

Information Technology Council Meeting

Tuesday – November 5, 2024

3:30 – 5:00 pm

Minutes

Chair, Jeff Coiner called the session to order at 3:32 pm and a quorum was present.

Members' Present: Jeff Coiner (Chair), Greg Rainwater (Deputy Chair), David Young (West Plains Representative) (Remote), Dr. Dave Meinert, Callie Baker (SGA), William Hader (filling in for Phil Bridges), Brad Davidson (Remote), Angela Barker, Ken McCrory, Kevin Piercy, and Ian Alaimo

Also, present: Theresa McCoy, Kristi Oetting, Rob Martin, Egon Heidendal, Kelly Wood, and Nicole Muse

1. Welcome Jeff Coiner
 - Minutes approved from 08.06.2024 and posted
2. EdSights proposal for SCUF funding Egon Heidendal/Kelly Wood

Presentation from Egon and Kelly on EdSights' AI-powered chatbot to improve student retention, persistence and success. The chatbot uses real-time data, research, and scalable text based (SMS) communication to engage students and address barriers to their success. This proposal aligns with the academic priorities, increasing student retention and advisor efficiency. As you may know, our retention dropped fall to fall year over year about 2%. This is a way for us to get data to our advisors and our students to assist in increasing retention. With the changes to FASFA, data is no longer available. Therefore, this platform will provide us on students who struggle financially.

The proposal we're bringing forward would be for SCUF to fund \$60,000 and year one fee; with the other piece of \$20,675 coming from The Office of Institutional Effectiveness.

We have a quorum to vote.

Jeff Coiner motioned for approval.

Will Hader (**Phil Bridges proxy**) second the motion.

No objections, Proposal approved.

3. Windows 10 EOL / Windows 11 migration update Jeff Coiner

About 80% of the total number of devices/PCs on campus are on Windows 11; and 1200, approximately 20% are on Windows 10. Of the devices on Windows 10, 366 can be upgraded, while 830 cannot be. This is campus wide, plus West Plains. We are in a good spot due to starting this process early. Mr. Piercy shared, each area is working through their plan to conform.

4. Akindi Update

Rob Martin

This is a platform implemented to replace Scantron bubble sheets. We will end Scantron support on May 9, 2025. Essentially, Akindi integrates with Brightspace, an instructor will generate an exam in Akindi's platform, which will print an exam answer sheet for all students. If for any reason the student is not on the roster, there will be a blank area on the exam sheet to put the student's M number. Once testing is complete, the exam answer sheets will be uploaded to Akindi for grading. The scores will populate and upload in the Brightspace course. On October 1, 2024, we launched a pilot group, kicking off with a training. We are communicating with the professors who use Scantron by including an informational flyer with test results. More data, and results will come at the end of Spring semester 2025.

5. User Support move to Meyer Library

Kristi Oetting/Theresa McCoy

As we started planning for the Cheek Hall renovation, we decided it was a great opportunity to move User Support with the Help Desk and the Computer Lab(s) operations in Meyer Library. Since Library 105 is the central location for student lab, printing with walk-up service; it now will include the client services team which will assist with employee and faculty devices. Right now, the back of the lab in Meyer Library is sectioned off for construction which will start on December 16, 2025. If all goes well with the timeline, around April/May 2025, Jeff Hoener and his team will move over and release space in Cheek for more construction. We are excited for the new water station and adding convenient printing stations in the new area. The computer lab in Cheek Hall will be closing late spring 2025.

6. Cheek Hall, Blair Shannon, & Springfield Underground Data Centers/construction

Jeff Coiner/Rob Martin

We will have three data centers, the main data center now in Cheek 166 will be office space(s) eventually. The networking equipment, and fiber connections will be in Cheek 166T and should be up and running in December 2024. Josh and Steve's team have been working diligently on the Blair Shannon computer room, which will provide more space for the Office of Information Services. The main goal is to get the mini data center (Cheek 166 T) up and running before the other construction begins. The third location, Springfield Underground, we started leasing from the Pitt Technology Group. This facility will focus on dense computing, as we have a large VM computing cluster housed there, with half of our new backup infrastructure. It will have redundant storage between the Springfield Underground and the Blair Shannon Data Center facility.

7. Updates/Reminders

All

- The infrastructure team needs to start planning for a second Sunday outage each quarter. Currently, we have every Sunday reserved as a possibility for an outage time, but we have rarely ever required a second Sunday. With the growing complexity of our systems, we need to add a second date per quarter. We will schedule these dates in conjunction with all our partners and take the business needs of the university into consideration. We're planning for November 17, 2024, to be an outage day.

8. Next meeting on Tuesday, December 3, 2024

- 3:30 pm – 5:00 pm
- Meeting in Cheek Hall 100

The members of the IT Council did not have any other business to discuss.

The meeting was adjourned at 4:25 p.m.