Minutes

CIO Advisory Committee Meeting
The University of Tennessee Health Science Center
910 Madison, Room 502
March 22, 2010

Members Present: Taylor Strickland (CIO), Don Thomason (Chair), Mary Ann Morgan for Bill Brescia, Ian Brooks (Secretary), Felicia Christian, Matt Grayson, Jeanne Hermann-Petrin, Dale Jackson, Adam Mabe, Don Peruski (Knoxville), Creshunda Phillips for Linda Risby, Marcia Sharp, Larry Tague, CGHS designee.


Judy Jefferson Johnson, Meeting Coordinator and Cris Williams, Guest, UTHSC ISO.

Members Absent: David Ball, Tonya Brown, Vikki Massey, Bernd Meibohm, Richard Kuebler, Kent Lee (Chattanooga), La’Keith Miller, Phyllis Richey.

Call to Order: Chair Thomason called the meeting to order at 8:35 a.m.

Approval of Minutes: Minutes of the February 22, 2010 meeting were approved as submitted.

Meeting Materials: Agenda; Minutes of the February 22, 2010 Meeting.

CIO Report

- New Campus ISO. Cris Williams, the new Campus Information Security Officer (ISO), was introduced to the Committee. Contracted by the UT System Information Security Office in Knoxville, Cris will be assisting with security activities on Campus. His primary responsibility will be working with UTHSC personnel in updating our HIPAA risk analysis.

- Domain Update. The uthsc.edu domain implementation went well. Committee members have not received feedback re: the change. The Helpdesk has received very few calls.

- IT Assessment. The RFP (Request for Proposal) was sent 2/26. The timeline is as follows: Vendor response: 3/26; Contract award: 4/27; Target vendor delivery: 6/27. The outcome: an outline will be provided showing how IT is managed on Campus and a recommendation will be forwarded to Administration re: how IT can be handled.

- IT Services Strategic Plan. A copy of the plan has been presented to Dr. Ken Brown for his review and feedback. Once CIO Strickland receives his feedback, a copy of the plan will be forwarded to the Advisory Committee.

Old Business

- IT Priorities Status Overview. CIO Strickland reviewed the remaining 6/21/09 list of ranked IT priorities. Update status of priorities 9 through 15 follow:
  9. Speakers Bureau. In progress. Details are being ironed out by Malrie Shelton.
  10. Up-To-Date Computers for Students. Complete. Lab computers are refreshed every 3 years.
10. **Access Ability to Backup Computer Data Securely.** In progress. Peter Fox and Lisa Aitken are testing an application to allow PC backup. The Committee will also test it. The intent is to provide a centralized location for Campus data backups.

11. **Campus-wide Free Wireless–Public Access.** In progress. A plan for Campus wireless has been presented to Administration. Having free wireless is an access-points cost issue. Estimated cost: $1.75M.

11. **Training: How To Create Webcasts/Podcasts for UTHSC Use.** Complete. There are no plans to create the resource; equipment needed is not available per Todd Barber. He can only offer splicing assistance and iTunesU to distribute them. The Library has equipment resources to produce webcasts and podcasts.

12. **Print Management Options for Students.** Complete. The issue was reviewed with Dr. Scheid. Four-year printing balances provided in students’ 1st year was not approved.

12. **IT Helpdesk with Extended Hardware/Software Support.** Clarity is needed. Representative Hermann will review the original entry. If extended Helpdesk hours, CTS is testing its new operation hours of 7:30 A.M. to 5:30 P.M. Campus will be notified.

13. **Increase Access to Online Testing Facilities.** In progress. The new 100-seat lab is under construction.

13. **Upgrade Security Cameras on Campus.** Funding issue. Campus Police decision; ITS installs them. Representative Hermann clarified the concern—more cameras on Campus. Current cameras count: 160-180. Jason Holden commented on the new surveillance system and extended an invitation to the Committee to visit Campus Police for a tour.

13. **Integration of Blackboard with a Faculty Database.** Complete. Academic Affairs has designed a faculty portfolio.

14. **Obtain Software at Reasonable Prices.** Complete. General Stores sells discount software. The Microsoft Agreement provides the MS suite free for office use for faculty and staff only.

15. **Improve Access/Seating in Student Open Access Labs.** In progress. (See 13 above).

15. **Implement E-911 Service on Campus.** Budget issue. Calls are routed to Campus Police and emergency responders are then directed to specific Campus locations.

15. **iTunes in Computer Lab.** Complete. The software is already installed on lab computers.

15. **Web-based Campus Tours.** On hold; budget issue. Content quality is under review by Sheila Champlin and Malrie Shelton. A decision will be made to go with home-produced or a professional service.

**New Business**

- **Challenges and Solutions.** Presentation overview was done by Marcia Sharp, MBA, Assistant Professor, Department of Health Informatics and Information Management (HIIM), College of Allied Health Sciences. A demo of Proctor U was presented. To view the demo, go to [http://www.proctoru.com/](http://www.proctoru.com/). Highlights were:
  - ProctorU is an online exam proctoring service. A computer, web camera and internet services are needed to use the service. HIIM students are required to have a web cam.
  - ProctorU has been used by HIIM since Fall 2009 when their program went completely online. Maintaining exam integrity was a major concern as HIIM students are in various locations.
  - ProctorU is compatible with Blackboard.
  - Students register for exams.
  - Course directors can access the Activity Report to check that students are registering for exams.
• Authentication is done on the exam date via Acxiom Authentication in identifying the student’s identity. The proctor verifies the test area. Step-by-step instructions are then provided to students leading to an actual exam.
• To maintain exam security, a password can be forwarded to the proctor. During exams, exam incidence activities by students, such as behaviors of cheating, can be recorded by the proctor on the Activity Report.
• ProctorU is used by other universities.

Challenges faced by HIIM were:
• Deciding Exams to Proctor: Mid-terms and finals are proctored; quizzes are done on Blackboard.
• Deciding Who Will Pay for the Service: Students can pay via a credit card. Or, the department can be billed monthly. HIIM pays for the service for its students.
• IE8 Browser Incompatibility: Working with Keisha Houston, Blackboard Administrator, resolved browser issues. Instructions for using Mozilla Firefox were sent to students and the proctoring service.
• Exam Time: Exams are given between 8:00 A.M. to 9:00 P.M. Students were accustomed to 24-hour exam access. The adjustment is working out for the students.

April Presenter: Ian Brooks, CTSI Program Manager, Academic, Faculty and Student Affairs.

Questions and Answers
Q. Is there a map of all of the access points on Campus?
A. No. Jason Holden will put something together and present it at next month’s meeting.

Q. Are there still incompatibility issues with Blackboard?
A. No.

Q. What is the cost of exams?
A. Two hours or less, exams are $22.50 per student.

Other Items:
➢ Showcase of Education. Secretary Brooks announced that Academic Affairs will host this annual event, April 27th. In the past it was a half-day activity. This year it will be a one-day event. Committee members were invited to present a computer-based education presentation at the Showcase. If interested, emails should be sent to ibrooks1@uthsc.edu. Todd Barber, Campus Webmaster, will be a speaker at the Showcase. Chair Thomason commented that having the Challenges and Solutions segment provides information on computer resources and contact persons.

➢ April Meeting Agenda Items. Terms Ending 6/30/10 and Nomination of Officers.

With no further questions or comments, the meeting adjourned at 9:20 A.M. The next meeting will be Monday, April 26th.