

Faculty IT Advisory Committee

Monday February 3, 2013

12:00pm — 1:30pm

Approved Minutes

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

Committee Members Not Present: Nancy White, Gwyn Rhabyt, Grant Kien

IT: Borre Ulrichsen, Matt Collins, Ron Santiago, Thomas Dixon, Mercedes Alvarez

1) Approval of Agenda

Motion to approve agenda: Aline

Second the motion: Jiming.

All approved.

2) Approval of the 1/27/14 minutes

Motion to approve: Aline

Second: Andrew

All approved.

3) Report of the Chair

Mitch: Explained the need to revisit #5, clarification of some terminology used (distinction between cellular coverage vs wireless network coverage).

4) Report of the CIO

Borre: Would like to start talking about data warehouse in a future meeting. Explained that SLO is unable to help us use their data warehouse solution. We plan to build something using Blackboard Analytics. Some other campuses are working together to build a shared data warehouse solution based on Oracle's data warehouse platform.

Aline: Why would we not want to join in with the other campuses to use Oracle's solution? Why not have a centralized data warehouse that all campuses use?

Borre/Matt: There is also a smaller group of campuses using Blackboard Analytics. There have been attempts in the past to have a shared/centralized data warehouse solution, but these attempts have not resulted in solutions that work well for everyone. Borre would like Amber to come talk to the group at the next meeting.

Kevin: Can students still get Microsoft software for free/discounted?

Borre: Yes, they can buy it for a discount at the bookstore. Also, in a future meeting, we should present the new IT Service Catalog. The Service Catalog should make it easier for users to find and request services (like software requests).

Kevin: Any work being done on the semester transition?

Borre / Mitch: Some campuses have made commitments to convert in 2015. But we don't have a team in place yet to plan for the conversion.

5) Revisit of the cellular service information item - Matt

Matt: Concerned about the reference to "wireless service" in the memo, as opposed to "cellular service". Distinction between the CSUEB wireless network vs the external vendor's cellular network. To avoid confusion, suggests using the term "cellular" instead of "wireless", or something similar.

Aline: Suggested using "mobile phone service" instead of "wireless service".

ACTION ITEM:

- Mitch will revise the document , per Aline's suggestion. (Unanimous consent.)

6) LMS Evaluation Subcommittee Membership Update – All

ACTION ITEM:

- Jessica will contact Carlos Salomon, and Mitch will contact Christina Chin-Newman about being members.

7) Planned campus Wireless upgrade – Thomas Dixon (12:30pm time certain)

Thomas: Explained that there are lots of things ITS plans to change around wireless.

- Ease of use: Currently, users have to log into the network repeatedly as they move around campus. In the future, we will keep users authenticated on the wireless network until a user's password expires. This will apply to wireless devices too.
- Signal improvements: Have targeted several buildings based on ticket volumes and feedback from users. Will also use tools to look for "cold spots" in buildings. Will also try to improve the signal at certain outdoor spots on campus, such as by the union (but no parking lots).
- Thomas would like to get as much input from users as possible as they plan to make these sorts of changes/improvements. Is looking for FITAC members to ask around and see if anyone is interested in giving Thomas input on wireless network improvements.

Matt: Is there a Steering Committee for this?

Thomas: Not yet. But depends on the level of interest he sees from users to provide input.

Jiming: Can we expect to see any speed/performance improvements?

Thomas: Speed/performance depends on how many people are on the network at the same time. But this is something that will be analyzed, and we will try to improve performance.

Borre: Goal is to have lots of improvements completed this calendar year.

8) Scholarship Management Solution – Mercedes Alvarez

Borre: Main idea is to have a website that makes it easy for people to find and apply for scholarships. But lots of complexities around scholarships. Lots of involvement needed from different teams around campus (Accounting, Advancement, AA, Financial Aid, etc). Cabinet presentation last week. Cabinet approved a software selection process to find an application to address our needs around scholarship management. More updates to come later as this selection process progresses.

9) CSUEB Room Scheduling/Calendar System – Mercedes Alvarez

Borre: Currently, we have multiple systems to reserve rooms on campus. Linda Dalton is leading this project, and is very focused on policy (i.e., who has priority for reserving resources, etc).

Mercedes: Shared a presentation. Here is a link to the presentation:

- (Ron needs to get the presentation from Mercedes to include here).

Jiming: What is the final result of this project?

Mercedes: New business process around scheduling that is consistent, and that everyone abides by. And a new centralized scheduling system that supports the new business process.

Kevin: One issue is that some departments have lost “control” for certain classrooms that they use regularly.

Mercedes: This should be addressed by the policies coming from the Project Steering Committee.

Jiming: Who is going to do all of the scheduling going forward?

Mercedes: The Steering Committee needs to discuss this and figure this out.

10) Future Other Topics to Discuss

Jessica: We received 3 proposals so far for the Technology Showcase. Nothing for Voicethread or YouSeeU yet. No need to cancel or reschedule yet. But we should try to get more possible presenters this week.

Andrew: Said he would do a presentation for Voicethread.

Jiming: Is there a way to turn off copy/paste function during an exam in Blackboard?

Borre: We will check with the Blackboard team.

Aline: Says that students could get around this with screenshots.

Kevin: Tells his students to copy/paste the exam questions into a document in case Blackboard crashes during the exam.

ACTION ITEM:

- Ron to forward Jiming’s question about copy/paste function in Blackboard to the Blackboard support team.

11) Adjournment

Adjourned at 1:04pm.