Committee Members Present: Andrew Carlos, Kevin Brown, Jiming Wu, Mitch Watnik, Aline Soules

Committee Members Not Present: Nancy White, Gwyan Rhabyt, Grant Kien, Jessica Weiss

IT: Matt Collins, Ron Santiago, Eric Neumann, Andy Cho, Roger Chen, David Williams
Facilities: Jim Zavagno

1) Approval of Agenda

Motion to approve agenda: Jiming
Second the motion: Kevin.
Agenda approved.
Move Jim ahead in agenda, after approval.

2) Campus cellular coverage update – Jim Zavagno

Jim: Here to provide overview of cellular coverage on campus.
- Used to have cell towers on Warren Hall.
- 4 cell providers (Verizon, AT&T, Sprint, T-Mobile) have set up a temporary site behind Science Building that provides some coverage on campus.
- Working on setting up a permanent site on VBT.
- Facilities and ITS do NOT provide cell service; CSUEB hosts the service, which is provided by the vendors.
- We hope that the permanent site will provide better coverage, but it's up to the providers.
- 3-4 more months before the permanent site is set up (hopefully by Summer).

Matt: Is the strength of the signal at the temporary site close to what we would get in the permanent site?
Jim: Yes, but the temporary location is not an ideal location.

Matt: Is our signal meant to support the surrounding campus?
Jim: This signal is not intended to be just for our campus, so the surrounding area could benefit from an improved signal.

Ron: Will the signal be any better in interior locations in buildings with the new site?
Jim: Not sure, but they will have to see if there are any solutions the vendors can offer once the permanent site is up. We don't have any control over this, it is up to the vendors.

3) Approval of the 11/18/13 minutes

Motion to approve: Jiming
Second: Kevin

Mitch: Only comment, Eileen is no longer a committee member, can be removed from members not present.
All approved.

4) Report of the Chair
a) Are we going to return to first and third Mondays after January?

Mitch: If we move to second and fourth, we may have some scheduling issues with the current room.
Aline and Andrew prefer first and third.
All approve first and third weeks.

Mitch: Next meeting (1/27/14) will be in SA 4600A.

Mitch: Data Collection and Data Loss Policy will get a second reading at Senate tomorrow. The second reading may be delayed due to other issues that the Senate is dealing with.
Mitch: Does the document have any language about Blackboard outages that occur during tests only? Or does the language apply to outages that may occur at any time?
Aline: Recommends that the language not be too specific at this time, since this could delay the approval of the policy.
Mitch: Always tells his students to email him if there was something that needs to be turned in via Blackboard but Blackboard isn't available.
Aline: But not all instructors would want students to email them assignments. Still recommends that we try to get the current document approved as quickly as possible.

5) Report of the CIO
a) Eric Neumann - new User Support Services director in ITS

Matt: Quick update on yesterday's power outage. Lost power everywhere (data center, network equipment, etc). Took a couple of hours to bring systems back up. Typically lose some network switches when outages like this happen; lost a few switches. UPS systems (for power backup) had issues; ITS is working on resolving these UPS issues going forward.

Aline: Has heard from some users that they can't log tickets with Service Desk if their computer is not working.
Matt: There are other ways to enter tickets besides the web. Email and phone are other channels.
Aline/Mitch: From what they've heard, the users that have called have been told by the Service Desk to submit a ticket.
Mitch: Usually emails issues to the Service Desk. This works well for him.
Aline: Would like to remind the Service Desk that users can't always log tickets themselves over the web.

Matt: Introduced Eric to the group as the new User Support Services (USS) Director.
Eric: Been here 1 week. Borre asked him to listen to the user community around campus. What is USS doing well, and what are areas for improvement. Wants to absorb as much as possible before making any changes. But already seeing areas that need changing.
Worked in higher ed for 10 years.
Role for USS, still trying to figure out exactly what that is (besides Service Desk).

Invited everyone to feel free to contact him directly whenever needed.

Mitch: Pointed out that Don Sawyer's biggest accomplishment was to get IT to answer the phones. Many users are still not accustomed to getting quick responses from IT and the Service Desk.

Aline: Thinks some faculty members are afraid to put their devices on our network, for fear of their device getting messed up.

6) Lab Capacity Concerns – Mitch

Mitch: Hasn't written a document yet.

7) MyCSUEB Upcoming Changes Demo - Andy Cho, Roger Chen, David Williams.

Andy: The old/legacy MyCSUEB portal is hosted on our campus. New MyCSUEB portal is being moved to the same system (Common Management System, or CMS) where all of the core PeopleSoft functionality lives (which runs on servers in Salt Lake City). The CMS is managed by the Chancellor's Office. Things like security and user roles need to be well defined for the new portal.

Aline: You won't make this change in the middle of a term, right?

Andy: This will have to be in the middle of a term. PeopleTools version needs to be upgraded before April (currently slotted for March 21).

Aline: Does not approve of making these types of changes during a term, due to issues that are likely to occur.

Andrew: Doesn't like how the login area in the current portal is at the bottom of the MyCSUEB page. Is this going to change?
Andy: Yes, the login in the new portal will be different.

Mitch: Why are his permissions different in MyCSUEB vs when he logs into the main PeopleSoft app?
Andy: Everything will be in one place now when a user logs into PeopleSoft, so when the user is logged into PeopleSoft, he/she will have permission to do certain things related to MyCSUEB, and may also have permissions to do other things in PeopleSoft.

Aline: Is there any way to not do this in the middle of the term?
Andy: Only if we upgrade the legacy portal and support it longer, which has a big financial cost associated with it.

Aline: With the current timing, March 21 is the Friday during finals week. Concerned about issues that might occur when submitting grades.
Andy: March 21 is the latest date to make the change.
Mitch: Students sign up for classes mid-Feb (Feb 12 first pass registration, Feb 28 last pass ends). March 25 is when grades are due.
Aline: When would be the best time to do this?

Mitch: Summer.

David: Gave a presentation and demo.
- Here is a link to David's presentation:
  https://drive.google.com/a/csueastbay.edu/file/d/0B23cOgaXCd5cYlZtM2hnLWx1MVU/edit?usp=sharing

8) Feedback from members on ITS response to FLC Memo – All

Ron: Discussed the Feedback document with the group, since some people were not at the last FITAC meeting.
Ron: Asked all of the FITAC members to review the Feedback document at their earliest convenience.
- Here is a link to the Feedback document from ITS:
  https://drive.google.com/a/csueastbay.edu/file/d/0B23cOgaXCd5ceEhlU2VXLTJIcDQ/edit?usp=sharing
- Here is a link to the original FLC document:
  https://drive.google.com/a/csueastbay.edu/file/d/0B23cOgaXCd5cRjB4eU9ZajNROGM/edit?usp=sharing
Ron: Explained that one action item that came out of the Feedback document was to plan a Technology Showcase event in February, which is covered by the next agenda item.

9) Update on February showcase event - Jessica/Ron

Jessica was not present to give an update.

Ron: Explained that the purpose of this event is to get faculty members to present tools/applications that they are using in the classroom, to demonstrate to their peers and to members of ITS how these tools improve the learning environment in their courses. Also explained that Jessica (with assistance from people in ITS) was preparing a "Call for Presentations". Once finalized, this Call for Presentations was expected to go out to all faculty members soon so that faculty members can volunteer to present at the Showcase. The target date for the Technology Showcase event is currently Friday Feb 28.

10) LMS Evaluation Subcommittee Membership Update – All

Mitch: Adrian Stoian from Economics department was identified. Brian Cook would like to send 2 people to the subcommittee.
Matt: CEAS is well represented. May not have anyone from CLASS.
Mitch: Could start meeting without someone from CLASS.
Aline: Concerned about having 2 people from Brian's area. But it's up to the committee to decide.
Matt: Will check in old notes if Grant volunteered. Jessica may be the lead for the committee.

11) Camtasia site license discussion

Matt: Is anyone using this tool?
Jiming and Aline have used it.

Aline: Doesn't like it as much as Adobe Captivate. Captivate allows you to record 1 slide at a time in a presentation. But things may have changed.
Jiming: Had similar problems with making changes to presentations in Camtasia.
Matt: Currently have about 20 licenses for Windows, about 10 for Macs. No site license currently. CO has been negotiating a system wide license with the vendor. CSUEB could opt into the agreement for less than $4000. All staff and faculty would be able use Camtasia and SnagIt. Staff and Faculty could use on home computers too.
Andrew: Can Captivate be added to the Adobe site license?
Matt: Not sure, need to research.
Matt: Currently paying about $1500-$2000 for current set of licenses for Captivate.
Aline: Do we have a site license for Voicethread?
Matt: Not yet, but it's being worked on.
Aline: Do we need Captivate, Camtasia, and Voicethread, even though different people like using different tools?

12) Future Other Topics to Discuss

None

13) Adjournment

Adjourned at 1:32pm.