## Associated Student Government/Information Technology (ASG/IT) Student Advisory Committee

**Minutes from the April 30, 2002 Meeting**

**11:30am-1:00pm**

### Committee Members

<table>
<thead>
<tr>
<th>Student Representatives</th>
<th>NUIT Representatives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abby Bruns, ASG/IT HereAndNow Liaison</td>
<td>Tom Board, Director, Technology Support Services</td>
</tr>
<tr>
<td>Geet Duggal, McCormick School of Engineering &amp; Applied Science</td>
<td>Robert Taylor, Director, Academic Technologies</td>
</tr>
<tr>
<td>Jordan Heinz, President of ASG 2001-02</td>
<td>Fleur Uptegraft, Manager, Student Computing Technology Support Services</td>
</tr>
<tr>
<td>Rocky Jones, Weinberg College of Arts &amp; Sciences</td>
<td>Wendy Woodward, Associate Director, Technology Support Services</td>
</tr>
<tr>
<td>Lipton Li, Weinberg College of Arts &amp; Sciences</td>
<td></td>
</tr>
<tr>
<td>Rachel Lopez, President of ASG 2002-03</td>
<td></td>
</tr>
<tr>
<td>Jennifer Pilat, Weinberg College of Arts &amp; Sciences</td>
<td></td>
</tr>
<tr>
<td>Meredith Polley, School of Speech</td>
<td></td>
</tr>
<tr>
<td>Cliff Rhyne, McCormick School of Engineering &amp; Applied Science</td>
<td></td>
</tr>
<tr>
<td>Adam Russell, HereAndNow Webmaster</td>
<td></td>
</tr>
<tr>
<td>Adam Tenderholt, Weinberg College of Arts &amp; Sciences</td>
<td></td>
</tr>
<tr>
<td>Prashant Velagaleti, ASG Tech Director</td>
<td></td>
</tr>
</tbody>
</table>
Members absent:
Geet Dugal, Jordan Heinz, Lipton Li

Old Business
The minutes of the January 17, 2002 meeting were approved.

Reports:

Web Email Gateway replacement (Woodward)
NUIT has received vendor responses to a Request For Information (RFI) and is actively reviewing available Gateway options. The intent is to identify and implement a new web email system within the upcoming year. IMP is still being considered. It is anticipated that student input will be needed in the evaluation process. Students suggested that after winter break would be a good time to implement a new system. At other schools, students tested during vacation.

CTEC Rewrite (Board)
The CTEC rewrite project was completed on schedule, and the new CTEC was used for Spring Quarter registration. The project is now moved to the NUIT Management Systems group to support and continue the migration of CTEC administrative modules from the old platform to a new environment. During this phase, the Registrar's Office is considering how to bring CTEC and SES closer together.

Desktop TV status (Woodward)
A survey will go out in May, at which time the final decision about whether or not to deploy Desktop TV will be made. Testing so far seems to be going well. It was suggested that the way in which channels are changed be improved. Students feel it is cumbersome to open a new window every time you move to a new channel. NUIT is working with the vendor to explore other possible improvements.

NetReg Implementation (Board)
The test implementation occurred since the last ASG/IT meeting. It was not successful due to unforeseen load-related problems and was pulled back the same day. NUIT is now testing internally on its own networks but is still no closer to implementation. There could be another trial implementation in May, but the full rollout cannot occur during the balance of this quarter. NUIT still intends to deploy NetReg, but it may not be until fall quarter 2002.

Jennifer Pilat expressed concerns heard about privacy. The motivation for deployment was recounted as being solely focused on rapid communication with a computer owner when required -- not in any way for monitoring activity. It was noted that the student newspaper had misrepresented the motivation. Adam Tenderholt asked if it would be possible to test NetReg over the summer. Tom Board explained the two problems with that approach: first, the summer dormitory residents generally do not have NetIDs, so the NetReg system was going to be shut off anyway; second, the problems encountered were load-related, so a smaller population would not be sufficient to stress the system.
Meredith Polley asked if other schools are using NetReg. Fleur Uptegraft replied that a few dozen schools have implemented the concepts in the past year. Cliff Rhyne asked if the next rollout could take place on a weekend. Tom Board said that NUIT would look at that, but that he remained concerned that lower usage levels would not adequately test the software.

Prashant Velagaleti asked if the Web page of ports disabled was still designed to be available to Sr ResCons and if it could become available before the NetReg system is implemented. Tom Board replied that it was included in the project and that NUIT would investigate if that could be separated and implemented quickly and separately.

**Ph privacy modifications (Board)**
The modifications requested by ASG and Student Affairs will be implemented the morning of May 22. Before that date, an announcement will be issued May 13 explaining the change and giving everyone an opportunity to modify their Ph entry if needed. The Ph entry "off-campus" field is being given additional values. There will be three options: "no"- no off-campus view; "full"- all information viewed off campus; "partial"- partial information available, with a pre-determined set of fields. For undergraduate students, the fields displayed for "partial" will be "name", "email" and "curriculum". A new NetID-authenticated web page will allow someone to obtain the "full" view of someone's Ph entry from off-campus.

**Early communication with entering undergraduates (Board)**
The NUIT portion of this project is largely complete, and both admitted and matriculating students are activating. Admissions is working on policy and procedure documents for the schools on how to use this communication method. It is likely that schools will start communicating with entering students toward the end of May. Tom Board suggested that ASG might want to talk with Student Affairs about other communications to entering students that could fall under the Office of Student Transitions and the New Student Week umbrella.

**Calendaring investigation (Woodward)**
RFIs for new online calendaring options have been received and reviewed. Corporate Time and Meeting Maker seem to be the best options available to NU at this time for campus wide web-based calendaring. NUIT has recommended that we wait until January 2003 to compare the latest releases from each of these companies.

Prashant Velagaleti asked that NUIT be cognizant of the complexity of student group account management when considering a product for release. How would this be handled? At this point NUIT does not have a definitive plan for handling this, but it will be taken into consideration. A similar method to the Plan-it Purple student group creation method could be used.

**ASG Spring Leadership training (Uptegraft/Velagaleti)**
Fleur Uptegraft and Prashant Velagaleti presented at a Spring Leadership training evening for newly appointed Student Group leaders. Topics of on-line advertising (My
Plan-it and HereAndNow policies), as well as web page space (storage options) for student groups, were discussed.

**Spring Computing Open House (Uptegraft)**
A Computing Open House was held in April in order to improve User Education and to highlight the many new initiatives being tested and released. The beginning of April saw a new anti-virus software package released (Norton) and recent computer virus problems were a few of the support topics covered. New on-campus wireless deployment, NetReg and Desktop TV testing were also areas of interest. Presentations of off-campus connectivity options and the opportunity to win numerous prizes were an impetus. Attendance was good as 160 students completed and handed in station review cards. Donated prizes consisted of computer games, MP3 players and an Xbox.

**Wireless Technology (Board)**
Since the last meeting, there have been presentations and articles in the student newspaper about wireless. NUIT has placed a proposal for a ubiquitous wireless network before the administration for funding, but there is no final word yet. Tom Board thanked the Committee for the advocacy letter prepared for this process.

Prashant Velagaleti asked what NU would be doing to encourage entering students to prepare for wireless network access. Tom Board explained that the normal NUIT summer mailing, Getting Connected, will highlight that wireless access is expanding at Northwestern, but that we could not represent any particular level of access without formal approval of the proposal. Those students purchasing laptop computers will be strongly urged to consider the small additional expense of equipping for wireless networking.

Another question asked was whether the proposal from NUIT set out specific coverage plans. Tom Board responded that the plan would likely give all units a certain amount of coverage potential each year to address academic need, but that certain units, such as the Library and Housing would receive special allowances to speed deployment in those areas. This recognizes that there are both instructional and quality of life issues.

**New Business:**

**Dormitory Telephone Service Options (Velagaleti)**
Prashant Velagaleti asked if NUIT could do anything to assist students in the face of a Housing practice of unplugging all student equipment during breaks. This is particularly bad for seniors who are attempting to arrange job interviews, etc. Students are unable to access their answering machines or voice mail over breaks, as all dorm appliances are unplugged. Tom Board committed to researching this item.

Jennifer Pilat asked if student telephone lines could be equipped to have caller ID or *69 last caller ring-back features. This would be helpful in situations where students experience numerous misdial hang-ups. Tom Board committed to researching this item.
**Computer Lab Maintenance Problems (Lopez)**

Rachel Lopez and Adam Russell explained the problem observed in certain computer labs where workstations are not usable due to an operating system issue. Bob Taylor responded that he was aware of a problem that began in certain labs with installation of particular operating systems in the fall and that the lab managers were working to correct it. Adam Russell will talk with the lab managers to share information. Kresge Lab computers were having AVS or OS issues a “debugger” was being launched on login due to an unpatched operating system. The method to report problems in labs was discussed. A suggestion that a comment box be included in each lab. Each desktop has a comment icon that allows the user to fill in a web form to submit directly to the lab manager. Bob Taylor noted that NUIT is investigating a move from Windows 2000 to Windows XP in the summer.

**Update on Campus Lab planning for 2002-03 (Taylor)**

Bob Taylor outlined NUIT plans for the coming year:

- Library opportunities- there may be a wireless espresso café in the Library for next fall.
- At the urging of several schools, NUIT may be creating a new drop-in digital media editing center. Unlike the Kresge lab, this would be available to any student completing projects (video production, image production, banners).
- Based upon usage patterns and initiatives with the Library, the lab open the most hours may be in the Library next fall rather than in Kresge. The Library environment seems to be more conducive to studying and computing after hours.
- NUIT has been counting computer lab usage for several years now and will probably be reducing the later hours of operation in the early part of each quarter. NUIT is continuing to look at this, but it seems likely that some trimming will take place.
- NUIT received some funding from the administration to upgrade certain smart Classrooms by December 2002. There have been requests for funding additional classrooms above the approximately 28 operated by NUIT.

Adam Russell asked if there were any plans for network storage to assist students moving between labs or dorms and labs. Bob Taylor replied that NUIT has been examining this and considers the costs very steep. DVD writers will become part of each lab as a means for handle large file movement. Tom Board explained that the new purchasing guideless for entering students will include CD-ROM/DVD writer (not just Reader). School-level network storage seems to be evolving quickly and NUIT is working to support uniform authenticated access to such systems.

**Committee Membership** was discussed and NUIT will work with ASG and the Schools to populate the Committee with broad representation. The Committee Blackboard link will be sent to everyone so on-line discussions will be encouraged and Committee work can continue electronically.
**Virus Education**
Rocky Jones asked that NUIT push more anti-virus education for entering students. With the recent Klez virus infection, people should know more about how to prevent infection and how to request help. Tom Board and Fleur Uptegraft committed to follow up.

Tom Board suggested that NUIT and the Committee should work together to quantify the effect that the Klez virus is having on the students. This information could help NUIT and others understand the actual effects of virus infections and prompt consideration of enterprise-wide strategies. Tom Board said that NUIT would communicate back to the Committee about its ideas for gathering this information.