

**IT Council Minutes**  
**Cheek 108**  
**November 3, 2015**  
**3:00 p.m. – 4:30 p.m.**

**Members Present:** Jeff Morrissey, Greg Rainwater, Sarah Caldwell, Mark Putman, Kevin Piercy, Victor Matthews, Gloria Galanes, Paul Majkut, Dominic Pecoraro

**Members Absent:** Robert Hornberger, Matthew Morris

**Guests:** Angela Barker, Julie Masterson, Paula Wilhelm, Mike McManus, Scott Schneider

The IT Council Meeting was called to order at 2:58 p.m. and the Council Chair determined a quorum was present.

Minutes from the September 1, 2015 meeting were reviewed. Gloria Galanes moved to approve the minutes. Victor Matthews seconded the motion, all approved and the motion carried.

Jeff announced that Julie Masterson would be late to the meeting due to another commitment so the items she was on the agenda to cover would be moved further down the list pending her arrival.

**Welcome New Member Paul Majkut – Jeff Morrissey**

Jeff welcomed Paul to the table and members of IT Council introduced themselves. Paul spoke to members of his background and of his new role as Director of Information Technology Services for the West Plains campus.

**Professional Learning Management System (PLMS) Update – Paula Wilhelm**

Paula distributed and reviewed the “Professional Learning Management, Performance Management, and Onboarding Systems” document. The current Avatar Professional Learning Management System (PLMS) will no longer be supported by the vendor as of June 30, 2016. As a result, an RFP process has been initiated to investigate options for a new PLMS as well as potential systems to handle Performance Management, which could replace the current Appraisal and Development Plan (ADP) forms, and Onboarding, which would bridge the gap between the Applicant Tracking system and the PLMS. Paula informed council members that vendor demonstrations should occur in the December 2015 - January 2016 timeframe. Jeff added that there have been criticisms of the current Avatar PLMS so we want a lot of involvement and feedback from the University community to make sure the new system meets their needs. Jeff encouraged council members to attend these demonstrations and help represent the needs and concerns of the groups they represent.

## **Instructional Technology Advisory Committee (ITAC) Items**

### *Classroom High-Density Wireless Pilot Project* – Angela Barker, Victor Matthews

Angela informed the council that 33 repurposed Juniper wireless access points have been installed in Strong Hall at a cost of just under \$30,000. These access points will be able to provide wireless coverage for 30 classrooms with a planned usage density of 1 wireless device for every student in each classroom. Load testing is currently underway in coordination with the College of Humanities and Public Affairs and other faculty members using the classrooms. Preliminary testing has involved a peak of 251 current connections and Dean Matthews shared that the early reports are really good, with only one student reporting problems connecting. Dominic informed the council that SGA has conducted a student survey concerning wireless access prior to the installations that showed that Strong Hall and Glass Hall were considered to be the buildings with the worse wireless access and that another survey is planned for the spring semester so results can be compared. Victor said more load testing was planned for the near future. There was a brief discussion of options for determining if pilot project goals were met.

## **Microsoft Office 365 Education**

### *Recommendation to transition Faculty and Staff to Office 365 Education* – Jeff Morrissey

Jeff informed the council that the decision had been made to transition faculty and staff to Office 365 Education and distributed and reviewed the “Microsoft Office 365 Education” document with council members. Phase 1 of the transition has previously been completed and involved the federation of the University’s Active Directory with Office 365 Education and the implementation of OneDrive for Business. The next steps of the transition will be focused on migrating faculty and staff email and implementation of the enhanced security features the Office 365 Education platform provides. Computer Services has contracted with Alexander Open System (AOS) to provide professional services for the transition, and a State of Work (SOW) for the next two phases of transition is being finalized. This is expected to cost approximately \$30,000 but the University’s existing Microsoft Enrollment for Education Solutions (EES) agreement and previous purchase commitments will allow for most of this cost to be subsidized by Microsoft through their FastTrack program.

Phase 2 of the transition will involve the configuration and deployment of required infrastructure and the migration of approximately 150 IT support staff on the Springfield and West Plains campuses to the new environment so they can identify potential issues and determine the best methods for migrating the rest of the faculty and staff. Potential timelines have been discussed with the Campus User Support Committee (CUSC) and it has been determined that the fourth week of January 2016 will be the best time for the migration. The timeline for the Phase 3 migration has not been finalized yet, but the target is March 2016. The Phase 3 migration will not be “flipping a switch” and switching the whole University at once but will rather be a structured process focused on switching departments and areas and making sure they understand how to use the new system and take advantage of the new features that will be included.

### Federated Identity for Students and upcoming changes to Student logins – Kevin Piercy

Kevin informed the council that Microsoft is removing the sign on mechanism that the University currently uses for student email accounts at the end of December 2015, which is going to require a change to how students access their email. Currently students have both an Active Directory account as well as an Office 365 Education account, each with separate passwords. The plan is to move the students to the same federated identity system that is planned for faculty and staff, allowing students to use the Active Directory account and password to access both Office 365 Education and other University resources. While the MyMissouriState portal will continue to work normally and the new mechanism is going to address student complaints related to having multiple accounts, they will be required to change the settings of their email clients, including their phones. The current plan is to make the changes in mid-November to reduce the disruption of end-of-semester and finals week activities. Students will be notified of the pending changes and provided instructions for updating their clients through email and announcements on the MyMissouriState portal and Blackboard Learn systems. The Computer Services Help Desk is adjusting staffing levels to handle the extra support needs that students are likely to have.

### **Learning Management System Advisory Committee Update – Julie Masterson**

Kevin and Mike McManus provided an update pending Julie's arrival. The Learning Management System Advisory Committee (LMSAC) has been focusing on Charge 3, which is determining the standards and procedures required for appropriate lifecycle management of courses, including creation, permissions, maintenance and archiving processes. They have identified several issues, and are gathering feedback from stakeholder groups on proposed solutions.

The first issue deals with course creation, and the finding that faculty often encounter issues related to the degradation in quality after repeated copying of course content into new courses. The proposed solution at this time are to standardize the creation of development courses for faculty and increase training to faculty on content management options that can increase the reliability of the course copy process.

The other issues identified deal with the archiving process for courses. Courses are kept on the system indefinitely, impacting performance and resource availability and courses kept on the system lose viability based on system or third-party changes to features, particularly courses that rely on integration with materials hosted by textbook manufacturers which is normally only available for a specific timeframe. The proposed solutions at this time are to remove courses from the system after a set time period and to develop a training and communication plan to increase faculty awareness of the issues and ways to mitigate them. There are two options being discussed for when to remove courses from the system, either two years after the end of the semester/term the course was offered or at the end of the next academic year.

Julie arrived and added that the University's current contract with Blackboard for the Learning Management System (LMS) and components expires in 2017 so a decision needs to be made soon concerning whether the University will continue to use Blackboard Learn or switch to

another LMS. The advisory committee hopes to have stakeholder feedback related to Charge 3 in mid-December so a recommendation can be finalized and work can begin on the other charges.

**2015 Title III Grant Update – Julie Masterson**

Julie discussed the 2015 Department of Education Title III grant proposal and informed the council that the University did not receive a grant award this year. Julie reviewed how the scoring process works and explained that the Title III competition for awards are getting harder every year. At this point in time, Julie and her grant development team plans to continue working to improve the proposal and resubmit it again next year.

**New Business – None**

Victor Matthews motioned to adjourn the meeting. Dominic Pecoraro seconded the motion, all approved and the motion carried. Meeting adjourned at 4:15 p.m.