Minnesota State University, Mankato  
Learning & Technology Roundtable  
Tuesday, February 2, 2010  
CSU 238

Present: Jane Baird, Evan Bibbee, Queen Booker, Marcius Brock, Matt Clay, Becky Copper-Gelenz, Diane Coursol, Marilyn Delmont, Yvette Dulohery, Jan Eimers, Jennifer Guyer-Wood, Jeff Henline, Catherine Hughes, Avra Johnson, Ted Johnson, Brian Jones, Chris Kaufman, Sarah Koenen, Peg Lawrence, Gary McKinley, Roland Nord, Danae Quirk Dorr, Joan Roca, Bryan Schneider, Wayne Sharp, Steve Smith, Julie Snow, Gary Urban

Absent: Ron Browne, Robert Dooley, Marni Dunning, David Georgina, Joshua Kilvington, Don Larsson, Murtaza Rajabali, Steve Robinson

Guests: Linda Anglin (College of Business)

Peg Lawrence called the meeting to order at 2:04 p.m. She asked if anyone had changes for the agenda and announced that Item 5. Under “New Business” would be tabled until a future meeting. There were no other changes to the agenda.

Announcements & Upcoming Events/Conference (FYI)

• LTR Meetings spring semester: 3/2, 3/30, 5/4 (CSU 238)
• $100,000 in MnSCU grants for Collaborative Online Programming available for development of online programs in high-demand areas (apps. due Feb. 4th). See: http://onlinecollaborativeprogram.project.mnscu.edu
• Telepresence Video demo available at: http://msustr0.campus.mnsu.edu:554/its/techsvcs/telepresence.mp4

OLD BUSINESS

Approval of Minutes of 1/12/2010 [LTR minutes posted at: http://mnsu.edu/ltr/ltrinfo.html]  
Chris Kaufman announced that Jayme Pretzloff graduated so his name should be struck from the absences last month. A motion was made by Catherine Hughes and seconded by Chris Kaufman to approve the minutes with the correction. The minutes were unanimously approved.

NEW BUSINESS

1. Status report on MavMail (B. Schneider)

   Bryan Schneider briefly discussed the handout that he shared with the LTR that reflected the diagram of servers for the communication environment and explained the virtual servers. He said that there was a problem with the virtual servers using all of the memory. There was a problem with the Exchange Server which caused errors in Outlook and the telephone system. The situation seems to be stabilizing.

   There were three training sessions last week and approximately 20 people attended each one. A list of suggested changes has been forwarded to the Exchange Development Team and changes have also been requested from Microsoft. Bryan will provide updates as they become available.

2. Tech Fee Advisory Subcommittee: Students + LTR and Faculty (B. Schneider)

   The first meeting is scheduled for Thursday, February 4, 2010 from 9:30 a.m. – 11:00 a.m. Members of the LTR and faculty are needed to participate in this process. If you are interested, please contact Bryan Schneider.
3. **College of Business Laptop Update (L. Anglin)**

Linda Anglin, College of Business (COB) faculty member, was a guest at the meeting to provide a status report on the COB laptop program. She stated that the COB has laptop requirements but they are in the process of revising them. They are looking at the current policy and expect changes, as they are trying to be more flexible with respect to laptops. They are surveying students now and trying to look at consequences of each action they take and how to best implement change. The program will probably be more flexible but will also contain an equipment recommendation. Linda said that they are hoping to have the student survey back by March so the changes can occur before fall semester. She will provide an update to the LTR when decisions are final.

4. **BTOP: MnSCU Public Computer Centers Stimulus Proposal (M. Delmont)**

Marilyn announced that the BTOP (Broadband Technology Opportunity Program) provides an opportunity for higher education to partner with the community in a public computer center. So far the only areas that have shown interest are the Library and Institutional Diversity. The applications are due March 15th. If you are interested, please complete the survey that Marilyn sent out earlier today to LTR members. The survey needs to be completed by February 10, 2010. Departments are urged to send a letter of interest to Marilyn Delmont as soon as possible to be considered for participation in the proposal.

5. **Extended Learning Pilot Project Proposal (B. Copper-Gelenz) – Tabled for future discussion.**

6. **Distance Learning - Faculty Readiness Self-Assessment (W. Sharp)**

   - **Student Readiness Self-Assessment**

Wayne distributed a handout pertaining to the computer requirements for faculty and students in D2L. This is only a very general requirement of the type of equipment/software people will need in order to run D2L. Browser requirements are outlined with links to other types of software checks that can be tested. Wayne also shared a handout showing a MnSCU link to Penn State readiness tests for faculty and students. The Penn State self-test to see if you are ready to teach/learn online is available at: [https://weblearning.psu.edu/FacultySelfAssessment/](https://weblearning.psu.edu/FacultySelfAssessment/) The student on-line readiness assessment tool is at: [http://ets.tlt.psu.edu/learningdesign/assessment/onlinecontent/online_readiness](http://ets.tlt.psu.edu/learningdesign/assessment/onlinecontent/online_readiness)

7. **Status Report on MnSCU/ITS-funded project:**

   - **Customer Relations Management (CRM) in Admissions (B. Jones)**

Brian Jones provided an update on the implementation and use of the CRM package by the Admissions staff. This was part of an RFP to use the contract system-wide. The project was funded by MnSCU-ITS in FY-2008 for a cost of $78,000 (total cost for a 3-year contract, managed implementation and a predictive model). Admission staff is trying to improve the recruitment process and are very thankful for the funding for the CRM because it has provided an alternative database for us. Information from ISRS is put into the CRM but we are not able to move it back into ISRS. The implementation went better than expected. We paid $10,500 for managed implementation and a person came to campus to help us implement the software for 5 days. The customer support representative has been tremendous as we had to contact them almost daily. When students apply for admission, that data goes directly into ISRS because of the MnSCU e-application, but we have that information imported into the CRM nightly. We collect and store all prospective student (those who haven’t yet applied) data in the CRM, not in ISRS. The CRM allows us to communicate with and track all of our prospective students and applicants much better.

Things that the CRM made possible:

- We are able to have much better tracking of prospective students. With the decline of graduating high school seniors we need to do things this year to impact enrollment.
• Scheduling of student visits is maintained online.
• Turnaround time for processing applications for admission has been reduced from 4 weeks to 1-2 weeks.
• We can offer personalized contact with prospective students.
• We can automate more communications.
• We can track and evaluate email campaigns.
• We have the ability to batch add information into the system.
• The CRM includes a Personalized URL (PURL) that we link to off of our website as a means of delivering personalized information about MSU to prospective students.

We have learned that the system is not perfect but it has made life better. Some of the functionality is very basic. This system will benefit us and help us to remain competitive. Some of the negatives include the capacity. The number of attributes about a student slows the system down a great deal. It limits some of the automation processes. Some of the wizards to create emails and web content are not very user friendly.

Brian demoed the Hobsons enrollment management technology software and showed reports on statistics and contacts. Reports can be generated that reflect which links students followed and identifies which students requested more information, helping the Admissions Office to evaluate its recruitment efforts and utilize resources more effectively.

Ongoing Updates
A. Students MSSA/STC (Students) – All is going well.
B. Extended Learning / 7700 France (B. Copper-Gelenz) – Linda Jacoby and Becky Copper-Gelenz are working on developing surveys for students and faculty focus groups. They hope to get input and feedback to move forward.
C. Library Services (P. Lawrence) – Peg announced that the Library will be having a Book Sale on Saturday beginning at 10 a.m. Books will be $1 each. This will be held in a room on the 2nd floor near the elevator.
D. ITS – VP/CIO (M. Delmont) – Marilyn announced that Darrel Huish has been appointed vice chancellor for information technology for MnSCU.
E. ITS – Networking/Systems (B. Schneider)
Bryan announced that they have been deploying new access points and that has seemed to resolve most of the issues. If you hear of complaints, please have them contact the Help Desk so that the final issues can be resolved.

ITS has been having workshops for faculty and staff regarding Windows 7, MavMail and new features, and Office Communicator. Shannon Jeffries is doing the training.

Marilyn Delmont announced that we do not pay for Webex right now but the contract is up for renewal. The System Office will not pay for licenses across the board.

The Adobe Connect version upgrade should be correcting the problem of documents not loading correctly. There are limitations for Mac users because Mac is not very well supported at this time. Communicator has the ability to share desktops but we must remember to think about uses. Ex. Students sharing desktops during tests.
F. ITS – ACC (W. Sharp) – Wayne announced that there was an article in the Free Press regarding computer use in the ACC. It was great P.R.
The students in the ACC are offering MavMail classes on February 4 & 5 in the ACC.
G. **ITS – Customer Support** (D. Leech) – Gary McKinley reported that there are a normal number of work orders for this time of year. There have been problems with the Xerox network printers for Mac and Windows 7. They are working to resolve the issue.

The Computer Store has the Dell Optiplex 780 coming out. The iPad will also be reviewed as soon as it is available.

Gary did not receive any negative feedback on the computer standards that he distributed at the last meeting. The intermediate level will be the recommendation for online classes. Students will also be instructed to contact the individual college for additional specifications. Gary mentioned that they are using students to pickup (and deliver) equipment and added that if we saw them, rather than staff, wheeling equipment around campus, not to worry (as they should be wearing their nametags). If you have questions, please contact the Help Desk or the Computer Store.

If you experience a problem with your laptop, it would be beneficial to take it over to the Help Desk instead of having them pick it up and it might save a day in turnaround.

H. **ITS – ISRS** (T. Johnson) – Ted said that the replicated databases in ISRS were down last night. Al Essa sent out a notice of an abnormal shutdown. They could not get it replicated to be synched with the production server. Data on the replicated server was 8 hours old as of last night. They will take the replicated server down to get it synched but at this point, it is completely down. Log in will fail at this time. It is hoped that it will be up and functional by this afternoon or evening.

I. **ITS – MSU Web & Portal** (T. Johnson) – As of this week, we have decided to no longer support I.E. 6 on the website. There are more unpatched vulnerabilities than any other browser. 4 – 5% of the traffic comes to us from that browser and we don’t want to continue to support it. This will be announced on the IT webpage. University computers are running newer versions but students may be using older systems and it is important to upgrade or use other browser options.

J. **ITS – COMET/METNET** (T. Johnson) – Ted announced that the group met 10 days ago. The topics included desktop video (the hot topic that they are dealing with right now). A lot of schools are working to make it available to students. They are checking the appetite for desktop video. Feedback and information including where you are at and where you would like to go will be requested from all areas.

The new version of Adobe Connect will be deployed by spring break at the earliest or by the end of the semester. D2L links to Adobe Connect, the upgrade may break those links.

The video streaming project is being presented as a win/win situation. The pace at which MnSCU is moving has made the Director of COMET to no longer view this as a three partner project.

The fire alarm sounded and the meeting was adjourned…..

K. **ITS – D2L** (J. Henline) – The fire alarm sounded and the meeting was adjourned. No report from Jeff.

L. **Other Technology Updates/Announcements** (D. Larsson, etc…) – No report.

Meeting adjourned at 3:30 (due to fire alarm)

Respectfully submitted by: Julie Dornack