

Information Technology Advisory Council (ITAC)

MINUTES

9:00, October 13, 2011 in EPC 304C

Members in attendance: David Anderson (chair), Jackie Crouch, Jeff Foster, Kirk Moore, Venkat Reddy, Adam Shelton, Morgan Shepherd, Regina Winters

UPDATES

1. **IT** – David Anderson
 - a. IT is working with Rory Lewis to create **Social Media Free Zones** in the Library. Rory hopes to gather usage data.
 - b. The recent **VoIP phone outage** was due to a bug in Cisco's system that was supposed to have been fixed in this version of the software.
 - c. Microsoft **Exchange** has presented some unanticipated storage space issues. Those are being addressed by adding more to our Storage Area Network. There have also been some minor problems with migrating individual users from disparate email systems, but overall it's working well.
 - d. Equipment configurations have been determined for **Mediasite** lecture capture studios planned for the TLC and IT, and purchasing is in progress.
2. **Blackboard** – David Anderson
 - a. Running pretty smoothly...
 - b. We created a new **Guest Instructor** role, so that instructors can allow other faculty into their courses. The guest has no editing nor Grade Center privileges, but is able to view the course structure and content. Guest instructors need to be enrolled by a Bb system administrator.
 - c. We also installed the **Add a Test Student** building block, with which instructors can create a Bb student account (username_s) and enroll themselves as students in their courses.
 - d. We've been having problems with email **Notifications** – either too few or too many! The normal notifications for course availability, announcement posting, assignment and test availability, etc., seem not to be going out (although no one is complaining), but on the other hand there are a number of spurious notifications being generated in which, for example, faculty and students are getting weekly notifications of course availability even though that event occurred long in the past. Bb support is working on this.
 - e. **Schedule for spring Bb courses:**
 - i. Create courses – Dec 1
 - ii. Enroll instructors – Dec 5
 - iii. Enroll students – Dec 15
 - iv. Upgrade – Dec 27
3. **Campus Online Task Force** – Venkat Reddy
 - a. Up and running:

- i. **Online degree completion programs** – BUS, CJ, HSCI
- ii. **Front Desk** – chat, email, phone help
- iii. **UCCS Online** web pages
- b. Working on improvements:
 - i. **Online application** process
 - ii. Early access for **new hires**
 - a. New faculty can be given accounts and access to resources by making them a pre-employment Person of Interest (POI).
 - b. However, they will not be assigned to their courses in ISIS until after the start of their actual appointment. Bb system administrators can enroll them in their Bb courses prior to that.
- c. New projects:
 - i. **Blackboard training** is a huge issue, but without going into detail here, the task force is tackling the questions of how best to encourage or require training, how to deliver, how to manage, etc.

Next meeting: 9:00, November 10, 2011 in EPC 304C