7 admin support) is \$10 per student and CaTS is trying to push them down a little further. For a lower offer they may require us to sign up for three years. We should maybe ask the senate for their opinion directly but all 4 members still present at the time supported to go with a renewal for three years.

III. Pilot

There have been some issues with performance within Pilot. CTL has increased the number of servers significantly recently to avoid such issues in the future. Moving to the cloud version for D2L would potentially alleviate these issues as well.

IV. Accuclass

It would be nice for students to check up on their status within Pilot. We are currently seeing some issues where the swiping within the rooms in the Student Success Center does not register. If student could check for themselves within Pilot this could improve this situation. There is already a widget in Pilot for faculty to integrate the results within Pilot and this could maybe be extended to students as well.

V. Adjourn.