

# Information Technology Advisory Council (ITAC)

## MEETING MINUTES

Meeting held at 9:30 a.m., Thursday, February 11, 2010 in EPC 304C

Members in attendance: David Anderson (Chair), Kathryn Andrus, Chris Carruth, Jackie Crouch, Tabatha Farney, Sam Frank, Kirk Moore, Donna Moraco, Tracy Parks, Jerry Phillips, Karen Sangermano, Scot Switzer, Jerry Wilson

### IT UPDATES

Jerry W reported that:

1. The **Refresh** is complete. It unfortunately went into the first couple of weeks of the semester, but proceeded smoothly nonetheless. Some replacement computers have been installed in other labs, and those for faculty and staff will be available soon.
2. The **Cherwell** Help Desk system is working well. The feature to allow self reset of passwords is undergoing testing, should be in place soon.
3. **Ingeniux** is coming along.

### NEW BUSINESS

#### 1. **Bb Version 9.1**

David related that several of us met with Bb representatives on Wednesday, and Bb freely admits that version 9 was released prematurely, without adequate testing. Bb has restructured its development process and assures us that some 500 bugs will be fixed in version 9.1, due to be released March 18 (and definitely no later than the end of March). They have also assigned liaisons to help address support issues regarding bugs, timely response to ticket submissions, integration, etc.

#### 2. **Known Bugs**

David indicated that Bb users and support team members should be aware of a number of known bugs that we have to work around or just live with for the time being:

- **Control Panel/Customization/Properties:** We removed the privilege for instructors being able to set the duration (start and end dates) of their courses, but in doing so this has also disabled their ability to make their own courses available. College admins will have to continue to do that. Also, while we have removed the privilege to recategorize a course, that still shows up.
- **SafeAssign submissions** do not show up in the Grade Center as they should. Instructors have to review submissions in SafeAssign itself, then go back to Grade Center to enter scores. This is a real pain.
- **Links to Content Collection** items often don't work. This can be resolved by setting the Permissions on the root folder to "Permit Anyone."

#### 3. **Temporary Accounts**

Jerry W confirmed that the only users outside of those in the SIS system that will be given accounts and access to Bb are those that are approved POIs. "Listening In" students do not have access to University resources.

**4. Respondus Lockdown Browser**

Jackie described that the Respondus Lockdown Browser is a Bb building block that can be used in assessment. Once a student opens a test that is designated as lockdown, that student is not able to use the computer for any other functions until the test is submitted. Jerry W indicated that IT will purchase the product.

**5. Storage Quotas**

Karen provided the committee with a breakdown of College of Business eCollege course file sizes, and while some courses were using as much as a couple of gigabytes of storage, the total for the whole college was less than 15 GB. Jerry W reported that recent conversations with the deans were leaning toward apportioning storage among the colleges (we have a total of 200 GB to work with, but some of that is taken up by the system itself), and allowing individual colleges to manage their own storage needs within that allotment. Details regarding that apportionment are still being discussed.

**6. Support**

The process by which users are directed to the proper support (IT Help Desk, Presidium 24/7, TLC, college admins, etc.) is becoming more well-defined and operating more smoothly.

The meeting adjourned at 11:00 a.m. The next ITAC meeting will be held at 9:30 on March 11, 2010 in EPC 304C.

Please report any corrections or omissions to David Anderson at [danderso@uccs.edu](mailto:danderso@uccs.edu).