INFORMATION TECHNOLOGY PLANNING COUNCIL
MEETING

Date: May 15, 2013
Time: 1:30 p.m. — 2:50 p.m.
Location: Green 206

Planning Officer
Curt Heuring, Vice President, Administration

Council
Teresa Nakra, faculty, School of Arts and Communication – Sabbatical
Eileen Alexy, faculty/faculty senator, School of Nursing
Sunita Ahlawat, faculty, School of Business
Julie Hughes, faculty, School of Social Sciences
Karen Clark, faculty, School of Science
Arti Joshi, faculty, School of Education
Who is our library representative? Is it Yuji Tosaka? Yes.
John Kuiphoff, School of Arts and Communication (IMM)
Jennifer Wang, School of Engineering
Thomas Mankovich, staff senator, Records and Registration
Laurel Wanat, staff senator, Department of Math & Statistics
Ashley Schmidt, SGA
Mary Bessemer, SGA

Ex officio
Jerry Waldron Information Technology
Jeff Kerswill, Information Technology
Shawn Sivy, Information Technology
Jeanette Wolinski, Information Technology
Sushma Mendu, Information Technology

1. Security education (Alan Bowen)
   a. SANS specializes in higher-education security, offers an online security module (30-40 minutes) that would be helpful in raising awareness of online threats to security
   b. Trainings include customizable menu of small modules (e.g., FERPA, IT Staff)
   c. Discussion: how should we use it?
      i. Campus generally seems cavalier about this topic… Could supplement these videos with “horror stories” of security breaches
      ii. Students can do it sometime in first semester here
      iii. New hires do it at orientation with HR
      iv. Those already on campus have a month or so to do it

2. CIO Update (Jerry Waldron for Directors)
a. Canvas: 82 faculty members have registered for 2-hour basic training starting next week… Training will be available throughout summer on IT site… SOCS will retire next June (now approved by Provost)
b. LiveText portfolios: in place for School of Education to use in fall 2013
c. Course feedback: 78% return rate (higher than paper evaluations)… Provost will review feedback to decide whether to go forward with it in fall 2013
d. EMS & Boss Cars: Boss Cars (new parking system; has PAWS interface) will be ready in June… EMS scheduled for first week of August
   i. Boss Cars is scheduled for deployment in mid-June 2013.
   ii. EMS will be rolled out in two phases. Phase 1 – facilities management and interfaces to PAWs in early August 2013. Phase 2 – will be the web request interface in early September.
e. Printing system set to be implemented in the fall
   i. Phase 1 – reporting and printing in the library in labs to department heads in July 2013, Phase 2 – printing from mobile devices in August 2013.
f. Phone system: IT is working on the procurement and installation of a new campus phone system. The first step is to remove phones from the residence halls and provide new emergency phones in the halls. The new phone system will be purchased over the summer 2013 and will be installed in January 2014. The phones system will include new telephones, new voice mail system, and web access to voice mail.
g. Cell coverage: waiting for proposal from Verizon. Expecting to enhance Verizon customer service on the campus. Jerry will provide an update if information becomes available over the summer.

3. Technology survey (Jeff Kerswill)
   a. 247 student responses
   b. Summary: Wireless & phone coverage still lowest-rated services, like last year… Top 3 priorities were wireless, phone coverage, and LMS… Preferred communication methods were email, text, FaceBook… 0% of respondents reported using phones in residence halls… Themes from general feedback questions: stop requiring SafeConnect, don’t eliminate SOCS, get wireless in dorms, and improve cell coverage

4. Reports from ITPC members
   a. Arti: Canvas training should continue through August for instructors who teach overseas during the summer… Faculty aren’t entirely aware of available capabilities, software, and other resources… TCNJ’s search engine returns unhelpful links…
   b. Laurel: could use centralized Knowledge Base (like Princeton’s) with IT info… Wireless installation is delayed… Paper time sheets for faculty/staff are archaic… One graduating student who will be attending UNC soon has a version of PAWS that connects to multiple systems (e.g., housing) with one log-in
   c. John: concerns include Canvas’ multiple functions and the problem/reluctance that emerges from all the choices to make when setting up one’s course… There is demand for video streaming but some publishers won’t license for streaming at all…
   d. Jennifer: Pleased with HelpDesk tickets and feedback-survey… Software licenses are needed without network access, such as when students travel & need something like MatLab at competitions… Videocassettes aren’t usable in some classrooms, but some resources are only available now as VHS from library…
e. **Yuji:** When the new printing system is implemented, will support be available to library when things (inevitably) need IT attention?… Need better way of reaching campus with updates and knowledge; availability of info on website isn’t enough… Library has open-source projects (e.g., archiving faculty and student scholarship) that will need support from IT… NJ Vid seems to be underutilized

f. **Tom:** Noted inconsistency and slowness of network/server response time… Suggested a contact person for when third-party systems need attention… Would be helpful to have interface among systems (e.g., PAWS, PeopleSoft) to make data access more fluid

g. **Karen:** Also noted wireless delay… Being able to download MatLab and Mathematica to devices (while on network) has been helpful… Placement of screens & computers should be planned carefully in new buildings, because in current classrooms setups are problematic… Cellular coverage (Verizon) needs improvement

h. **Julie:** Think about organization of website as way to make IT info more accessible