Reports and Feedback

Technology Support Services

- **New IT Service Manager** – Wendy reported the NUIT Service Manager was becoming unstable and disrupting service. The old system did not have modules that could patch and update and was not working well for increasing University needs. To remedy this, NUIT launched a new IT Service Manager which can be found at [http://www.it.northwestern.edu/service-manager/index.html](http://www.it.northwestern.edu/service-manager/index.html) on the NUIT web site. Students in the NUIT’s support center created videos demonstrating how to use this tool, with several more videos in the works. The new system is web based, not a stand-alone client, featuring a nice interface; is easy to navigate, and is intuitive.
At this time, it has a built in knowledge base on VPN, Blackboard and Wireless. NUIT is starting small, but will build out quickly, shifting away from the NUIT web site to add more information inside the public knowledge base making it a one-stop-shop. One drawback, the user needs to add a plus (+) sign to add more search criteria. However, since its launch, 1088 tickets were created, 231 tickets are still active and 856 tickets have been resolved.

- On the management side of the new IT Service Manager, metrics are quickly gathered; reports can be built; generated, saved, and stored. The information can be shared or not, depending on the manager’s needs, adding, the average user will not have these privileges. Wendy conveyed thanks and appreciation to the many staff across campus who worked on this project to make it such a success.

- **SAS available for students** – Wendy said SAS statistical software is now available to students at a cost of $89 annually and can be purchased on the NUIT web site.

- **Box Service update** – A review has been completed and recommendations were made that Northwestern University invest in Box.Net file sharing. Box.net service, sponsored by internet2 is similar to Drop Box, but is more secure. If funded, we hope to have it in place before students return to school next year. Box Net is a cloud service, hosted off campus. Access after a student graduates will be addressed if the recommendation goes through.

- **Student eCommunicator: NUIT committed to doing an article about integrating PlanIT Purple with Google calendar in the Spring Student eCommunicator** – Wendy told the committee this issue somehow dropped off the calendar. She confirmed the article will be in the spring issue of the student eCommunicator. She said students need to be educated about how to get iCAL on their lists.

- **Cell reception in new buildings** – The committee discussed the construction of LEED certified buildings on campus. LEED buildings are certified ‘green’ construction; however, the film used on the windows creates cellular signal blocks. Wendy said NUIT is working closely with FM on this issue.

- **Follow-up on Wi-Fi connectivity** – Campus Wi-Fi concerns have been raised over the years, but since December 2012, they have become more frequent, especially in resident halls. Wendy reminded the committee that students need to submit a ticket every time they have an interruption. Creating a ticket each time assists TSS in finding the root of the problem. If the problem is not ongoing, it’s difficult to replicate the occurrence and get the same effect. She added that Wi-Fi is an enterprise infrastructure with nuances and challenges, coupled with building structures, somewhat like a honey comb design, making Wi-Fi difficult to ‘float’ back and forth. Building design and flow figure into this problem, as well as the thickness of the floors.

- She told the committee the access points originally installed is not sufficient and NUIT is making this a priority with daily 4:00 PM calls to the vendor’s VP and staff, working together to find the remedy. Beyond the calls, she told the committee, a consultant has been brought in. The consultant has been asked how this would, or should look if we could do this ‘fresh’. At this time, they are patching software to shave off issues. She said bandwidth is another factor. She told the committee Student Affairs is in the loop on this as well.

- With regard to Wi-Fi connectivity, Wendy reminded the committee that rogue access devices play havoc with University access points and Student Affairs is beginning to strongly enforce prohibiting these devices.

**Residential Services Administration**

- **The future of NUTV** – Wendy told the committee that numbers and surveys indicate most students don’t watch NUTV. She’s been in contact with Paul Riel, Executive Director of Residential Services expressing student’s desire to explore getting Netflix or HULU at a bulk
She told the committee Paul intended to come to today’s meeting, but a conflict kept him away, and Wendy agreed to bring the discussion back to him.

- She asked the committee if NUTV was turned off in the spring, with cable provided in all public spaces on campus, wireless network improved and commercial service providers investigated, would students be okay with this decision. She asked if this was a reasonable plan at this time. The committee indicated this would be fine. The committee told Wendy they’ve already met with Student Affairs and Paul Riel about this issue, saying a Housing Policy Advisory Committee is being formed for this and other purposes.

Academic & Research Technologies

- **Review of Northwestern’s Learning Management System** – Brian Nielsen reported that Educational Technology Advisory Committee (ETAC) is one of the committees of IT Governance and has taken on Learning Management Systems, learning environments, and Blackboard as one of their first projects, due in part to ongoing issues and complaints about Blackboard. At these meetings, units across campus come together to report on various course sites using alternate tools. This is important to the University, particularly since an article appeared in the New York Times about MOOC’s (Multiple Online Open Courses). Stanford offered the first free MOOC on Artificial Intelligence with 35,000 students enrolled. Harvard, Stanford and MIT have edX and there are other vendors out there responding to a genuine consumer need for online education as opposed to campus experience. Brian said Medill is experimenting with another vendor in a very small setting specifically in distance learning; a Master in Integration Marketing, and the School of Continuing Studies is offering a number of graduate courses for Public Administration and Medical Infomatics along with other courses that are mostly technical and geared toward people who want to add to their CVs or get a certificate.

- Secondly, Northwestern University has communicated with two companies; Coursera (www.coursera.org) and 2U (www.2u.com). He said Northwestern University is one of 16 universities in the US and 21 universities around the world who has contracted to offer systems with Coursera. 2U is creating a consortium for undergrad courses at Northwestern University, Emory, Vanderbilt, and several research one institutions. They’re different from MOOC’s because they’re smaller, and would allow students across universities to attend a class offered by one or the other, and still pay the tuition at their ‘home’ university.

- **IEMS Course Projects regarding Lecture Capture** – Brian Nielsen reported there are lots of issues in terms of lecture capture within McCormick School of Engineering and Applied Science. He encourages students to continue to come to A&RT with concerns about lecture capture and students can certainly ask faculty to provide this service if they don’t already.

- **Blackboard Use** - Students expressed an ongoing desire that all professors use Blackboard or Course Management systems in their classes. A&RT gets a lot of calls about this, and are readily available to help train faculty to operate the software and help them get comfortable using it. Blackboard in the classroom assists faculty in many ways; for instance portions of tests with multiple answers can be graded, freeing up faculty time for other grading tasks. Blackboard assists faculty with expediting grades, course work, schedules and more. Brian added students can also speak to the TA to request this of faculty. He reminded the committee that ETAC is looking at new vendors. Loud Cloud is one small scale vendor they are looking at. He said other larger, widely used systems are also under consideration. He’ll update the committee at the next meeting.

ASG

- **Campus Voice** – Ethan reported the launch of Campus Voice this quarter. He thanked TSS for information gathered by TSS student staff that helped them narrow their search and pick the appropriate vendor. Visit Campus Voice at www.campusvoice.northwestern.edu. The website is
growing, and they’ve already had about 2,000 unique views since its launch. Student Affairs sent a message out to undergrads letting them know Campus Voice was live; however, the rest of the University did not get this message. Pritha offered to get it out to Graduate students. Victor told the committee Norris checks the site daily to quickly address any issue in their facility. He told Wendy he will notify her of any IT issues that appear on this site.

- **Cab Corner launched recently** – Ethan told the committee about an app launched to help NU students coordinate cab share with other NU students from O’Hare. The site is secure and requires @northwestern.edu email to authenticate ride share privileges.

**Additional Discussion**

- **ASG new committee members** - Wendy told the committee the meeting in May will introduce new ASG executives. She reminded senior student committee members to make sure they have a student to replace their seat on the committee. If students leaving the committee at the end of the school year are still here for the May meeting, please try to escort your committee replacement to the meeting.

- **RTF Advising** – RTF Advising now has a Facebook page where students and faculty can share questions and information.

**Summary of Action Items**

- **TSS**
  - Wi-Fi
  - Box Service
  - NUTV

- **A&RT**
  - Learning Management

**Adjourn**