Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center

910 Madison, Room 502
October 26, 2009

Members Present: Taylor Strickland (CIO), Don Thomason (Chair), Bill Brescia, Tonya Brown, Ian Brooks (Secretary), Felicia Christian, Robert St. Clair for Matt Grayson, Jeanne Hermann-Petrin, R. Dale Jackson, Kent Lee (Chattanooga), Vikki Massey, Bernd Meibohm, Don Peruski (Knoxville), Phyllis Richey, Marcia Sharp.

ITS Directors/Direct Reports: Lisa Aitken, Customer Technology Support (CTS); Todd Barber, Webmaster; Joe Johnson for Charlie Brooks, Application Development; Peter Fox, Computing Systems; Jason Holden, Infrastructure.

Judy Jefferson Johnson, Meeting Coordinator.

Members Absent: David Ball, Richard Kuebler, Adam Mabe, La’Keith Miller, Linda Risby.

Call to Order: Chair Thomason called the meeting to order at 8:31 a.m.

Approval of Minutes: Minutes of the September 28, 2009 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the September 28, 2009 Meeting.

CIO Report
- NAC Update. NAC migration is 3/4 complete. Other than a few issues, migration is going well. Buildings migrated today include Johnson and Link. Approximately 1,300 users are logging into the NAC.

Old Business
- Domain Change. Jason Holden thanked members for visiting the Customer Technology Support booth at the Employee Appreciation Day event. The turnout was great. The giveaways helped to spread the word about the new domain name. Domain dates were clarified—utmem.edu will end 2/28/2010; uthsc.edu will be the only domain recognized for the HSC effective 3/1/2010. Email contacts (including listservs) and web pages will be impacted mostly by the domain name change. Members were urged to notify contacts in their personal contacts/listservs of the change. Outbound mail will reflect the uthsc.edu domain change effective 11/2. Notifying Outlook contacts can be done using Office 2007 mail merge. Instructions are posted on the domain change web page at http://www.utmem.edu/domainchange/.
- Computer Resources Subcommittee. Dr. Thad Wilson, a member of the Faculty Senate IT Committee, volunteered to be the representative on this subcommittee. Several Campus groups have a similar committee. To avoid duplicating efforts, Secretary Brooks commented that Dr. Cindy Russell in Academic Affairs will schedule a meeting with Representative
Hermann and someone from each group to discuss existing resources, compile a list and go from there. Representative Richey will confirm the Senate IT designee for this group.

- **Podcast Standards Subcommittee.** Chair Thomason’s update was that podcasts were discussed in the recent CASA meeting. The Faculty Senate has set up a committee to address podcasts primarily as intellectual property. Some CASA members expressed interest in being involved in further podcast discussions. Regarding technical and quality standards, Todd Barber commented that iTunesU has a list of set standards for MP3s, audios and videos. This information is in document format and can be posted. He is also working on a FAQs section for the website.

**Questions and Answers**

Q. Will internal listservs change automatically?
A. Campus, faculty and staff listservs will be updated automatically. Personal listservs will need to be manually changed; someone will be updating these.

Q. Is there a reason both domains cannot be used?
A. Educause sets the rules for domains. Only one domain is allowed per .edu site.

Q. Will websites that list email addresses be automatically updated?
A. Sites that are on the main web server will be updated. All domain content on web pages will need to be updated.

Q. Can web clients be reconfigured now?
A. Not until 11/2. On this date, clients can be reconfigured with the new uthsc.edu domain. The utmem.edu domain will still work, but only through 2/28/2010.

Q. What happens if messages are received for the utmem.edu domain after 2/28?
A. A generic message stating the domain does not exist will be sent to the senders.

Q. Can we script it? With 9-month grant cycles, many have been submitted already. Some grant profiles have been changed. Can Educause extend the utmem.edu domain deadline?
A. No, we cannot script it and the Educause deadline cannot be extended for utmem.edu.

**New Business**

- **Challenges and Solutions.** Presentation overview was done by Bill Brescia, Ph.D., Director of Instructional Technology, College of Medicine. Highlights of electronic technology solutions included:
  - Testing M1 and M2 students with 150+ students per class approximately 25 times a year is a major challenge. There are time limitations and space restrictions. Testing is offered at certain times and access is limited to two labs to ensure testing security. Exam durations vary. Scheduling the testing rooms must be done well in advance for testing over several days. The solution—Par Test. Proper operation of the test requires pre-screening by Dr. Brescia. Exams are graded immediately and report analyses are generated for faculty feedback. Display glitches occur. When this occurs, the program does not specify the cause. The 4-step reload process has to be repeated once or several times to correct problems which can be time-consuming.
  
  - Reducing long lecture hours for large classes is another challenge. The solution—lecture capturing that was implemented last year. The program used is Articulate. User-friendly, the program helps faculty create lectures at their convenience with the aid of recording features. Powerpoints are converted into flash files. Graphics can also be incorporated into lecture content, along with movies once converted into a flash movie. Students can conveniently view lectures prior to class and they better understand lecture presentations. Classroom time is productively used for activities other than lecture.
Comments were made about other products similar to Articulate, including Adobe Connect and Cisco Web Access, also used on Campus. A question was asked whether it is absolutely necessary for students to come to Campus to take exams. The response was for the College of Medicine, absolutely. Taking exams remotely is not an option at this time.

A brief discussion followed re: the proposed 100-seat additional testing lab. This lab, in addition to the existing testing labs, would be the solution for testing challenges all students face. Chair Thomason requested an update re: the testing space, an IT Priorities item. Lisa Aitken’s response was according to the last update she received, the lab is going to be built. However, there has been no construction yet. Stimulus funds will be used to fund it. The item will be added to the November meeting agenda for a status update by CIO Strickland.

**Other Items:** None.

With no further questions or comments, the meeting adjourned at 9:15 A.M. The next meeting will be Monday, **November 23**th.