

University Technology Committee

University of Wisconsin - Whitewater

Tuesday, Sept. 13, 2011
1:30 to 3 p.m. | UC 261

MEETING MINUTES

Present: Vonnie Buske, Denise Ehlen, Myrna McCallister, Mark McPhail, Elena Pokot, Jeannine Rowe, Bob Schramm, Eileen Schroeder, Elizabeth Watson, Roger Yin, Also present: Renee Pfeifer-Luckett, and Annette Guye-Kordus, iCIT.

Pokot called the meeting to order at 1:30 p.m.

Agenda

1. Elena recapped IT progress over the summer. A fiber connection project started last year, that replaces our current Badger State Network connection, was completed. New fiber connection will meet a need for increased bandwidth capacity. iCIT worked with Wiscnet to get fiber from Interstate to UW-Whitewater, The project started last fall, but was delayed because the ground froze early, then restarted after the spring thaw and was finished in August. On the first day the connection was switched over and opened, there were 400 mg of internet traffic going through. This is a campus-only fiber project, not to city of Whitewater, although iCIT does have fiber going to the Technology Park. Another important campus project completed in the summer was the replacement of the firewall and router to handle increased bandwidth. In addition, a number of classroom projects were completed despite delays in technology delivery due to Japan earthquake. Those that are still underway but near completion include Hyer 142 (meeting room), Heide 100 and 115, and the new Writing Center in the Library.
2. A recent ConnectIT memo was distributed and reviewed, which reported on office software updates that occurred in the summer. iCIT completed the Office 2010 roll out to labs; released Casper for Mac software self-install; and released Windows 2011 for Mac. Currently in process are the Windows 7 early adopter program release and Mac OS 7 Lion. This semester, the TSC Helpdesk reduced backlog to scheduling appointments for new equipment or imaging updates. Working collaboratively with faculty/staff to schedule earlier appointments, and establishing a new process for scheduling appointments are the reasons why the backlog has been alleviated. Two questions were raised that will be included in the next ConnectIT – see addendum to the minutes..
3. LTC update
 - a. Grand Opening: Everyone is invited to attend the Grand Opening event for the LTC on Thurs. Sept. 13 from 12:30 to 4:30.
 - b. TechQuest: Renee presented a demo of TechQuest, the new technology training program for freshmen and new students. TechQuest has taken technology training for students out of the classroom and into D2L. More than

half of freshmen/transfer students took the course over the summer. WebEx webinars were held for those who did not take it during the open/close period prior to the fall term starting. According to survey information, TechQuest ranked high with 85% of students who completed the course. The survey also provided ideas for minor improvements for next year, such as using students to do the voice over or on-camera work. Communication department has a video production course that could be a source for student talent. A suggestion was made to make TechQuest available to grad students (discuss w/ John Stone), online students, instructors and even to all students, for example those who might not have Google Docs. Another suggestion is to offer it in December for students starting in Spring semester. Another idea is to tie TechQuest to a class roster or to overall academic performance through Advising. Next year, may open it up earlier or keep it open later. On a related topic, Elena reported that iCIT presented to 800 parents during Plan It Purple freshmen orientation, and promoted TechQuest during those sessions. iCIT will make TechQuest available for January freshmen and transfers. A side note for 4U: computer specs need to be updated.

- c. Snackables: Launched last fall, the Snackables series of technology presentations will continue again this year. Renee distributed a calendar of upcoming events.
4. Web Ex (formerly MeetingPlace), the web conferencing technology on campus, has recently been updated with enhanced functionality. A noted improvement is that the audio is now available through computers not just via the phone. Other expanded options include the Training Center, Event Center and Support Center. WebEx is intended for instructional as well as administrative needs of faculty and staff. Students can participate but can't schedule a meeting. May be utilized for speakers who are off campus. Meetings are recorded and stored for a short time, but WebEx should not be used for long-term storage. Who is the primary contact for Web Ex in iCIT? Like other IT services, one area is responsible for infrastructure, another area oversees training, another area provides customer support, and another helps instructors use it in the classroom. The LTC will be the source of assistance for instructional needs. Various training materials are available from WebEx online. iCIT Training will hold training sessions on WebEx. The TSC Helpdesk should be the first point of contact for "how to" questions or issues.
5. iConnect: In addition to the iConnect-Tech Support, services for TSC Helpdesk, a new IT Self-Support system, iConnect-Access, will soon be available online. Using the same system as that used for password changes, the service will be rolled out with incremental phases. The first will be Ironport quarantine levels and Warhawk4Life sign up. Coming soon will be guest accounts and storage capacity requests.
6. Captioning – A final meeting of the captioning committee was held last week, Captioning guidelines and process were developed that will be sent to members. Elizabeth said a remaining issue is notification by students through Registrar (e-mal to students from WINS) . Bob said the FM amplification system in Hyland has never been used and cautioned against technology investments that are not proven. Guidelines will be posted on the Web. When the new technology is available, a broader roll out to campus will occur.

7. TOH. Elena thanked everyone for their support of the iCIT Technology Open House. She reported a higher than normal attendance. Of the 120 attendees, more than half were faculty or instructional staff.
8. Other items: recommendation was made to update 4U information more timely – in April rather than August, and to archive old information off the web

The meeting adjourned at 3 p.m. The next meeting will be Tuesday, Oct. 4, 2011.

ADDENDUM: ConnectIT Questions and Answers

Regarding Mac updates, can users have an option for declining the update and scheduling for later? The process for Mac updates is listed below. Steps 4 and 5 are the new to the process since implementing Casper. We previously had a script that ran on startup to install updates, but it had no way to handle updates that required a restart or if the computer did not have network on startup. With Casper, we now have a proactive way to ensure Macs stay up-to-date with the latest security updates and software patches.

Mac Software Update Process

1. Apple releases new software update(s).
2. iCIT reviews the update(s) for potential incompatibilities with UWW environment and does any testing necessary.
3. iCIT approves the update(s) on the campus update servers.
4. A Casper policy runs on every client computer once a day to install any available Apple software updates. Any Apple software updates that are available are installed in the background without need for user interaction.
5. If any updates are installed that require a restart, the following happens based on the computer type and user login state:
 - a. Office computers:
 - i. No user logged in: Computer restarts immediately.
 - ii. User logged in: User prompted to save work and restart.
 - b. Lab/Class computers:
 - i. No user logged in: Computer restarts immediately.
 - ii. User logged in: Computer does not restart or prompt user.

Related to Windows 7 roll out – how do I know whether I need 64 or 32 bit version of applications? End users won't need to make that decision. iCIT will help them determine the need based on their software/hardware. The default choice for everyone will be the 64-bit version unless they have hardware that requires 32-bit (such as a printer or scanner that only has 32-bit drivers) or software that will not work on 64-bit Windows. It is important to know that when receiving Windows 7, users will need to know and communicate to iCIT what hardware and software they need and use before setup to their computer.