Minutes - ASG/IT Advisory Committee
February 4, 2008, 12:00 pm-1:30 pm

Attendees:

<table>
<thead>
<tr>
<th>2008-09 Student Representatives</th>
<th>NUIT Representatives</th>
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<tr>
<td>Neal Sales-Griffin (ASG President) Present</td>
<td>Wendy Woodward, Director, Technology Support Services</td>
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<tr>
<td>Michael McGee (ASG Academic VP) Present</td>
<td>Dennis Sage, Assoc. Director, Technology Support Services</td>
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<td>Nate Perkins (ASG Student Services VP) Present</td>
<td>Aaron Mansfield, Manager, User Support Services</td>
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<td>Jonathon Koenig (ASG Technology Director) Present</td>
<td>Bob Taylor, Director, Academic and Research Technologies</td>
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<tr>
<td>Jerry Chen (WCAS) Not Present</td>
<td>Bob Davis, Assoc. Director, Academic and Research Technologies</td>
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<td>Anil Wadhwani (WCAS) Present</td>
<td>James Altman, Manager, Academic and Research Technologies</td>
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<td>Zavia Wang (WCAS) Not Present</td>
<td>Peter Koelsch, Technology Support Services</td>
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<td>Di Wang (MEAS) Not Present</td>
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<td>James D’Angelo (SOC) Not Present</td>
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<td>Kaitlyn Pascale (SOC) Not Present</td>
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<td>Timothy Wright (WCAS) Not Present</td>
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Introductions

Reports

Technology Support Services

Listserv Replacement (Wendy Woodward)

Successful listserv replacement and upgrade was completed in December 2008. The system is now capable of handling HTML formatted messages and the size limit has been increased from 300KB to 1MB per message.

Identity Management System (Wendy Woodward)

Go-live is scheduled for March 23rd. The only major change from the student perspective will be how password changes are handled. Now, instead of having to call the Support Center for password resets, members of the Northwestern community will be able to reset their passwords online. Newly admitted students will not be immediately affected and will be managed initially by SNAP. Once the new system is in place and stable, they will be migrated over.

NUCH1 (Wendy Woodward)

The question surrounding NUCH1 has become one of its role in the Northwestern community moving forward. It is currently encoded using VideoFurnace and multicast over NUTV, but with the advent of on-demand web content, that may not be the most effective platform in the future. One of the largest challenges of the current system is that the process is proprietary, making it difficult to encode assets. Given the advances made in web hosted content and the implementation of new content management capabilities within Academic and Research Technologies, does a web site ultimately make more sense than the current NUTV format? We will continue to
explore this question in discussions about NUCH1’s future, especially given the NEMO (SGTV) initiative underway already in ASG.

Tech Talks (Wendy Woodward)

NUIT’s Tech Talks are continuing to be offered to the Northwestern community, but now are being done online instead of in person. Attendance following the change in format has increased across all segments of the University, including students. Not all talks are directly related to issues pertinent to students, but many are. All Tech Talks are announced on the NUIT webpage and are offered for free to the NU community.

Collaboration Services for Faculty and Staff (Wendy Woodward)

Discussions are continuing concerning the implementation of collaboration services for faculty and staff. NUIT is currently deciding between in-house and outsourced solutions. One option on the table is to expand the Google student collaboration solution to faculty and staff, which offers a number of possible synergies between faculty, staff, and students that currently are not possible. Other news on the Google front is that video from the Google Bus visit in the Fall has been published. It shows a number of students talking about how they are using Google services. NUIT encourages students and ASG to continue to upload videos about how they are using the services.

802.11n Service (Dennis Sage)

NUIT is currently working on wireless expansion on campus. Last summer there was a large push to expand wireless coverage into all residence halls. There were a number of issues in the Fall with compatibility and dependability of wireless-N connectivity, but at this point those have largely been resolved. NUIT is continuing to work with the vendor to get updated software into these new access points to finalize the upgrade and improve service dependability. This upgrade should allow users with 802.11 N capable machines to experience faster connection speeds. Despite faster performance, NUTV over the wireless is not a realistic possibility due to the complexity of the system and the bandwidth requirements it imposes on the network. Once the upgrade is stable, discussions will continue about how to further make use of the improved system.

- A number of questions were risen by ASG representatives, including what ASG can do to support the expansion and continuation of wireless service on campus and how students should make complaints about wireless service.
  - ASG can support wireless by making it a priority with constituencies like Student Affairs and UBPC and by simply bringing the issue up in conversations with administrators. There is no real opposition to bringing more wireless coverage to academic buildings and other uncovered areas, but it requires funding.

NU Financials (Aaron Mansfield)

In December 2008, NUIT completed a process of switching over from the old CUFS financial system to a new PeopleSoft system. There are a variety of new tools in place out there for tracking and creating financial data, and although not all students will interact with it, some in specific contexts may be (i.e. student groups, researchers, student employees, etc.).

A question was asked concerning FAMIS and CA’s in dorms complaining of a lack of support response. Is this an issue with the software switch or is Facilities just backed up? The consensus answer was that Facilities is simply backlogged right now. If issues aren’t being addressed, Facilities can still be reached via phone and issues can
be escalated to ensure that they are addressed. Going through Student Affairs and/or Res Life will help speed up the process as well.

**Academic and Research Technologies**

**iTunes U Launch (Bob Davis)**
Northwestern’s iTunesU will officially launch on February 9th. There are already about 175 videos uploaded and ready to go, most of which are already on the NU YouTube channel. Integration of iTunesU with course sites and lecture captures will take another 2-3 months and will ultimately be NetID authenticated. NUIT is currently looking for pilots for this program.

**Blackboard Service Infrastructure Improvements (Bob Davis)**
There were a number of difficulties with Blackboard availability earlier this quarter. The server was simply overloaded due to a higher level of usage than previously experienced. The system is currently calibrated to handle 500 simultaneous logins, which has been working fine to this point. The issue has been that students and faculty are logging in more often and overloading the server. The plan now is to switch server types and simulate up to 1000 concurrent users to allow for increased volume.

**Media Space and Lecture Capture Pilots (Bob Davis)**
NUIT is working to build out infrastructure to provide a middleware piece to allow for lecture captures. The Media Space system allows for the ability to publish to multiple channels including iTunesU, Youtube, and NU’s internal QuickTime server. The system has already seen heavy use with 3-4 different pilots already in operation. The infrastructure also has the potential to eventually merge with and/or assist the SGTV model being worked on by ASG.

**Apple Store on Campus (Bob Taylor)**
Last month Apple and NU signed an agreement to allow Apple to offer products and services in the Barnes & Noble bookstore in Norris. The presence will include drop-off repair service for machines under warrantee and may also be offering a pay service for out-of-warrantee machines. We can expect to see a normal Apple product lineup in this store, all sold at Education pricing or better. The store should open by March.

**Web Meeting Services (James Altman)**
NUIT has begun to work with three schools using the Adobe Connect service and Blackboard. They are currently working on smoothing out any kinks and turning the process into something that can be applied consistently across the University. Adobe Connect will be launched through TSS for use across campus at some point in February.

**Associated Student Government**

**ASG updates (Neal Sales-Griffin)**
ASG is aiming to provide tech services to students at a low cost moving forward. They are redesigning and redeveloping the ASG website and NULink to be more sustainable and easier to use and update. Ideally, this will allow for a more agile response from ASG to student concerns and questions. They are also looking into a more comprehensive integration of Plan-it-Purple into NULink.

**ASG RideShare program (Tim Wright)**
ASG’s new RideShare initiative that was launched late in Fall quarter has already been a great success. The service allows students to interact with one another online to share cabs and airport shuttles. Over Winter Break, RideShare saved the Northwestern student community an estimated $15K in taxi and shuttle fares.

**Northwestern.edu New Website (Michael McGee)**

The question was raised whether anything has happened with the redesign of the northwestern.edu homepage. NUIT advised that the University Relations web communications team is responsible for this content.

**NUIT Website Collaboration with ASG Services (Michael McGee)**

The question was raised as to what kind of help or oversight NUIT could provide for ASG services and also how ASG can collaborate directly with both Student Affairs and NUIT. ASG would especially like higher level help in terms of the technology being used for their services, direction for development, and how to keep offering sustainable. ASG will discuss the best direction and possible structure for such a relationship. NUIT suggested ASG specifically articulate this need in writing or potentially leverage Josh Miller as a resource.

**Smartphone Integration with ASG/University Services (Michael McGee and Nate Perkins)**

There is currently an NUIT strategic initiative in place surrounding the issue of mobility and interaction with University services. There is an acknowledgement of the need for mobility of services and there is a plan to hopefully make future systems mobile as we move forward with implementation. There are a number of schools out there who have worked with companies or other initiatives to “mobilize” calendars, student management systems, etc. This ultimately requires considerable resources that currently are not available. In addition to this, there is an concern with instructions on the NUIT website for things like mobile configuration being decentralized and rather ineffective. NUIT is working on this issue. ASG will continue research into the feasibility and cost of options for mobilizing services.

**UBPC Video Lecture Proposal (Michael McGee)**

ASG has met with A&RT concerning the possibility for video capture of lectures. Intending to put funding for this on the administration’s radar, emphasizing why video of lectures is important and what would be needed to make it happen. Funding is not an expectation for this year, but the intent was for people to see it as a rising priority.

**ASG NEMO Service (Tim Wright)**

ASG’s NEMO service is a YouTube-like video management offering for student groups to post, manage, and share multimedia content online. The key difference between NEMO and NUCH1 is that while NUCH1 is largely student generated, SGTV will allow student groups to put content online. ASG is currently working on building the portal, resolving waiver and license issues, and setting standards for appropriateness and quality control. The hope is to use Media Space in collaboration with A&RT for hosting the media content. There is also a considerable potential for collaboration between SGTV and NUCH1, especially considering that many of the obstacles in the way of SGTV at this point have already been addressed by the NUCH1 offering.

**New Business**

**Plan-it-Purple Student Communication (Wendy Woodward)**
The campus publicity committee has asked how student groups can publicize events without using flyers. One option that has been discussed is an email digest listing upcoming events over a two week period. Event information will be managed through the Plan-in-Purple database, which means student groups will be required to post events to be included in these emails. ASG may want to work with Plan-it-Purple programmers if they have suggestions about the look or setup of Plan-it-Purple or this potential email digest.

**Role Transition**

NUIT asks that ASG members bring their replacements to the next meeting for introduction and to transition responsibilities.

**Adjourn**