

# Information Technology Council Zoom Meeting

Tuesday – May 4, 2021

3:30 pm – 5 pm

## Minutes

Chair Jeff Coiner called the session to order at 3:31 pm and a quorum was present.

**Members Present:** Jeff Coiner (Chair); Greg Rainwater (Deputy Chair); David Young; Kristin Arnette; Chelsey Giles, William Hader; Chris Herr, Jarett Fickbohm; Kelly Dalton; Julie Masterson; Michelle Olsen; Kevin Piercy; and Ian Alaimo

**Guests:** Lacey Geiger, Director of Distance Programs and Policy, Distance Learning  
Kristi Oetting, Coordinator, User Support, Computer Services

**Also, present:** Theresa McCoy and Nicole Muse

1. Welcome Jeff Coiner

2. Approval of Minutes from March 23, 2021 All

The minutes were approved

3. Discussion SCUF FY2023 Budget Greg Rainwater

The past few years we have relied on savings from not buying computers, etc. The large deficit from this year will offset any savings. If we keep revenues and proposals the same; along with SCUF reserve at 10%, we will find ourselves about \$500,000 short.

Possible alternatives; to cut student worker hours, which a majority are in open labs, cut full-time staff, centralize expenses, which would still be a burden on the university. This is not long-range solution, but we could carry forward to make up the difference. We could look at raising the SCUF fee as well.

As the budget is planned a year in advance, we need to act this fall of 2021 (FY22) to address the fiscal year of 2023.

We had three from council in favor of raising the SCUF fee, and possibly also centralizing expenses.

SCUF committee is discussing how many PCs are needed for labs, and they are reaching out to the colleges; and taking inventory.

Online classes will have a technology fee moving forward which will add revenue to the SCUF budget.

4. Summer Student Staffing/Team Dynamics Kristi Oetting

Summer Hours of Operation

- **Service Desk** (Call, Email, and Chat)
  - Summer Intersession, May 17 - June 6, 2021**
  - Hours; Monday – Thursday from 8 am – 9 pm
  - Friday – 8 am – 6 pm
  - Saturday – Closed
  - Sunday – 12 pm – 9 pm
  - Summer, June 7 – August 1, 2021**
  - Hours: Monday – Thursday from 8 am – 9 pm
  - Friday – 8 am – 6 pm
  - Saturday – 12 pm – 6 pm
  - Sunday – 12 pm – 9 pm

**Closed:** Memorial Day Holiday and Independence Day Holiday Weekend

- **Open-Access Computer Labs**

**Cheek Hall and Glass Hall Closed**

Meyer Library/Room 105  
**Summer Intersession, May 17 - June 6, 2021**  
 Hours: Monday – Friday – 9 am – 6 pm  
 Saturday & Sunday – CLOSED  
**Summer, June 7 – August 1, 2021**  
 Hours: Monday – Thursday, 8 am – 9 pm  
 Friday – 8 am – 6 pm  
 Saturday – 12 pm – 6 pm  
 Sunday – 12 pm – 9 pm

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TeamDynamix

Ticketing and Client Portal Workgroup

**Purpose**

To continue progress with the ITSM Ticketing and Client Portal Applications. The focus is on refining the Service Catalog, Knowledge Base, and Client Portal, with the goal to continue adoption of TeamDynamix as the university's one-stop technical support portal.

5. Storage – Blackboard/Zoom

Kevin Piercy/Lacey Geiger

We are over our contracted storage amount in Blackboard. Now we are at 12 terabytes and not go over the 14 negotiated amounts. This is new territory for us with the pandemic. Blackboard is not a good place to store media files, as is the Zoom platform Kevin is working on new numbers and pricing.

With Zoom storage, we were able to set an expiration date, but

we really need to clean it out before every semester, so we do not go over the allotment.

There are multiple notifications on the Zoom side to clean up and keep on academic files.

1900 license users, mainly faculty, but some staff too.

#### [How to Clean Up Course Files](#)

- Instructor guide to managing course files.

#### [How to Remove Video Files from Blackboard](#)

- How to locate, download, and remove video files stored in the Content Collection.

#### [How to Share a Video to Blackboard](#)

- Instructions for faculty on sharing video content in Blackboard.

We are seeing faculty, that are not sure how a video was placed in Blackboard/Zoom, whether it is linked from YouTube, or some other platform. We are trying to improve the process with storage, and it is a continued discussion.

### 6. CRM – Advancement & Admissions

Theresa McCoy

#### **CRM Advance**

The system is live in production and all users have been trained. Some processes are continuing to be worked on by Ellucian and Advancement staff continues to work on various parts of the system, and this will continue for a few months at least.

#### **CRM Admissions**

The staff in Admissions contracted with a company called Underscore to help with the implementation of Slate. They have been working with both the consultants and the vendor to quickly get the system configured in hopes that we can begin using it to accept applications for admission by August 2021 for Spring 2022 admission. The team is excited about the functionality of the software which has improvements for both the applicant and the admissions staff.

### 7. ITAC – Classroom Instructor Replacement

Ian Alaimo

The Instructional Technology Advisory Committee oversees replacing classroom computers. The classrooms are about nine years old with slow performance. ITAC conducted a small pilot a couple years ago, and put in all-in-one computers, and monitors

with built in webcams. During the pilot it was determined the AIO were harder to connect, and service; plus, faculty did not notice any difference. Therefore, ITAC has been setting aside money during those nine years and working with Dell on pricing to upgrade in bulk. Now, the time for ITAC to place a large order for all 365 plus classrooms, and have distributed areas and call centers help set-up the new equipment.

8. LinkedIn Learning Update

Jeff Coiner

The pilot started in June 2020, and we have over 1100 active users. We were able to renew with all students, faculty and staff have licensing. Human Resources has helped with the promoting, creating awareness about this platform. Faculty has used material from LinkedIn for classroom lectures. We will continue to grow as a community with this program.

9. Reminders

All

Sunday, May 3 / 6:00 AM – 6:00 PM Banner Upgrades

Sunday, May 9 / 7:00 AM – 11:00 PM Banner Infrastructure Updates

Saturday, May 22 Upgrade Day

**12:01 a.m. – 12:30 a.m.** - Internet for Springfield, West Plains and Mountain Grove campuses will be unavailable.

**10:30 a.m. – 4:00 p.m.** – Maintenance will be performed on the Uninterruptable Power Supply (UPS) which powers all servers in the Cheek Hall Computing Center. Users of the network and computing resources are encouraged to plan accordingly, and not depend on uninterrupted services.

**4:00 p.m. – 8:00 p.m.** – Maintenance will be performed on the campus wireless system that could cause wireless networks to be unavailable to the Springfield, West Plains and Mountain Grove campuses.

Saturday, May 30 – Sunday, May 31 (tentative) - ODS upgrade

10. Next Virtual Meeting July 13, 2021 / 3:30 – 5:00 pm

All

The June 8, 2021, IT Council meeting is canceled, and the next meeting is July 13, 2021 from 3:30 pm – 5:00 pm.

No additional new business to discuss; the meeting adjourned at 4:33 pm.