Minutes
CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
February 23, 2009

Members Present: Taylor Strickland (CIO), Jeanne Hermann-Petrin (Chair), Kimberlee Norwood for Bill Brescia, Felicia Christian, Sheila Champlin, Kent Lee (Chattanooga), Chanchai McDonald, Tonya Brown for Vikki Massey, Don Peruski (Knoxville), Ryan Peterson and David Ball (Standby Designee), Rebecca Reynolds, David Rosenthal, Linda Risby and Creshunda Phillips (Designee), Don Thomason and Larry Tague (Designee), Jennifer Watson (Secretary).

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

Judy Jefferson Johnson, Meeting Coordinator.

Members Absent: Latorie Bradshaw, R. Dale Jackson (Official Travel), Richard Kuebler, Ron Patterson, Tammi Redmond, George Wood.

Call to Order: Chair Hermann-Petrin called the meeting to order at 8:34 a.m.

Approval of Minutes: Minutes of the January 26, 2009 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the January 26, 2009 Meeting; Draft Consolidated IT Priorities

CIO Report:

- Emergency Generator. CIO Strickland confirmed that the generator is installed in the IT Operations Room and is running. It has been tested. Testing will be done on a weekly basis.
- 100Mb Internet Access. Campus internet has increased from 45Mb to 100Mb. This increase should improve internet performance for Campus users.
- Network Upgrade. The upgrade is almost complete. The February 11th deadline is behind schedule by a week, due to completion of electrical work in the Alexander Core Room. Jason Holden commented that the upgrade will provide 10Gb bandwidth to the Campus.
- Blackboard. Peter Fox stated the hardware is in place and is running. The return of the server to Campus should be a transparent process. Users should not be impacted.
- Xythos Update. Mr. Fox confirmed the software has been installed. Beta testing will begin soon with the Faculty Senate Computer Technology Committee. Others interested in being included should contact Mr. Fox at pfox@utmem.edu. Chair Hermann suggested including the Advisory Committee since email is used in sending documents to members.
- Web Content Management System. To update web pages System-wide, UT System purchased Collage, a web page development software by Serena. Todd Barber stated the product is no longer sold and consequently, fixes and support are not available. For these reasons primarily,
UTHSC does not use Collage to update its web pages. UTK had more training in the using the software; a few of its sites were created in it.

Migration of Campus secondary web pages to the new template format is 40% complete. Departments should contact Mr. Barber at ebarber@utmem.edu for update of their pages.

**Old Business**

- Campus Listservs: Opting In/Out. CIO Strickland confirmed that listservs for faculty, staff, students and Campus cannot be opted in or out. Members remain in these until they leave the University. Daily email volume was discussed with particular emphasis on advertising emails and same source resubmissions. The concern that important emails are often deleted due to these was also mentioned. Representative Lee asked the following questions—Can the volume of sent messages be limited at certain times of the day? Is there a limit on the number of times same source emails can be sent? He suggested the possibility of creating another listserv for Memphis-specific information, creating Campus subsets to direct emails, and segmenting out official business emails from unofficial ones. CIO Strickland reiterated that email is the official communication for Campus. He added the suggestions would create more listservs and it is not possible to edit every email. Campus is also revisiting the possibility of changing “utmem.edu” to “uthsc.edu”.

Regarding email volume increase, Representative Champlin commented on the reason for the increase of individual emails, as some users were not receiving bundled messages intended to decrease volume. Clarity was also provided regarding advertising emails: vendor–Campus advertisings promote the business relationship to the Campus community and public-funded Campus events are governed by publishing guidelines for disseminating information to broad audiences. Mrs. Aitken asked whether the Campus Calendar should be used for these events. Members requested Representative Champlin’s help in consolidating advertising messages. She is working with Finance and Operations concerning the issue.

**New Business**

- Student Printing. Representative Peterson conveyed students’ request for front loading printing quotas, as students print more during their 1st and 2nd years. Lisa Aitken stated front loading cannot be done with the current system. The issue has been discussed with Vice Chancellor Scheid. Printing usage for the year will be forwarded to Dr. Scheid in May at her request. Upon her review, a decision will be made concerning the matter. Students’ accounts will be refreshed in May also. Mrs. Aitken stated Colleges should be providing course materials to students. If this is not the case, Dr. Scheid needs to know. Additional comments:
  - Computers are almost 3 years old and will be refreshed over the summer, per Mrs. Aitken. All computers in the lab are working. Discussions are on the table for another computer lab in C109 GEB.
  - David Ball, P4, shared College of Pharmacy’s approach to meeting student printing needs with a dedicated printer, aside from the GEB print lab. Printing costs are factored into class dues. The problem is students are not provided with what they need. Pharmacy classes discussed their course lecture needs—didactic lectures by block and by semester.
  - Representative Reynolds stated the printing issue is a policy issue. Everything has been placed online. Her question—who is footing the print bill? Mrs. Aitken commented that students want handouts.
o Course materials are not provided to students ahead of time. Updates for course materials are uploaded and printed in the lab to add to the materials. A better way is needed to distribute materials to students. Mrs. Aitken commented that the printing utility can be consolidated.

o Representative Peterson commented on a survey that will be sent to students re: IT and other issues. The above will be included in the survey and discussed with the Faculty Senate. He will also include the dedicated printer suggestion.

Questions and Answers
Q: Although messages have been posted about backing up Blackboard courses, will content be lost if courses are not backed up?
A: Course directors have been advised to back-up their course content and gradebooks. An archived copy will be sent to Computing Systems.

Q: Is there an administrative policy that states listservs cannot be opted out of?
A: The decision was made by Campus Administration.

Q: Is it possible to segment out official business emails from unofficial ones?
A: Communications and Marketing sends out the messages.

Q: In the future, would it be possible to front load or rollover print quotas, putting 4,000 pages on the front end since students do not print as much in their 3rd and 4th years?
A: Start dates for colleges are different. Mrs. Aitken will look into a way to modify the current system. The process will be evaluated at the end of May.

Q: Can Digest messages look more professional?
A: CIO Strickland stated he will take a look into it.

Q: Are we trying to get IT funds that may be provided in the President’s stimulus packet?
A: Yes.

Ongoing Business

IT Priorities List.

- 2006-07 Priorities. Subcommittee members were thanked for working with Chair Hermann to review and update the list. She consolidated the remaining priorities into an alpha-category list. A legend was added indicating working groups by mission areas for the particular listed categories. Copies of the draft list were distributed. It was also emailed to members and will be posted on Blackboard.

- Prior to the next meeting, members should review the draft list and forward corrections—miscategorized items, duplications, etc., to Chair Hermann, and include items that need to be added to the list. They were also urged to share the draft list with constituents and get their feedback on what needs to be included from an IT perspective. It was noted that some items listed may be completed, but were left on the list for awareness purposes for the Campus community.

Other Items

- Microsoft Contract. CIO Strickland mentioned Microsoft is making available its products to faculty and staff. This is a Systems initiative. Mrs. Aitken added testing is in progress on how best to implement. More details will come later.

With no further questions or comments, the meeting adjourned at 9:23 A.M. The next meeting will be Monday, March 23rd.