

ITIX Meeting
Wednesday, October 15, 2014
Start Time: 10:30 a.m.

Attendance:

Jane Kemper	Dave Anderson
Jeff Foster	Matthew Prichard
Cathy Clayborne	Greg Williams
Regina Winters	Tabitha Farney
Jackie Crouch	Edward Chow
Cindy Brown	Jayne Lloyd
Radu Cascaval	Kirk Moore
Xiang Tan	Sarah Mensch

- Introductions
- Expectations Activity
- What is happening with ITAC and Academic Computing
 - Dave Anderson: Academic Computing is a faculty assembled, non-voting committee. The ITAC organizational chart is on the website.
- Purpose and Structure of ITIX committee
 - Activity will assist in leading Kirk in understanding what the group is expecting from the reconvening of the group.
 - Acknowledgement of Matthew Prichard, from Student Government, as voice for students
- IT Reorganization
 - IT is currently in the process of hiring a new Networking and Infrastructure Director and Kirk will be the Director over the Enterprise Application and Customer Service pieces.
 - Many IT employees have shared duties and the challenge is currently trying to divide duties and defining roles through the IT governance.
 - **Tabitha requested an organizational chart.**
 - This chart will be available after the new Director has been hired; staff roles have been defined and staff know who they report to.
 - Dave needs input from upper admin for structure of IT governance.
 - Discussion followed about organizational chart and the different divisions of IT.
- IT Strategic Plan
 - Strategic Plan is currently being worked on, however, IT would like help in setting priorities and determining what the needs are.
 - Ideas from this group will be useful to see where IT needs to be.
 - **Dave requested that the old strategic plan be sent out to group.**

- Tabitha suggested that a role of this committee be in the accountability aspect, for the Strategic Plan.
- New Website
 - New UCCS website rolled out the week of September 29, 2014. This website was created to promote marketing and recruiting and provide consistency from the home, student and faculty/staff pages.
 - Feedback thus far has been 95% positive but would prefer to have substantial information.
 - **Jeff suggested that the same survey from a couple years ago be resent out. This will allow for a more direct way of comparing feedback.**
 - **Tabitha suggested making a new feedback box, which asks direct questions.**
 - IT is currently working with UIS for “single sign in” which allow all users to only sign in once and all other applications would follow suit automatically.
 - Jeff had a question/concern in regards to password protected areas.
- uccs.info, Alerts and RAVE Emergency Contact system
 - uccs.info
 - Webpage where IT posts all IT related alerts
 - Hosted off campus
 - Would like to market this page better to students, faculty and staff
 - Discussion followed for who (Rachel) typically posts on this page, how to contact Rachel and how to report an issue.
 - uccs.edu/~alert
 - Tim is maintaining this page and will update when applicable.
 - Campus is moving toward RAVE Emergency Contact System to alert students, faculty and staff, instantly in case of an emergency.
 - RAVE is a “opt out” system rather than in “opt in”.
 - All students are automatically enrolled for a text and email message. Students may opt out of receiving the text message, but will still receive an email. Students can provide their parents phone numbers and an alternative email address if they wish.
 - Faculty and staff’s information will be pushed in, if information is already had. It is recommended that all staff/faculty log in to ensure information is correct and current.
 - Information will be updated every morning.
 - Tim will be sending out an email to everyone alerting them of the change and Public Safety will be sending out a test message on either Friday, October 17th or Tuesday, October 21st.
 - Jeff had a question in regards to whether or not a parent can also opt in.
 - Parents can receive the information, if the student provides their parents phone numbers.

- UCCS2Go Mobile App
 - Oracle has made a commitment to the app and will be pushing out an update, with new features, late October.
 - **Regina asked for numbers of how many were using the app.**
 - Kirk will provide those numbers once UIS has released them.
 - App lets students change or drop classes and check grades.
 - Please provide any feedback to Kirk, who will make sure UIS and Oracle receive the information.
 - UCCS campus is the only campus to be using the app.
- Paw Prints
 - The new version of PawPrints is set so students will be billed as they print, versus purchasing a printing package beforehand. There seems to be a lack of communication in how this new system works, where the printers are, and concerns that students will be upset when they receive their bill at the end of the semester. This bill comes directly from the Bursars office.
 - Matthew stated that feedback from the student body is mostly negative, with many questions/complaints.
 - Jackie suggested that a proactive approach be taken. Discussion emerged with suggestions of how to do so including: an email to the students notifying them to check their balances; handouts; tutorial on the blackboard; marketing; improved signage.
- Mobile printing
 - Mobile printing was turned off, due to a resource issue and being underused, and will be going back up “soon.”
- Tabitha-Remote Authentication
 - Committee has completed their “vision planning” for the library, based off feedback from students and each department. The number one issue was VPN. This created a want for virtual machine space for PROXY, and to partner with IT to do so. Would like to have this rolled out by summer semester, and ready for fall 2015.
 - Proxy and shibboleth
 - Greg suggested looking into other alternatives to replace VPN due to abuse that comes along with PROXY.
 - **Jackie would like to see the website updated with buttons to include pertinent information (ex: only use for Windows 7)**
- Jeff-Campus Wireless
 - Number one complaint from guests, students and press is the difficulty of Guest wireless.
 - Matthew stated this is the third complaint, behind parking and food, from the student body.
 - Kirk acknowledged this issue and IT will be adding more access points and upgrading infrastructure.

- **Regina suggested that IT communicated to campus “we heard you”, to let students know the issue is being worked on.**
- **Jackie suggested IT does a weekly snapshot of what they have been working on, to let campus body know what they are doing to better the campus.**
- Discussion of having an IT communications person, to help with “accountability”.
- Kirk discussed the new gig connection.
- Questions/Concerns:
 - AOB conference room schedules and how to reserve and who to contact for them.
 - Unified electronic signature solution
 - Adobe Acrobat for all faculty/staff
 - Cherwell development and fix
 - Tiny URL system for UCCS system
 - Where is the blackboard maintenance scheduled housed and how do we access/share it easier?

Meeting ended 12:03 p.m.