

IT Council Minutes
Carrington Hall 203
November 7, 2017

Members Present: Jeff Morrissey, Greg Rainwater, Scott Schneider, Tom Peters, Cynthia MacGregor, Bradley Wyman, Victor Matthews, Kelly Dalton, Kevin Piercy, Rob Hornberger

Members Absent: Rob Moore

Guests: Julie Gallaway, Jonathan Lee (attending for Rob Moore), Theresa McCoy, Amie Squibb, Stacey Tune

The IT Council meeting was called to order at 3:00 p.m. and the Council Chair determined a quorum was present.

Minutes from the October 3, 2017 meeting were reviewed. Greg Rainwater moved to approve the minutes. Bradley Wyman seconded the motion, all approved and the motion carried.

Online Admission Application/CRM Platform – Amie Squibb, Theresa McCoy

Amie delivered a presentation to council members entitled “CRM and Online Application Solutions Liaison”. The presentation identified the need for and the benefits of an admissions Customer Relationship Management (CRM) platform including, but not limited to, a mobile friendly admissions application and the ability to enhance the search, recruitment, and enrollment processes used by the university.

Amie further briefed council members on the history of Liaison. Liaison was founded in 1990 and is currently used by over 7,000 programs and over 800 institutions. The Centralized Application Service (CAS) products offered by Liaison provide cloud-based program specific standardized admissions applications. Missouri State University currently uses the CAS solution in five graduate programs and hopes to expand the amount of programs in the near future.

Implementation will begin with the first planning meeting on November 10, 2017. The Office of Admissions, Graduate College, and International Services staff will design the applications, portals, and update operational processes, while Computer Services will create integrations of the GradCAS, UniCAS, and ProgramCAS applications. Application acceptance will commence by early summer, 2018.

My Missouri State portal: Upcoming upgrade and changes – Stacey Tune

Stacey distributed the document titled “Upgrade for My Missouri State” to council members and briefed them on the upcoming upgrades and changes to the My Missouri State portal.

The new version of My Missouri State will be more user friendly and include two new tabs labeled: Student and Registration. The benefits of this new version include a mobile responsive design, which will automatically reformat based on the device being used, regardless of screen size; improved single sign on; greater accessibility for those using assistive technology; better organized student links, which will increase efficiency; and reduced unnecessary account lockout, which will decrease calls to the Help Desk.

After further discussion, a decision was made to brief Administrative Council prior to the new test-version going live, with a suggested active production system date of November 14, 2017.

Learning Management System Advisory Committee (LMSAC) update – Kevin Piercy, Julie Gallaway

Kevin distributed the document titled “Blackboard Learn SaaS Evaluation – Background and Benefits” to council members and briefed them on the Missouri State Learning Management System (LMS), Blackboard Learn, available deployment options.

With the self-hosted option, which is currently in use by Missouri State University, the customer provides and manages the hosting hardware/software and is responsible for application updates and upgrades. With the managed hosting option, Blackboard provides and manages the hosting hardware/software and is responsible for application updates and upgrades - this option was previously investigated, and found not to be a good solution for the University. Finally, with the SaaS option, the application is cloud-hosted and managed entirely by Blackboard.

A detailed evaluation of the SaaS solution, which included hands-on use by faculty volunteers, identified several benefits of the cloud-based solution, which include increased stability, increased performance, increased uptime and availability, increased innovation, and improved use of staff time. Overall, the LMS Advisory Committee voted unanimously for the recommendation of stopping the self-hosted option and migrating to the SaaS deployment option.

Current courses will remain on the self-hosted system, but faculty will continue to have access to course material. Courses starting in summer, 2018 will use the new cloud-hosted system.

Victor Matthews motioned to approve the recommendation to stop the self-hosted option and migrate to the SaaS deployment option. Greg Rainwater seconded the motion, all approved and the motion carried. The decision shall be presented to the Board of Governors for approval at their December 2017 meeting.

User Support Advisory Committee (USAC) membership update – Kevin Piercy

Kevin updated council members on the status of the committee membership. All members of the User Support Advisory Committee are in place, with the exception of the SGA representatives. Currently, the committee is comprised of the following members: Kevin Piercy, chair; Robert Martin; Kelly Dalton; Joe Hughes, Faculty Senate representative; Michael Hammond, Faculty Senate representative; Heath Lair, West Plains representative; Tom Peters, Office of the Provost representative; Angela Strider, Student Affairs representative; Alan Kunkel, REDIP representative; Ben Utne, centralized IT representative; Angela Barker, distributed IT representative.

Kevin announced that the first meeting will take place on November 17, 2017. During the meeting, the committee will identify priorities and set a schedule for future meetings.

Director of IT Services-West Plains announcement – Scott Schneider

Scott announced that David Young has accepted the Director of IT Services position in West Plains. David has been an IT director in several capacities over the last 20 years and will be a welcome addition to the West Plains campus. His anticipated start date is November 27. An official announcement will follow.

Classroom High-Density Wireless Expansion Project update – Jeff Morrissey

Jeff updated council members on the status of the Classroom High-Density Wireless Expansion Project. Twelve academic buildings, containing the majority of the University's classroom and lab spaces, are scheduled to be upgraded with the new high-density Aruba access points before the end of the year. These upgrades provide students and faculty with significantly improved wireless capabilities. Currently five of the 12 academic buildings have been updated thus far.

Jeff will meet with faculty members, the Instructional Technology Advisory Committee (ITAC), and Dr. Christopher Craig, deputy Provost, on November 17 to discuss the strength of the infrastructure as well as determine which buildings with larger classrooms should be upgraded next.

New business – None

Victor Matthews motioned to adjourn the meeting. Bradley Wyman seconded the motion, all approved and the motion carried. Meeting adjourned at 4:08 p.m.