Minnesota State University, Mankato
Learning & Technology Roundtable
Tuesday, January 12, 2010
CSU 238

Present: Evan Bibbee, Queen Booker, Marcius Brock, Matt Clay, Diane Coursol, Marilyn Delmont, Marni Dunning, Jan Eimers, David Georgina, Jennifer Guyer-Wood, Jeff Henline, Catherine Hughes, Ted Johnson, Chris Kaufman, Sarah Koenen, Don Larsson, Peg Lawrence, Gary McKinley, Roland Nord, Danae Quirk Dorr, Steve Robinson, Joan Roca, Bryan Schneider, Wayne Sharp, Gary Urban, Steve Vassar
Absent: Jane Baird, Ron Browne, Becky Copper-Gelenz, Robert Dooley, Yvette Dulohery, Avra Johnson, Brian Jones, Joshua Kilvington, Dawn Leech, Murtaza Rajabali, Steve Smith, Julie Snow
Guests: Linda Jacoby, Jerry Jeffries, Kevin Thompson

Joan Roca called the meeting to order at 2:06 and welcomed the group to the table. He introduced Roland Nord, who will be serving on the LTR as ex-officio for Extended Learning. He also informed everyone that Steve Vassar is on sabbatical but made a special effort to join us today. Steve Vassar said that Peg Lawrence has accepted his offer to step up as co-chair of the LTR for the remainder of the year.

Announcements & Upcoming Events/Conference (FYI)
- LTR Meetings spring semester: 2/2, 3/2, 3/30, 5/4 (CSU 238)
- MnSCU ITS has frozen all non-essential changes in systems, servers, and network (Jan. 4th – Jan. 24th)
- MnSCU grants are available for development of online programs in high-demand areas (applications due February 4th, 2010).
- Telepresence Video: http://msustr0.campus.mnsu.edu:554/its/techsvcs/telepresence.mp4
- New browser interface for MavMail implemented over break.
- Other: Blackboard and Desire2Learn settled lawsuit on December 15, 2009.

OLD BUSINESS
Approval of Minutes of 12/1/09 [LTR minutes posted at: http://mnsu.edu/ltr/ltrinfo.html]
Motion to approve the minutes of December 1st by Marcius Brock, second by Ted Johnson and the minutes were approved unanimously without change.

NEW BUSINESS
1. Technology issues for Spring Semester:
   a. Faculty Best Practices – Ideas/Volunteers for Showcase? – If you have ideas or know of volunteers that would be willing to present best practices in the classroom to the LTR, please send the names of interested individuals to Joan Roca.
   b. Computer Standards – ITS – Gary McKinley distributed two draft handouts that reflect the hardware and software recommendations and links for students to receive free downloads. These documents were designed primarily for students but they apply to the entire campus.

If a computer user has a special need, a waiver form must be completed. A suggestion was made that standards should state the characteristics of a computer rather than a brand name and model. Online users also have different needs. A handout should be tailored more to distance students. D2L has a tool on the log in page that makes sure that your computer is D2L compatible but this is a very basic level that may not be enough when faculty use streaming videos. Discussion occurred as to whether or not it would be good to discuss technology needs and requirements during orientation. It was pointed out that many college students receive laptops for college prior to coming to campus. The laptop requirements should be available online for all to see. Faculty may need assistance from ITS to articulate the technology requirements.
It might be a good idea to survey different colleges and departments to see what they are using and/or requiring of students. It may be helpful to partner with the Computer Store to check on special pricing. Two different lists may need to be created; one for faculty/staff and one for students.

LTR members were asked to take these handouts back to areas/departments. This topic will be brought back for further discussion.

c. **Reports on 2009 ITS-funded projects** – The College of Education had 11 projects funded. For the MnSCU grants, 13 projects were funded in 2009. There were 6 or 7 funded for 2008.

d. **Faculty Tech Workshop – Feedback** (Marni D., Dave G., Jeff H.) – This workshop, intended for faculty who wanted to put content online, was very successful and the feedback received was quite positive. Participants seemed to be happy with the timing of this as well (the week after graduation). There is a possibility of holding a similar workshop during spring break or at the end of spring semester.

There were a variety of disciplines represented at the workshop: Business, Marketing, English and Engineering, to name a few. There was also a wide variety of user levels from beginners to advanced users.

Jeff Henline stated that his course development sessions lasted 4 hours per day for 5 days and provided time for faculty to learn a little and then work a little. It seemed to be a very positive format. In another session, talk was centered on different tools that could be used. For online courses that use PowerPoint with narration, I-Spring is free and it converts PowerPoint to Flash.

The discussions that occurred were a big hit. Instructors were able to pose questions about technologies that were being used. This proved to be a positive experience for allowing faculty voices regarding technology to be heard. It also provided a great opportunity for them to build on each other’s ideas.

Marilyn Delmont stated that she has received great feedback from faculty who attended. There is some interest in continuing these discussions as a group. David Georgina said that brown bag lunches will be held as a follow up.

In the next model, they will try to include assessments. They will also focus on free and easy-to-use technology.

2. **Fall 2009 Computer Usage** (Wayne S.) – Wayne Sharp announced that they are using Labstat software to record users that log on and off of computers. This is done in all computing areas (ex. Library, ACC, CSU) but not classrooms. Combined statistics for the semester show that the open computing labs had approximately 20,000 users between 9 a.m. and 2 p.m. The closed labs had about 12,000 users between 9 a.m. and 2 p.m. The kiosk computers had about 1,200 uses between 9 a.m. and 12 p.m. The peak at 7700 France is approximately 350 users around 3 – 4 p.m. 62% or the computer usage is coming from open labs, 35% from closed labs and 3% from kiosk us. The ACC used to record about 400,000 log on/off in one year. They are now doing that in one semester! If you would like specific information for an area, please contact Wayne Sharp.

3. **Tech Fee Advisory Subcommittee** – Student + LTR members (Bryan S.) – Bryan Schneider announced that the Tech Fee Advisory Subcommittee will be reconvened. Student and LTR representatives are still needed. The best available time for meetings will be on Tuesdays between 9:30 a.m. and 11:00 a.m. This is a great opportunity for members of the LTR to work with students and help them identify the technology that is being used on campus and the impact that it has. It is a very educational and informative process. The group also determines how the tech fee dollars will be spent for next year. If you are interested in participating, please contact Bryan Schneider.

4. **Other**

   Steve Vassar is on sabbatical. Peg Lawrence will fill in as co-chair of the LTR for the rest of the semester.
ONGOING TECHNOLOGY UPDATES

A. Student MSSA/STC (Students) – Chris Kaufman stated that students have been a little confused by the new MavMail but seem to be getting used to it. He is looking forward to serving on the Tech Fee Advisory Subcommittee.

B. Extended Learning/7700 France – Linda Jacoby spoke of the MnSCU Initiative money from last year and stated that they are accepting proposals and will be making decisions during the first week in February. There is $30,000 available to be distributed in $10,000 increments. Linda announced that there is no additional information available for the cap on package course enrollments at this time.

C. Library Services (Peg Lawrence) – Peg said that the demand for study rooms in the Library has encouraged the opening up of 5 additional rooms on 2nd floor. These are now locked study rooms and have equipment in them. There are now 11 study rooms available to students. The check out time for these rooms has changed to a 3 hour check out with no renewal. The Systems staff is also working on an online booking system for the rooms. The Library has changed the length of check out for DVDs and music CDs. These were available on a 3-day check out but now have been extended to a 7-day check out with no renewal.

D. ITS – VP/CIO (Marilyn Delmont) – Marilyn Delmont apologized to the LTR members for leaving us all behind while she went to Hawaii. 😊

There was an email outage yesterday and it caused other services to have problems. ITS is attempting to find strategies to keep this from happening in the future.

Marilyn attended the CIO meeting in December. She stated that it was the best attended meeting that she had gone to and also met people that she had never met before. John O’Brien spoke on the Students First Initiative. They also discussed the server migration project. MSU did not have any negative impact from that.

Copyright violations have increased. We have to look at every report that comes in and we are trying to automate that process. Winona State has purchased a package and we are waiting to see how that goes. MnSCU has appointed campuses to deal with this issue separately rather than MnSCU-wide.

There were 3 interviews for the position of Vice Chancellor of ITS. Marilyn knew 2 of the 3 individuals and feels that they are very strong candidates. The announcement on the selection decision was made later in January: Darrel S. Huish has been selected as the new vice chancellor for information technology.

The Broadband Computer Technology Initiative is where campuses will receive funding to partner with public entities that schools work with. St. Cloud has partnered with the Somali Center. There has been a struggle as to what strategy to use: 1) partner with libraries to purchase netbooks; 2) emerging technologies such as online delivery of programs. There has been no decision as to what approach we will take. If you have a center that you are working with and they need technology, please submit the information to Marilyn. She will keep the LTR updated with announcements regarding this initiative.

E. ITS – Networking/Systems (Bryan Schneider) – Bryan announced that they were very busy over winter break. They exchanged core network equipment and made configuration changes to the backbone that will help with continuity of operations. MavNet improvements made have enabled faster networking speeds and wireless connections were improved. An upgrade was made to MavMail and Jerry Jeffries will give us a brief presentation at the end of the meeting. ITS will be working on the fax capability in MavMail.

During the MavMail conversion on Sunday, 15 of 56 databases went down. Jerry Jeffries had to work to repair these. 26,000 mailboxes have been changed over but there are 5,000 more and hopefully they will complete that by the end of the week. Internet Explorer displays MavMail in 2 lines but Bryan is working with Microsoft to get this changed. The voice recognition seems to be working although some of the transcriptions are a bit off. If you do not like the voicemail to email translation feature, you are able to turn it off and on. Jerry will explain this during his presentation.
Bryan announced that the Alumni Group is ready to roll out a new “email for life” program. We used to deactivate students after two months but we are now leaving them active for one year and six months before deactivation. Bryan is working on a policy change for this.

F. **ITS – ACC (Wayne Sharp)** – Wayne announced that the ACC continues to roll out Windows 7 and it has been successful so far.

G. **ITS – Customer Support (Dawn Leech)** – Gary McKinley reported that they have been busy with the start of the semester but it is nothing out of the ordinary. They were also busy with an Entourage problem. People are reminded to keep their systems up-to-date. It was mentioned that an orientation session should be offered for transfer students. ITS can do orientation at any time, requests can be made through the Help Desk.

H. **ITS – ISRS (Ted Johnson)** – MnSCU sent out an email warning about a 20 second timeout in systems response. There had been about 500 concurrent users but yesterday that leaped to 1,200 concurrent users. That caused a cascading effect and the servers were not getting requests answered and it caused a log jam. They increased the maximum from 512 users to 2,048 and lowered the wait time from 20 seconds to 5 seconds. The concurrent user capacity is at 1,500 today and the wait time has been changed from 5 to 6 seconds. There had been no problems from MnSCU as of noon today but Ted received notice of trouble at 3 p.m. It is hoped to have this issue resolved in a day or two.

I. **ITS – MSU Web & Portal (Ted Johnson)** - Ted announced that there was a significant slowdown yesterday.

J. **ITS – COMET/METNET (Ted Johnson)** – The next meeting a week from Friday.

K. **ITS – D2L (Jeff Henline)** – Jeff said that an email was sent out announcing that the 2007 courses will be purged from D2L. There are also video instructions available on how to export courses.

L. **Other Tech updates/announcements (Don Larsson, etc.)** – Don Larsson said that the Students First initiative is moving forward and focusing on the graduation planner. They are still looking for people to serve on this committee. There have also been a couple of policy revisions at MnSCU, one being the mobile phone policy. The Intellectual Property policy is also being changed. You are encouraged to watch the language in the rewrite.

TECHNOLOGY SHOWCASE

A. **New VPN System (Kevin Thompson)** – Kevin Thompson presented the new VPN system that will be implemented in the near future for remote access to campus resources.

B. **Refresher on New Outlook Webmail Client (Jerry Jeffries)** – Jerry Jeffries presented a summary of the changes with the new and improved MavMail and answered questions from the audience.

Meeting adjourned at 4:15 p.m.
Respectfully submitted by: Julie Dornack