

**University Council for Academic Technologies (UCAT)**  
**November 18, 2010, 11:00-12:30 pm**  
**ITC, Room 226**  
**Meeting MINUTES**

**Members:**

Steve Corcelli—Science, Mark Dehmlow – Library, Rob Easley – MCoB, Ed Edmonds – Law School, Mike Hildreth – Science, Ted Mandell – A&L

**Members Absent:**

Lance Askildson - A&L, Ed Bensman – Engineering, Casey Cockerham – UG Student, Alan DeFrees—Architecture, Patrick Flynn – Engineering, Michael Kirsch – Law School, Bill McDonald – MCoB, Kevin Mueller – Grad Student

**Ex-Officio Members:**

Kevin Barry – Kaneb Ctr., Carole Pilkinton – Library, Ron Kraemer—Chair & CIO, Harold Pace—Registrar, Peggy Rowland—OIT, Mark Stadtherr—Engineering

**1. Welcome**

Mr. Kraemer welcomed all and established the custom of brief introductions at the beginning of each meeting. He quickly reviewed the agenda, noting that the focus of the monthly meetings should be on key areas which the entire committee needs to address. During the meetings, the procedure can be to conduct brief discussions moving toward votes. In addition, subcommittees, charged with specific tasks, can report on those projects. Finally, the meeting can focus on a selected ‘topic of the month’ that did not fit with the committee structure. At today’s meeting, members will begin to address its attention to crafting a list of the most significant (5) issues to merit UCAT attention in the 2010-2011 year.

**2. Approval of October 25, 2010 minutes**

A motion was made by Prof. Easley to approve the minutes of October 25, 2010; it was seconded by Prof. Hildreth. The minutes were unanimously approved.

**3. Committee Reports**

Course Management Systems, Rob Easley, Chair

Prof. Easley provided the following report:

1. We continue to focus on Sakai as our primary candidate of interest.
2. Clarification about Sakai versions 2.x and 3: Version 2.x is the LMS, and the appropriate place to start. 3 is a redesigned environment in a more social-network style, but LMS activities within 3 will continue to be provided with ported 2.x tools, with numerous transition strategies available (3 as a shell for 2.x, 3 with 2.x tools, etc.) when the time comes.
3. We are meeting periodically with rSmart, which is an interesting hybrid business:

- a. They are contributing to the continued o/s development of Sakai. In particular, their work around integration with SunGard/banner systems is a partnership with SunGard, and they contribute that code back to the community. They continuously evaluate new functionality for inclusion in their Sakai CLE version, which is also available under o/s licensing.
  - b. At the same time they are a commercial venture that provides hosted Sakai or consulting services to help institutions implement Sakai locally. We are evaluating both options. This hybrid seems to be a good solution for ND as it would allow us to get up and running in our comfort zone (with a contract for a hosted solution) while at the same time allowing us to migrate at our own pace to an independent installation at some point in the future, should we want to do so.
  - c. To the extent that LMS systems have become a necessary commodity rather than offering unique functionality, it makes sense to work with a platform (Sakai) and a company (rSmart) that is in partnership with our core ERP system supplier (SunGard/banner).
  - d. We continue to do due diligence on this company, and will look at the variety of relationships they have, ranging from:
    - i. UC Davis—full hosting, but with complete access to development servers
    - ii. Marist, has a pair of rSmart-funded staff on campus full-time
4. Assuming that we are able to get a pilot installation of Sakai (most likely through rSmart) up and running, we will proceed with an in-depth functional analysis.
- a. This will require UCAT support, and also getting through legal approval. Please let me know of any concerns you may have.
  - b. My committee and other faculty willing to participate to evaluate the major items on our functional requirements list.
  - c. We should also, assuming it is an rSmart installation, be able to evaluate integration issues, both with banner, and with the ease with which other LTI-compliant solutions can be integrated.
  - d. Google Apps integration is also a touted feature, and we will look at that in depth.

Mr. Kraemer asked if rSmart is a consulting source. Prof. Easley noted that the company can function as either a commercial vendor providing a hosted solution for ND or as consultants. Currently we are in conversation with them but have not enacted a contractual relationship. What rSmart offers is an opportunity to access open source solutions without having to absorb the startup costs. With a hosted solution, in addition, there are fewer added staffing costs. Further, the banner integration option presents a fascinating business model, and it will enable us to transition to our own servers down the road should we wish.

In response to Mr. Kraemer's question, Prof. Easley said that advice from the General Counsel's office has not yet been solicited concerning the issues the hybrid system option. Mr. Kraemer offered to connect with UC Davis' CIO, to discuss the way that institution has dealt with issues. Mr. Barry also noted that many institutions in the learning technologies

consortium have been using Sakai extensively; the Kaneb Center has connections there. Prof. Easley invited faculty volunteers to participate in the pilot. There will be opportunities to test ideas and develop solutions during the pilot phase.

The Blackboard contract will need to be extended. While confidentiality is of concern, Mr. Kraemer noted that administrators there understand that due diligence will be done as the contract approaches conclusion; in addition, he noted that Blackboard is well aware of the open source options. He anticipates productive negotiations with Blackboard over the final years of the contract.

Finally, Prof. Easley said the pilot will run at least one semester and ideally lead to a transition period of 1-2 years. Time will be needed to investigate better solutions if Sakai does not do everything which is needed. The advantage of the open source solution is that it provides time and space for investigation.

#### Learning Spaces, Kevin Barry, Chair

Kevin Barry volunteered to chair the committee. It has not held its first meeting. Barry would like to convene members to discuss the committee's scope; in part, he would like to consider the best name for the committee, so as to define its functions more accurately. He noted that 'spaces' has a particularly interior kind of focus, which limits the scope of the group. 'Environment' also presents limitations to physical concerns; clearly, the CMS would be part of a 'learning environment.' He will report back with the committee's determination. Barry reported that committee membership is stable; if the group expands to consideration of mobile learning environments, experts in this area may be invited to join.

Barry also reported on a high level meeting with administrators and the architect's office on renovation plans for the 'airport lounge' in DeBartolo Hall; the students are very interested in this renovation. Student concerns have been solicited as well as the input of administrative officials, such as Mr. Burchett, Research. The discussion has produced a master plan to address the holistic learning environment: the lounge renovation will occur first, with plans under way to renovate the adjoining computer lab and finally the outdoor environment around this area of DeBartolo Hall.

Barry reported that, contingent on the FOAPAL from the architect's office, trenching and electrical work for the lounge renovation should begin over the Thanksgiving break. The new furniture should be in place by Spring Break, 2011. Mr. Kraemer noted that due to economic constraints, several groups with a stake in this project have been brought together to pool funds. Students are deeply invested in this project; it will make a big impact on the functionality of the building; administrators from Business, Science and Engineering have been engaged as students in those colleges make extensive use of this facility. Academic Spaces has also been consulted, reported Peggy Rowland. The lounge is perceived as exclusively student space, whereas faculty input will be solicited for the lab renovation as there is more interactivity there.

### Software Acquisition and Distribution, Olaf Wiest, Chair (position open)

As there is no chair of the committee, Peggy Rowland reported on developments. There is increasing campus attention directed to the acquisition of software, leading to significant attention to processes by OIT. Trent Grocock, current OIT budget administrator, has said that a policy to fast-track low level shrink-wrapped purchases will soon be developed in response to this increased interest. Since June, 2010, response time to purchase requests has improved significantly. Rowland noted that any difficulties experienced by faculty should be reported as the purchasing group is committed to 'getting this right.' Mr. Kraemer agreed that this is a high priority for his staff as well; processes in OIT are being examined. Rowland added that general counsel has been consulted as well.

Rowland noted that the ordering procedures are posted on the website, although all agreed that there are many procedures initiating in home departments. The delays which are still occurring, while perhaps related to the complexity of processes, are considered unacceptable; it will 'stay on the front burner.'

### CRC Faculty Advisory Committee, Mark Stadtherr, Chair

There was no report.

## **4. Student Updates**

### Graduate Students, Kevin Mueller

Mueller, unable to attend, submitted a list of graduate student concerns.

1. Make more software free for students (graduate students in particular) for research, such as Adobe and Stata. Mr. Kraemer suggested a policy response to this request.
2. Make online space for collaborative research easier to access-- possible crossover with Digital Asset Task Force. Mr. Kraemer noted that the Digital asset management group is currently working on this concept. Ed Bensman said that a collaborative research space will be readily available if the new CMS choice is Sakai. However, he noted that some vetting may be necessary as materials connected with teaching will be stored in the same space as collaborative materials.
3. Provide better advertisement for and promotion of new and current software which is available to graduate students; offer classes for students to learn the software.
4. Reinstall the printer in the Galvin Building; when the Galvin Building Library was closed, access to the Pharos printer was eliminated.
5. Suggestion: Keep Webfile or something similar indefinitely, since many people use this religiously.

On the issue of printer access, members discussed campus issues which have led to a greatly increased use of printing by students—the increased use by faculty of eReserve rather than texts or coursepaks for course reading; the move to electronic materials by publishers; increased use of the CMS by faculty (Dean Edmonds noted that the Law School Library is also dealing with these concerns). Rowland noted that printing in Fall, 2010 has been used at a rate 3 times what had been estimated. This has necessitated an aggressive replacement plan of the residence hall printers during the Winter 2010 break; 36 printers will be replaced with high-end printers, in conjunction with Xerox. Mr. Kraemer noted that the increased printing occurs in part because of the convenience to students; while it is not an exorbitant expense, a twice yearly replacement of printers is also not a ‘green’ solution.

Mr. Kraemer said the problem of ready access to printing capabilities is a concern for administration; neither faculty nor students should be hampered by printer failures. At the beginning of the Spring, 2011 semester, the necessary software and drivers will be ready for installation.

Prof. Easley suggested that the increase in student printing may result in a decrease in the student purchase of cheap ink-jet printers. He noted that there may be a net environmental benefit if this is true, as those inexpensive printers are generally disposed of as trash when the cartridge needs to be replaced. He suggested that data be procured on the rates of student purchase and use of portable printers since the advent of universally available dormitory printing to determine if there has indeed been a decrease in their use.

Members also discussed the particular issue of access to printing poster sized documents, which students in the Sciences and Engineering particularly need. Options were discussed, including online services, local printing shops, printers available in central locations on campus, such as the library, and in house printers located in the high demand departments. Ms. Pilkinton noted that the cost of printing done in service of class work could be wrapped into library services, if printers were housed in the library. She stressed that the library is particularly committed to supporting course work. Pilkinton added that the cost of tubes for transportation of posters might also be wrapped into library services. Mr. Kraemer noted that Indiana University’s main library has created a printing center in the lobby of the building; possibly a consultation with administrators there would provide some useful information. Members agreed that the problem touches many disciplines, and that poster presentations are a useful teaching tool, worth the financial support of the institution.

Dean Edmonds reported that printing costs have increased 25% in the Law School Library this semester, and students regularly request access to more printers. This problem is likely to increase as the use of iPads and other mobile devices spreads. Members discussed the financial ramifications of the situation: since the total cost of campus printing is growing so rapidly, it would be sensible to consider alternative options.

Undergraduate Students, Casey Cockerham

Peggy Rowland reported for Mr. Cockerham that he has been working with Jon Crutchfield, OIT, to create an app so that students can check the balance of their meal plan monies. Cockerham and his committee have also been working with the Registrar's office to improve the functionality of the recently installed 'enhanced class search' link. Mr. Pace noted that the broken link has been repaired. He also said that the Registrar's office is working with students and their ideas about fine-tuning registration. The input of SunGard has also been sought. Soon registration will function similarly to online shopping. He estimates that it will be a year before the software can be perfected and another year before it can be fully installed.

Students are pushing for a mobile app for washers and dryers in the residence halls, so that the availability and status of the machines can be ascertained without having to trek to the basement for a physical check.

## **5. Exchange outage update**

Mr. Kraemer reported on the Exchange outage, which occurred by coincidence on the day the university officers were meeting on campus. He stated that Exchange did not actually go down. He also emphasized that no error was committed by any ND person. In fact, the problem was a systemic one, relating to a failure, in 2003, to patch a server properly. When that problem had been noticed, at that time, concerns about taking down services to repair it resulted in an indefinite delay. This delay caught up with the system and caused the apparent outage of Exchange.

Staff members worked tirelessly for 20 straight hours to identify the problem, including 17 hours of phone consultations with Microsoft. Local staff identified a way to return service within the first 20 hours. However, the cause and permanent solution were not found until the next day, when a Microsoft representative who happened to be on campus for scheduled maintenance was able to spot the broken connection between the specific server and the software. Once identified, the problem was repaired in 15 minutes.

Mr. Kraemer said that although no ND staff were responsible for the problem, it was to be noted that response time to the incident was below par. He has met with university officers, and in the future 'incident response process' will be raised to a 'high level university risk.' An incident response committee is being formed to draft this policy.

Mr. Kraemer reported that the actual infrastructure will be studied, with the goal of raising it to a high level.

Mr. Kraemer again apologized for the disruption, and he offered to share the detailed report with members.

## **6. Top 5 issues for UCAT to address**

Given the small number of members in attendance today, Mr. Kraemer suggested that members assess the list of suggested topics for UCAT to focus on, providing feedback to him via email. Then a survey can be conducted to rank the topics in preparation for a full committee discussion on the results of the survey. In response to Prof. Easley's suggestion to use the subcommittee structure as a way of winnowing down the list, Mr. Kraemer noted that he envisions turning over the key topics to the appropriate subcommittees after the topics have been vetted by all members.

As time had expired, the meeting was adjourned.