<p style="text-align:center"><u>**Faculty IT Advisory Committee**</u>
Monday March 3, 2014
12:00pm — 1:30pm</p>

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

Committee Members Not Present: Gwyan Rhabyt

IT: Borre Ulrichsen, Matt Collins, Ron Santiago

Additional Participants: Bridget Ford, Cory McLaren (Store Manager at the Pioneer Bookstore), Michelle Duarte (General Merchandise manager at the Pioneer Bookstore)

1) Approval of Agenda

Motion to approve agenda: Aline
Second the motion: Andrew
All approved.

2) Approval of the 2/17/14 minutes

Motion to approve: Aline
Second: Andrew
All approved.

3) Report of the Chair

Mitch: Hope to make Bridget Ford an official ITAC committee member tomorrow via ExCom. Still no feedback from Gwyan.
Need to work on our charge (item for next agenda), and policies and procedures for the ITAC committee.
Wireless phone service information item passed the Senate with no issues.

Aline: What exactly did the Senate pass?
Mitch: We sent an information item to the Senate about the changes that are coming with wireless phone service on campus.

4) Report of the CIO

Borre: ITS went live with new Service Desk ticketing system (ServiceNow). The system is functioning well so far. Easier to use for staff/faculty/students for opening tickets. Old ways of entering tickets still work (phone, email, chat). ITS staff is being encouraged to make sure all support work is done after a ticket has been logged (i.e., no more ad-hoc support work without a ticket). Tool is very flexible, making it easy for ITS to address things that may not be working as well as expected.

MyCSUEB is coming down for maintenance (Friday 3/14 at 5pm through Saturday 3/15 at 11pm)
Aline: Could impact submitting grades.
Matt: PEM was consulted, and they helped select this timeframe.
Borre: CO is involved with these changes, and this was the best time we could find. We are one of the last campuses to go through this maintenance, so hopefully this should be a routine maintenance.

Matt: The new MyCSUEB portal upgrade (new user interface) has been postponed. Likely to happen in April.

Kevin: What is the difference in the new Service Desk ticketing system between "report a problem" and "request a service"?
Borre: If you need something new, that's "request a service". If something you have is broken, that's "report a problem". But if you report a problem, and it's really a request, ITS will adjust it accordingly in the system and take care of the ticket regardless.

Kevin: Is there a way for users to attach files to tickets?
Borre: Yes, there is a tiny paperclip icon in the upper right hand corner of the ticket form, but it's not easy to find. There is a Feedback area of ServiceNow where you can report comments/questions like this.

Grant: Logged a ticket with ITS with a problem with a bad power supply. But ITS said we can't handle this. Who should he have gone to address this?
Borre: ITS should have addressed this and given Grant a new power supply, ITS will follow up directly with Grant.

5) LMS Subcommittee Update

Mitch: ExCom should hopefully approve the LMS sub-committee members tomorrow.
We have submitted the proposed committee members and charge.
Once ExCom approves, Mitch will send a message to the sub-committee letting them know.

6) Windows 8 Student Pricing – Cory McLaren (Store Manager at the Pioneer Bookstore) and Michelle Duarte (General Merchandise Manager at the Pioneer Bookstore)

Windows 7 and Windows 8 special pricing is just for faculty and staff (not students).
Microsoft (MS) has discontinued special discounts for CSUEB students.
Current pricing for Windows via the Bookstore is as follows:
- $199.95 Windows 8 Professional upgrade (available as a special order via the Pioneer Bookstore)
- $119.99 Windows 8.1 upgrade (available via a partner of the bookstore website) http://www.journeyed.com/item/Microsoft/Windows+8.1/1557313
- $69.99 Windows 8.1 Pro Student upgrade (available via a partner of the bookstore website) http://www.journeyed.com/item/Microsoft/Windows+8.1/1557102?show=specs

MS Office 365
- Pricing for students: $79.95 for a 4 year license
- Students use their Horizon email when registering; this confirms they are a student.

- This is purchased by coming into the Bookstore.

Borre: What sort of demand does the Bookstore see for Windows and Office?
Michelle: Very few inquiries about Windows. Lots of demand for Office 365; they stock this at the Bookstore.
Borre: It would be nice to see more data about the demand for various software items at the Bookstore.

Grant: Main Microsoft website has some cheaper prices for Windows and Office.

Borre: Thinks there may be a free cloud version of Office 365. MS can be a difficult vendor to work with.

Mitch: Does Apple offer special pricing?
Cory: Apple operating system upgrades are free.

Cory: All of the pricing is negotiated for all Bookstores. And pricing can be inconsistent, compared to what MS offers direct.

Cory: Students are given pamphlets with more info, and directed to the Bookstore website to purchase software.
The Bookstore website is being updated to make it easier for students to make purchases on the website.

Kevin: The University should have offerings for students that are much lower priced for things they need, like Office. And we need to make sure the main University website is clearer about how to get the software students need.
Grant: What message should we be giving students about how to get their software?
Nancy: Who updates the main Student Services > Computing and Technology Services website?
- http://www20.csueastbay.edu/students/student-services/computing-technology-services.html
Cory: Would it make sense to put a link to the Bookstore website?
Borre: Lori Erdman can update this Student Services website.

Aline: Students are reluctant to buy Office. They will use whatever apps they have on the computers they are using because students are reluctant to pay for new software.

Andrew: Maybe we should find a more "open" file type so that students can submit their files in a non-Microsoft Word format.
Group: But students still tend to submit most of their work as Word files.

Borre: ServiceNow supports software orders, where items that users can order are dependent on whether they are a student, faculty, or staff.
Borre: Any special pricing CSUEB has with MS is for staff and faculty only (not students).

Kevin: Would like to have someone figure out what info should be put on the Student Services > Computing and Technology Services website.

ACTION ITEM:

- **Borre stated that Eric Neumann from ITS can work with Lori Erdman to figure out how to let students know about the best way to obtain the software they may need for classes (purchase, use in a lab, get a free copy, etc), and how to communicate this information on the Student Services website.**

7) Technology Showcase

Jessica: The Showcase event happened last Friday 2/28/14. Three faculty members presented (Kevin Kaatz, Li-Ling Chen, Andrew Carlos). Good tour of various tools, some tools were free. Kevin presented Aurasma and Mad Video. Li-Ling presented Twitter and Facebook. Andrew presented Voicethread, Remind101, Socrative, and Haiku Deck.

Voicethread was a big hit with the audience. Appears to be something that has a wide appeal.

Aline: How many faculty members were present?
Jessica: About ½ of the participants (about 10-12).

Jessica: Good turnout, especially for a Friday.

Andrew: So where are we with getting a Voicethread license for campus?
Borre: If this committee makes the recommendation, he can try to move forward on this purchase.
Aline: Would like to make a motion to recommend that we purchase Voicethread.
Jessica: Second the motion.
Aline: Would like to amend the motion to ask for a formal quote for Voicethread licenses and for a trial usage period (i.e., pilot project) of Voicethread to help gauge its effectiveness before it is fully rolled out to the entire campus.
Group: All approved.

ACTION ITEM:
- **Mitch will write something up for this recommendation.**

Andrew: There was interest in making this showcase an annual event. Should we expect to do a similar Showcase event again next year, and if so, can we start planning earlier?

Ron: Would it make sense to we create a webpage that has information (i.e., recorded online presentations) about the tools that were presented, and perhaps other tools that faculty members may be using that their peers may want to know about? Faculty members can then vote on each tool (for example, thumbs up/thumbs down) to help us (ITS and Faculty Development) get a better sense for which tools have a wider appeal among faculty members.
Jessica: We have a webpage (in Cascade) like this already, but we would need to add a way for people to vote.
Andrew: Someone asked after the Showcase if there would be a webpage where others could see what was presented.

ACTION ITEM:
- **Ron will discuss a voting feature in Cascade with Cathey Hurtt (Web Services team lead).**

8) Integration of the Library – Aline Soules

Aline: Would like to make the library more visible within Blackboard (Bb). Spoke to Terry last year, but Terry didn't seem to think it was viable at that time.
Matt: Sounds interesting, we need to explore this further.
Aline: David Walker at CO can help explain this better.
Matt: But we want the Library to be very involved with exploring this.

Grant: Would be nice to allow students to work in one system (2 separate systems right now). Currently, instead of linking to an article in a journal in the library, it's easier for him to download the PDF of the article, and upload the PDF to Bb.

Cory: There are some tools that the Bookstore is using that are/can be easily integrated with Bb. He can provide us with more info about these tools if needed.
Group: Yes, would be good to learn more about this.

ACTION ITEM:
   - **Aline will work with ITS to begin to explore how to make the library resources more visible within Bb.**

9) Future Other Topics to Discuss

Kevin: Would like to see an improved software website for students.
Jessica: Adobe Creative Cloud is available for faculty/staff. But this isn't widely known/publicized yet.
Matt: Issues right now are around distribution of Adobe Creative Cloud. We should probably have this as an agenda item next time, since Borre may have more info about this.
Grant: Can labs use this too?
Matt: Yes, can be used in lab computers too. Students cannot use this at home. If there is an immediate need for Adobe Creative Cloud, please open a ticket.

Aline: If students work on software in a lab environment, how can students use the software effectively and without running into problems, since they may not know how to best manage files that are created on a shared lab computer (they might lose work they do if they save it on a shared computer that gets refreshed regularly).
Matt: Yes, there are challenges with working with large files on shared computers that are hard to move.

Ron: ITS will eventually need input from Faculty members regarding requirements for virtual environments going forward. This will come as part of efforts that ITS is just now initiating to figure out how to fully support VDI and VCL in a production support mode (since we are still working in a pilot support mode). ITS will ask ITAC members at a later date for recommendations on who to interview to gather requirements.
Kevin: Would like to be interviewed. Likes the idea of storing the work that students do, since current VCL can't store each student's work.
Mitch: Agreed, likes this idea of persistent storage for each student using VCL.

10) Adjournment

Adjourned at 1:18pm.