Welcome and Introductions

Reports

Technology Support Services

- **Wi-Fi report update** – Follow-up of Willard revealed they do have reception in the building, but they don’t have DAS with Sprint. TNS looked at Kemper’s DAS service with AT&T determining their signal strength is better than the minimum requirement, adding, stairwells are not included in DAS coverage and phones should not be expected to work in them. Wendy attended a meeting with Student Affairs and brought both issues to their attention, adding they are equally committed with TSS in solving student issues. She said Student Affairs will be working with NUIT to install Wi-Fi in some ‘green’ areas on campus this summer. In addition to NUIT and Student Affairs, NU Police will install security cameras on the lake fill, providing added
benefits to the installations already funded through ASG which will cover the cost of wiring, but no access points. ASG was asked to continue to register issues at 1-HELP.

- **NUTV update** – The NUTV student survey conducted by Student Affairs revealed more students than realized watch NUTV, their interests lean more toward broadcast TV and local channels. Picture quality was rated more important than DVR capabilities and more than 50% of students surveyed subscribe to HULU and NetFlix on their own. Over the summer, Wendy will continue conversations with Student Affairs on what to do going forward with Res Halls. NUTV will be retained through next year, however this issue is under active discussion, and students will be involved.

- **Student support 2012-2013** – Bob Davis said User Support Services will continue to provide support during Wild Cat Welcome Week with teams of students in brightly colored t-shirts around campus assisting students with a variety of computer related problems including Network Access. The support location at Norris will be open and available, and they expect an overflow of students, as in the past. New this year, eating locations on campus will be staffed. ASG offered to help TSS by distributing resource material on behalf of TSS at tables located at all major dorms.

- **Student Support Office** – Bob Davis reminded the committee the NUIT/TSS Student Support Office is located at 1800 Sherman Avenue with the entrance on Sherman Avenue, not through the main lobby. School year hours are 8:00 AM – 8:00 PM and 8:00 AM to 6:00 PM during summer. Each year, the support office hires between 50 and 55 students with knowledge of NU systems with an opportunity to become a team lead and develop leadership and management skills.

- **Staffing Committee for next year** – Wendy said the committee charter indicates the number of people required and the need to have representation from all schools so their voices can be heard. Medill School of Journalism, Bienen School of Music and School of Communications are not represented. The committee was asked to reach out to them. Ethan will forward additional participant names to Wendy and Char.

A&RT

- **Computer Lab Upgrades** - Bob Taylor reported all PC’s in the TECH basement lab were upgraded over spring break. The monitors can continue to function there, and will continue to function well for another 1-2 years. Macs in the library will be upgraded over the summer. They are also expanding the number of software apps available to students at more workstations.

- **IT Governance Committees** – Three newly formed IT Governance Committees are up and running: the Administrative Systems Advisory, Infrastructure Advisory and the Educational Technology Advisory. They had their first meeting in May, and will continue to meet through the summer. The IT Governance Educational Technology Advisory Committee has two student slots for undergrad and graduate student participation. Bob Taylor encouraged Neil Mehta, ASG VP of Academic Affairs and Pritha Ghosh, GSA Communications Chair to attend the upcoming June 6, 9:30 AM meeting at Pancoe, #1401, adding they have an initiative being considered called ‘flipping the classroom’. A portion of the class work would be made available via video prior to the scheduled class time, providing students more face-to-face time with faculty. They are also looking at new classroom designs and other educational services over the next 5-10 years.

- **Blackboard Upgrade** – Blackboard will undergo significant upgrades, including some interface improvements during commencement week causing a temporary system shut down. The upgrades will offer new services for instructors and a new look for all users. Skin features will be available for instructors and the Rubric feature allows instructors the ability to communicate more clearly to students their class requirements, helping students meet class expectations.

- **Blackboard Mobile Learn** – This is another Blackboard proposal which is a full-fledged mobile device extension to many of the features to Blackboard. A free version for iPad and iPhone is
already in use, and if we acquire funding, both Wi-Fi and cellular devices (IOS, Android, Blackberry, etc.). Bob Taylor will report the outcome for this request at the next meeting.

ASG
- **Incoming and outgoing student update –**
  - **Incoming:** Victor Shao, ASG President-WCAS. Neil Mehta, ASG Academic VP-MEAS, Alex VanAtta, Student Life VP-MEAS, Ethan Romba, Technology VP-MEAS, Stephanie Tam, GSA Social Co-Chair, Pritha Ghosh, GSA Communications Chair
  - **Outgoing:** Austin Young, ASG President-WCAS, Katie Bradford, ASG Student Life VP-MEAS, Gabrielle Daniels, ASG Academic VP-WCAS, Matthew Bellassai, Medill-ASG member, Jeremy Gouldey, GSA Social Co-Chair
- **Vidyo publicity message** – The announcement was sent via email and brought up at the senate meeting, and there is also an android version.
- **JobCat** – JobCat has been released. It’s a new classified for NU students and Evanston residents to match requests with services that include babysitting, home repairs, painting, yard work, and more skilled jobs like web design and computer repair. Over 100 students have registered and they continue to get job postings from both sides.
- **Overview of new Services planned for coming year**-
  - **Cab Share app** – An app matching students travelling at the same time to share cabs, saving money. Students will register through a local add or website.
  - **Redesigned unofficial student guide website** – Created a few years ago to provide freshmen an overview of ‘everything Northwestern’, utilizing knowledge of upper classmen and is being refreshed.
  - **Book swap website** – Goal is to match students to swap and trade books, saving money and cutting out the middle man.
  - **ASG website redesign** – This in in the planning stages and gathering material for a broader exposer, better PR, to provide students with information to become involved in student groups.
  - **My Northwestern** – A three-pronged alternative interface (front door to Wildcat Connection) centralized platform for student group involvement providing student group org lists, activities lists and customized lists of events, powered by data from Wildcat Connection.

GSA
- **Advocacy** – Advocating for students is an issue that needs to be addressed and “Speak Up” was mentioned once more as a tool that could be considered for this purpose. Victor provided Pritha with a contact at Feinberg who is working on a similar idea.

IT Fairy Discussion: “If there were an IT fairy who could give NU students ANYTHING (technology related)...and if money and politics were not issues...what would NU students ask for?”
- **Privacy Laws** – loosen enforcement of privacy laws
- **Blackboard** – Video hosting, make more consistent and consolidated.
- **Caesar** – Students largest concern is the technology aspects of Caesar, some of which are; going back to the previous screen, opening multiple tabs, and the ability to work better with Google Chrome. They would also like to be able to bring class data up (i.e., number of seats available), prior to enrolling. Wendy said the Director of SES, Ann Dronen, head a workgroup on Caesar. She suggested ASG committee members make contact with her to discuss student representation in this group.
- **Professional grade software** – Students would like Adobe Suite and other more expensive, professional grade software, freely available to them for downloads to their computers and androids.
- **NUCuisine** – Make menus more accessible, hours, location of dining halls, more intuitive
- **CTEC – Syllabi availability for past classes.** Input from previous students rating the class and instructor could be helpful.
- **Online Course Packets** – Undergrad students would like class readings available online for a flat fee. A proposal has been submitted and they are waiting to hear the outcome.
- **Student Groups Websites** – Create a resource network to assist student groups with web development. A couple of campus resources discussed are; CATS (Creative Arts and Technology Studio) in McCormick, designed to collaborate with artists and developers, Hack Northwestern is another group recently created to provide computer science students with a time and place to get together to ‘hack away’ a couple of times a week, and NUets is another. Pritha added faculty would use this resource as well, and be willing to pay a small fee. Wendy reminded the committee that NUIT/TSS offers training and they have students who would be happy to do this in @u (for a small fee).
- **GSA and Planet Purple** – GSA likes the idea of having a coordinated calendar with Planet Purple, but is unclear how to make a feed and import it into the Google calendar. Pritha asked if a link can be provided for this purpose.
- **Wiring in Greek houses** – Due to the nature of the relationship Northwestern University has with Greek houses, wireless is not installed. If they are willing to pay for it, then NUIT will install it., or, they could consider getting on the Student Affairs contract and they could install it.
- **Upgrade wireless to the next version (802.11ab)** – The latest version is faster and would require a substantial investment, but this is the direction connectivity is going. Wendy asked the committee to consider the future of port installation vs. increasing wireless.
- **Vending Machines for computer/class supplies** - Wendy told the committee that during her visit to Temple University Student Union, she found a vending machine loaded with ‘emergency items’ useful to students like thumb drives, index cards, chargers, pens, post-it notes and various other class related items. She asked the committee if this is something they should consider putting in our library on campus. The committee was agreeable to this suggestion.

**Additional Discussion**

- **Staffing the committee** – GSA elections are coming soon. Pritha will report back with additions from GSA to the ASG Committee. Ethan offered to provide Wendy and Char with names of ASG candidates.
- **Xbox and other games available Wi-Fi** – works with wired systems, not Wi-Fi.
- **Dedicated Research Network** – Bob Taylor said discussions are underway to try and meet the high bandwidth needs of research labs considering the amount of data they need to store. He added there is talk of creating a dedicated research network specifically for this purpose.
- **LG87 server costs** – Pritha Ghosh installed a cluster for her research lab in LG87 and asked if there is a cost for this. Bob Taylor responded there is no charge for this at LG87, but space is limited. They are looking at merging systems, and the second biggest area of growth is data storage in research.
- **Mac Charger checks-out** – Mac chargers are now available at the library for ‘check-out’ at no cost. There may be a fee if they are not returned on time.
- **Speak Up** – Speak Up is a product from Student Voice that gives students an opportunity to submit suggestions and complaints, and direct them to specific places to be addressed. The University of Virginia uses Speak Up, reviewing suggestions a couple times a week, and has already implemented more than 100 suggestions. ITT uses this product as well. NUIT will look into this product for NU.
- **ASG VP Stipend** – ASG received stipends in the past for the ASG Technology VP. The use for the stipend should be defined. Will it be project based or position based? Wendy will explore options with Student Affairs and follow-up at the next meeting.
Summary of Action Items

- TSS:  
  - Follow-up on Wi-Fi Connectivity – Wendy Woodward
  - Speak-up UVA
  - Explore stipend for ASG VP IT

- A&RT:  
  - Mobile Learn for Androids – Bob Taylor

- ASG:  
  - Welcome Week planning – Victor Shao to follow up with Bob Davis for planning purposes
  - Open Positions – Ethan Romba
  - Student Groups websites (seek developers within the University to help develop sites)
  - Vending Machines in Library (i.e., thumb drives, pens, post-its, study needs)

- GSA:  
  - Open Positions - Pritha Ghosh
  - Email listserv and HTML - connect Pritha Ghosh with Michael Jones
  - Server - Move from WordPress server to a Northwestern server in order to have a Northwestern address - connect Pritha Ghosh with Michael Jones

Adjourn