Minutes — ASG/IT Advisory Committee

November 30, 2009, 11:30 pm – 1:00 pm

Attendees:

<table>
<thead>
<tr>
<th>Student Representatives</th>
<th>NUIT Representatives</th>
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<tr>
<td>Michael McGee, ASG President Communication</td>
<td>Wendy Woodward, Director Technology Support Services</td>
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<td>Muhammad Safdari, ASG Academic Director WCAS</td>
<td>Michael Satut, Senior User Support Manager Technology Support Services</td>
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<td>Matthew Bellassai, ASG Student Services Director WCAS</td>
<td>Bob Taylor, Director Academic and Research Technologies</td>
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<td>Matthew Luther, ASG Technology Director MEAS</td>
<td>Bob Davis, Associate Director Academic and Research Technologies</td>
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<td>Anil Wadhwan WCAS</td>
<td>James Altman, Manager, Faculty Support Services Academic &amp; Research Technologies (Not Present)</td>
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<td>Leezia Dhallan Medill (Not Present)</td>
<td>Aaron Mansfield, Associate Director Technology Support Services (Not Present)</td>
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<td>Open Membership - WCAS</td>
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<td>Open Membership- SESP</td>
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<td>Open Membership - Music</td>
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Introductions

Purpose: To facilitate communication between students and NUIT management.

Reports

Technology Support Services

- Identity Management System (Wendy Woodward)

  NU Validate is our new identity management system, which replaces SNAP. NUIT announced that all users of the new system are in production, with the exception of pre-admission students. New students, faculty and staff are still being created in SNAP, as the HRIS/SES system is reconfigured to point directly to Validate.

  Student representatives of the Committee indicated that they have no reports of any issues at this time. Security questions and answers have been improved to include a wider variety of available options. NUIT is going to start requesting that the community update their question and answers as we move towards a self-service model, for security reasons.
• **Wireless Access Update (Wendy Woodward)**

NUIT is happy to announce the success of the work that went into testing the new wireless system prior to new student arrival. NUIT performed a lot of troubleshooting over the summer and now has a better understanding of the new network load. Issues with access to the wireless network have decreased significantly.

NUIT increased its communication efforts to educate the community on wireless connectivity, for example video and high intensity applications, such as Hulu and online games, and are not ideal for use over wireless.

NUIT and representatives of the Committee have seen spikes in traffic at various times, but the students agree that overall coverage is good. The NUIT Support Center number to call in with wireless issues is posted frequently throughout areas of wireless coverage.

41% of a Committee student poll said that several academic buildings were could use more coverage in large lecture halls, including Tech, Fisk, Parkes and Harris. NUIT indicated that there is a classroom meeting on 12/15 to revisit this topic to discuss the current status of classroom wireless.

The students also requested wireless coverage in several outdoor high traffics areas, including the Rock, the sorority quad, the courtyard behind Tech, Lisa’s. Bobs and the east lawn of Norris.

NUIT is investigating the effectiveness of NUTV over wireless at the Seabury residential facility.

• **Communication Efforts: Twitter, Facebook, Student Tech Talk (Wendy Woodward)**

NUIT is excited to announce the success of their communication efforts using Twitter and Facebook. NUIT has receives many good questions via Twitter and has been able to provide support for the community through yet another medium. The NU1HELP Twitter handle has 101 followers and has had 229 tweets since August 2009.

NUIT presented its first Tech Talk for students by students featuring three lead consultants providing computer advice and support. All Tech Talks are recorded and available on the NUIT website. Additional student tech talks are planned for the future.

The NUIT E-Communicator has also been a very successful form of outreach. There were 461 views of the Student eCommunicator Newsletter this fall.

• **Support Center Efforts (Michael Satut)**

The following are statistics from new student week:
- 88.7% of the 1,065 issues handled by the Support Center during the move-in period were resolved.
- 94.2% of the 367 issues handled in the field by SWAT or Laptop ER consultants were resolved.
- After spot-checking unresolved issues, it looks like the vast majority of problems that were unresolved were unsupported situations (e.g., hardware problems, especially wireless printers).

An overview of the NUIT Results and Statistics site was provided:
http://www.it.northwestern.edu/about/stats/index.html

- Recent Virus issues and trends (Michael Satut)

Virus infections have decreased overall, however when computers are infected the removal has become much more difficult, almost always requiring a rebuild to completely remove the infection.

The student members of the Committee indicated that the antivirus software provided by NUIT is not being used. Most students are either using the antivirus software that comes with their machine or opting to use no antivirus software at all. The student members indicated that it would be acceptable if NUIT were to discontinue the provision of antivirus software or if they were to provide a discounted for fee offerings. The ASG indicated that they will conduct a poll of students to determine their antivirus usage.

Academic and Research Technologies

- Blackboard-Google Integration (Bob Davis)

In order to better integrate with Google Apps, NUIT has created an API connecting software, called BGoogle, which integrates Google Apps and Blackboard. It is an open source project that was showcased and well received at Educause. A&RT has since piloted use of the system. It provides integration of documents, sites, and calendars with a course. When users log into Blackboard, they are automatically provided an account in Google. This allows interaction in the Google domains. Faculty and staff using the program anticipate greater use of the system in the coming quarter and there has been interest from other universities as well.

- First Steps for NU Mobility Apps (Bob Taylor)

NU recently signed a 3-year contract with the Blackboard to provide a series of mobile applications for the iPhone and Blackberry devices. In 2010, Northwestern will be one of the first universities to deploy these applications with connections directly to the Blackboard course management system.

In the coming years, NUIT will continue to work on more mobile integration points with other NU enterprise applications, such as Caesar and the Bursar. The iPhone application will be available through the iTunes App Store and the Blackberry application will be
distributed in a similar fashion. NUIT is watching the market in order to plan for Android integration in the coming year.

The Library is beginning to look at new media and resource delivery options. Northwestern is one of the 15-20 universities in the country currently pursuing this goal. The release of this new technology is forthcoming, possibly as early as February 2010.

- **Vidyo Desktop Videoconferencing (Bob Taylor)**
  
  NUIT is working to deploy a new desktop video conferencing application during Winter Quarter called Vidyo. This technology works with Windows and Apple computers, as well as legacy or room-based video conferencing. There are no official release dates for the campus yet, but NUIT plans on implementation within the next few months.

  NUIT is looking at the possibility of using Vidyo in a course context during next spring quarter. NUIT requests that the student members of the Committee start to think about ways that this tool could be used in a teaching, learning and collaboration context.

- **Evolution of MediaWorks (Bob Taylor)**

  Over the last fifteen months, there has been a dramatic drop in the use of the MediaWorks lab, which is the high-end media authoring and production facility in the Library. With the trend of individual laptops having more power, students are opting to use their lightweight machines.

  NUIT plans to move the current MediaWorks lab to the main floor of the Library and to add some new Apple machines. These computers will be loaded with the Adobe Create Suite and other movie production software.

**Associated Student Government**

- **Cellular Coverage (Michael McGee)**

  ASG Senators are working in order to determine where more cellular coverage is needed on campus. The main issues include Tech coverage, as it represents a safety issue, and Norris and the Library as both have large common areas open to students. NUIT will present an article in the E-Communicator explaining progress thus far and the current status of cellular coverage. NUIT will also provide a summary of the wireless issue to ASG.

- **Mobile Access to NU Shuttle Tracker System (Matthew Luther)**

  ASG has received some complaints that the NU Shuttle Tracker System does not work with certain smart phones and has referred the problem appropriately. NUIT recommended that the student membership contact University Services. A&RT would like to see the system on the iPhone/Blackberry NU Maps Application and are available to consult on this project.
- **Undergraduate Budget Priorities Committee (Anil Wadhwani)**

  The Committee indicated that they are starting to form a list priority budget items and asked NUIT for their input. A&RT announced that lecture capture is making progress, but requires central funding for implementation. In order to receive more funding and prioritize, more information about the system and project is needed.

  NUIT asked if NUTV is still a priority and the student membership of the committee indicated that broadcast of the Big Ten Network, sports games and the dance marathon were the primary and important use still required by students.

**New Business**

- **Caesar/Google Calendar integration (Wendy Woodard)** - NUIT is working with the Registrar to set up a feed of class schedules into Google, but the common calendar is available right now.

- **Truesight (Wendy Woodard)** – An overview of Truesight was provided

- **New wireless access deployment** – a discussion of this was covered until the “Wireless Access Update” portion of this meeting. Areas indicated needing more coverage include: Tech, Fisk, Parkes and Harris, outdoor common areas and classrooms.

- **ASG Committee member nominations** - ASG will work with its constituency to fill the remaining committee openings.