## MINUTES
Information Technology Student Advisory Committee
October 8, 2012
1800 Sherman Suite 206 Room 4-600

### Attendees:

<table>
<thead>
<tr>
<th>Student Representatives</th>
<th>NUIT Representatives</th>
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<tr>
<td>Victor Shao, ASG President WCAS</td>
<td>Wendy Woodward, Director Technology Support Services (Committee Chair) Present</td>
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<td>Neil Mehta, AGS Academic Vice President MEAS</td>
<td>Aaron Mansfield, Associate Director Technology Support Services Present</td>
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<td>Alex VanAtta, ASG Student Life Vice President MEAS</td>
<td>Bob Davis, Director User Support Services Technology Support Services Present</td>
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<td>Ethan Romba, ASG Technology Vice President MEAS</td>
<td>Bob Taylor, Director Academic &amp; Research Technologies Not Present</td>
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<td>Aaron Priass, Bienen School of Music</td>
<td>Brian Nielsen, Interim Manager Faculty Initiatives, Academic &amp; Research Technologies Present</td>
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<tr>
<td>Nate Bartlett, School of Communication</td>
<td>Bill Parod, Software Architect, Academic &amp; Research Technologies Guest</td>
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### Introductions

### Reports

Technology Support Services
- **UGBPC project Update** – Wendy told the committee that the Undergrad Budget Priorities Committee (UGBPC) received funding for wireless which was installed by NUIT in TECH M345, LR2, LR3 and FISK 217, completed September 3, 2012.
- **Lync for voicemail on campus update** – Wendy said the University voice mail system is being replaced with Lync for faculty and staff which allows them to listen to voice mail from email. She added this is a phased launch that will begin in January and is similar to Google voice and is tied to NU numbers. There is no number porting.
- **Identity Management student involvement** – Wendy said students are given NetIDs upon being admitted to Northwestern which is kept current and accurate for access to services while they remain connected to Northwestern and is decommissioned when they leave. An assessment is underway to gather information and determine where Identity Management services work and should not be changed, and what services could be improved. NUIT is asking students to help them concentrate on major areas
that would significantly move the University forward. The committee was asked to review a document distributed at the meeting and determine whether or not they needed another meeting on this topic.

Input for this discussion included:

- Student developers on campus allowed input
- Get random input and explain and list where and what is done with NetIDs
- Form a group for this purpose
- Send a survey out to large groups and meetings so students can ask more questions
- Provide choices on the survey
- Screen shots
- Create accounts with Norris, bookstore, etc.
- Research where you can and cannot login
- Look for gaps
- Separate survey by technical and layman
- Determine why NetID is used. Is it an artifact from when NU NetIDs were created?
- Students ability to forward email to Gmail so they don’t need to use NetID
- Categorize, i.e., graduation dates differ, perhaps allow grad students the ability to pick the year for email, if it’s wrong, they can manage it by adding a nickname

- **Follow-up on Wi-Fi connectivity** – Wendy told the committee conflicts arise and create unfavorable circumstances when students bring their own Wi-Fi to campus for personal use. She said NUIT continues to look for ways to better communicate this issue to students. In response to this issue, ASG and GSA offered to share NUIT created messages with their constituents.

- **Student groups website (seek developers within the University to help develop sites)** – Wendy told the committee that @U websites are pretty easy to setup, and in a lot of ways, student resources are more abundant than NUIT. She told the committee to contact her with specific needs and she’ll see what she can do to get some help. No further discussion is necessary.

- **Speak Up UVA** – Victor reminded the committee about his conversation with the President of the University of Virginia about their website Speak Up UVA. The site allows students to post questions and concerns, and get quantitative feedback. It also gets students engaged, is convenient, and allows them to vent and identify problems. Wendy said that over the summer, she enlisted students in the support center to investigate Speak Up UVA and its competitors and better understand the options. She distributed a document created from this effort, explaining that it contains raw scores with weighted categories. Of the five feedback software listed in the document, User Echo met more criteria than the others. The **BOLD** items in the document are essential scores, non-bold items were bonus. She said UserVoice, User Echo and UseResponse came out similarly. She offered a meeting between the support center students in TSS who created the document with committee members to more fully discuss this. Victor, Pritha and Ethan volunteered to contact the students directly to set up this meeting.

- **Explore stipend for ASG VP IT** – Wendy did look into this over the summer and learned the ASG President needs to speak directly with Student Affairs to explore options.

- **New student week report** – Bob Davis said 40 students wearing bright red t-shirts that said ‘Keep Calm and call NUIT’ on the front and phone numbers on the back, were on campus during new student week. The students helped 650 students, 74 were at Norris, some in the main support center, and some through emails. On move-in day 30-40 students were on hand walking residence halls throughout campus. He said trending shows students need less technical support than in the past, likely due to easier laptop and PC setup. They’ll tweak this event for next year.

- Support Centers are located at Norris University Center (which also has Laptop ER – check in advance for hours of operation) and the main Support Center at 1800 Sherman Avenue, first floor. The entrance is on Sherman Avenue and the hours of operation are Monday–Thursday 8:00 AM to 8:00 PM, Friday 8:00 AM to 6:00 PM, Saturday Noon to 5:00 PM and Sunday Noon to 8:00 PM. Students can also call 1-HELP or email consultant@ northeastern.edu.
Academic & Research Technologies

- **Northwestern Mobile planning efforts** – In Bob Taylor’s absence, Bill Parod told the committee that some improvements in Blackboard were due to a recent update. Brian Nielsen added thatNUIT has a plan that involves collaboration primarily with University Relations, and to some extent Kellogg. He said the intent is to do considerably more for developers by building a base with mobile apps and ensure standards are communicated across the University.

- **Education Technology Advisory Committee** – Brian reported on progress of the IT Governance Education Technology Advisory Committee which is comprised of faculty and staff representatives from the schools and includes students. Part of their on-going role is to share information on technology planning school-by-school. Their principle discussion in September was about next generation learning management. Brian, along with Bill Parod and others are preparing a document on next-generation use and development planning among existing course management systems. They anticipate there will be a pilot in the spring along with a smaller pilot within a single school.

- **New apps released from Blackboard for Mobile Learn** – Brian told the committee Blackboard has developed a mobile app for both iPhone and androids at a cost of $1.99 per year, or $5.99 for infinity. They can be purchased on Google Play, [https://play.google.com/store/apps](https://play.google.com/store/apps) or the iPhone store. ASG said they would like a more interactive NUCuisine app to find dining halls that are still open, and what their hours of operation are. Wendy suggested they contact Student Affairs and Sodexo to pursue this.

**ASG**

- **Open positions** – Ethan introduced new committee member Nate Bartlett from the School of Communication adding he may have found a student from SESP interested in joining the committee. He’ll follow-up at the next meeting.

- **New ASG website** - Victor told the committee the new ASG website is the top priority this quarter. He said that updating the student groups database has proven to be more of a challenge than anticipated. Wendy encouraged him to get in touch with Student Affairs and work with them on this issue.

**GSA**

- **Planet Purple** – Pritha said she’s been trying to transition GSA Communications Chair Janet Bourne to Planet Purple for three months with no success. At this time, only Pritha can post GSA events to Planet Purple and said the GSA website is much easier to manipulate. Wendy will work with Pritha to troubleshoot issues.

Pritha said it would be helpful to know how PlanetPurple integrates with Google Calendar. Wendy said she will commit to doing an article on this subject in an upcoming Student eCommunicator.

**Summary of Action Items**

- **Student eCommunicator**
  - NUIT will include an article about Identity Management student involvement and nicknames in an upcoming Student eCommunicator.
  - NUIT committed to doing an article about integrating PlanIt Purple with Google calendar in an upcoming Student eCommunicator.

- **Speak Up UVA** – Ethan Romba will also be looking into the Speak-up UVA project and will follow up directly with the NUIT TSS students who compiled this document.

- **Open positions** – Ethan Romba

- **Wi-Fi** – NUIT will develop a message for ASG and GSA to send to students encouraging them not to use personal Wi-Fi network devices.

**Adjourn**