Introductions

Reports
Technology Support Services

- **Staff/Faculty Interim e-mail solution** (Wendy Woodward)
  NUIT has recently rolled out an interim central e-mail solution, “mail.it”, for staff and faculty members of the university. Looking forward, NUIT is considering other, more permanent, e-mail and collaboration solutions. NUIT is currently working on stabilizing the new system, and developing a support plan for several of the new features. New features include an increased storage capacity of 2GB, better mail client and mobile phone support, and a more full-featured WebMail interface. Students remain on the @u.northwestern.edu platform hosted by Google.

- **Endpoint Protection RFP** (Wendy Woodward)
  NUIT has upgraded its antivirus suite to Symantec Endpoint Protection. In addition to extensive anti-malware support, SEP also includes a firewall application and anti-spyware support. Several of the Big Ten schools, NU included, are looking into group purchasing for future antivirus software, due to the group discounts.

- **Wireless Network Report** (Wendy Woodward/Shehzad Amin)
  Telecommunications and Networking Services, together with the NUIT Support Center, reports that wireless network incidents are down overall. Statistics show that usage of the wireless network is low to average with very few peak periods.

- **Student Support Efforts** (Michael Satut)
Support Center Metrics
According to metrics collected by TSS, customer satisfaction with support offered by the Support Center is up.

LaptopER
LaptopER has continued to help students with initial wireless configurations and virus removals, which account for 1/3rd of all support requests. Over the last quarter, LaptopER consultants have had nearly a 75% success rate in removing viruses from student computers. Due to the increased support requests at LaptopER, the NUIT Support Center is considering staffing an additional consultant in the Spring at LaptopER in Norris. In order to prevent viruses from infecting one’s computer, NUIT strongly advises that users keep Adobe and Java products up-to-date, which have been vulnerable to security flaws as of late. NUIT continues to recommend employing a solid antivirus suite, such as Symantec Endpoint Protection, and ensuring one’s operating system is also up-to-date.

Academic & Research Technologies

- **Northwestern Mobile mobility application** (Bob Taylor)
  A&RT has been working with vendors to get GPS shuttle tracking on the Northwestern Mobile application and will have an update by next meeting. A&RT is also considering adding features such as Android support and the ability to load funds to one’s WildCARD.

- **Quest - High Performance Research Computing** (Bob Taylor)
  The Quest High Performance Research Computing system has allowed students and faculty researchers to conduct large-scale simulations otherwise limited by funds and computer hardware. A&RT is expanding the system to include an additional 1,000 Intel cores, for a total of 4,000 cores. Quest allows for large data simulations for departmental or school-based clusters. In the future, Quest may be expanded to a total of 10,000 Intel cores. The system is currently in early production mode, and will expand to full production in April 2010.

- **NU Lecture Capture - Chemistry 102** (Bob Davis)
  This quarter, A&RT piloted a lecture capture project with Professor Teri Odom for her Chemistry 102 class. A&RT reports considerable success with the project: a survey of 223 students in Professor Odom’s class revealed overwhelming support for the initiative. A&RT has received funding to install the lecture capture hardware in additional lecture rooms. A&RT will share the final survey results at the next meeting.

- **MediaWorks update** (Bob Davis)
  A&RT is researching the possibility of moving some of the functionality of the MediaWorks labs into the InfoCommons area of the university library. This initiative will most likely occur during Summer 2010. ASG expressed the need for a reservation service for some of the more specialized equipment (e.g. Large-screen plasma monitors) in the InfoCommons so that the equipment is best utilized for collaboration versus one individual checking email. ASG and A&RT should together petition the library about the possibility of such a service.

- **Blackboard Google Apps integration – Bboogle**
  Bboogle is a new service in the Course Management System that provides integration of BlackBoard and Google Apps (Google Calendar, Google Docs, etc.). A&RT piloted the program in Fall quarter with about twenty to thirty faculty members—Winter quarter saw an additional thirty faculty members on the service. Several faculty members are using the service to make course websites for their students. Bboogle has been proceeding nicely and awareness of the service is growing.

- **Course Management Upgrade** (Bob Davis)
  A&RT is facilitating an upgrade of the Course Management System to BlackBoard version 9 this Summer. BlackBoard version 9 features a more “Web 2.0” interface, and includes
several student-driven features such as blogs, wikis, and other collaboration services. A&RT will roll out the new version starting on June 20th. Downtime of the BlackBoard system will be minimal, and will take place after exams and before the beginning of Summer quarter.

Associated Student Government

- **NU Mobile Next Steps** (Naveen Nallappa)
  ASG would like to work with NUIT to add the ability to load funds to one’s WildCARD via the Northwestern Mobile app (similar to a feature provided by Duke University). ASG should submit a proposal to Wendy Woodward, who will forward the proposal appropriately.

- **Wireless 802.11n improvements?** (Mike McGee/Shehzad Amin)
  ASG has discussed the possibility of providing NUTV via wireless, due to the performance enhancements provided by the 802.11n band. TNS conducted wireless “N” testing in Garrett, Foster-Walker Complex, in addition to lab testing, and concluded that streaming NUTV over wireless is not feasible at this time, due to hardware and software limitations.

Wireless N is now available in all dorms, and comprises approximately 45% of all access points. Wireless N, while faster than traditional B/G connections, is nearly on par with Ethernet (land-line) connections. Nevertheless, for data-intensive usage, such as streaming videos, file transfers, or watching NUTV, NUIT encourages students to take advantage of the performance benefits of Ethernet connections.

- **Cell Signal Boosters**
  ASG continues to advocate the improvement of cell phone coverage within University buildings. ASG mentioned a system that was in use at the University of Chicago…it is the same system NU has deployed in some locations. NUIT has a solution that will extend the coverage called a Distributed Antenna System (DAS) that is carrier agnostic. This solution is costly to deploy. NUIT continues to work with the carriers to encourage them to further extend their networks on campus though without a clear return on investment the carriers will continue to be resistant. AT&T and Verizon in particular have made recent investments on campus. External signals have difficulty penetrating some more dense building materials (e.g. concrete) on campus. Carriers are reluctant to incur the cost of indoor signal boosters in on-campus buildings because the return on investment is low. Plans to install microcell boosters in Norris alone totaled approximately $300,000. NUIT would be happy to extend internal coverage, once the funding issues have been resolved.

- **UBPC Poll Results: E-Course Packets and Video Lectures** (Mike McGee)
  Popular topics in the UBPC poll hosted by ASB included cell signal amplification and video lectures (see above) and e-course packets. A&RT and ASG agree that the BlackBoard system fully supports electronic documents, eliminating the need for printed course packets. The problem, however, is that scanning documents (especially books) is time and money consuming for faculty members. ASG looked into purchasing large book scanners for the library, but the cost of such hardware was very high. The onus remains on faculty members to take the time to scan and upload documents to BlackBoard, instead of printing course packets at local printing shops. ASG should continue to encourage the Library and NU faculty in this regard.

**New Business**

- **ASG Committee member nominations**
  The Committee encourages both the incoming and the outgoing ASG members to be present at the next meeting to facilitate a smooth transition.

**Additional Discussion**

**Summary of Action Items**
• **A&RT:** Provide update on the status of GPS shuttle tracking for the Northwestern Mobile app by next meeting
• **A&RT:** Provide full survey results from the Lecture Capture Project by next meeting
• **A&RT/ASG:** Petition library about the possibility of an equipment reservation service in InfoCommons.
• **ASG:** Submit a proposal to Wendy Woodward (TSS) concerning a WildCARD app for Northwestern Mobile.

**Adjourn**