

Information Technology Council Meeting

10:30 am, Thursday, November 12, 2009

Jacobson Hall, Room 206

Recorded by Jeff Boles

Members Present:, Jeff Boles, Loretta Early, Stefan Ice, Suleyman Karabuk, Robert Kelly, Nick Key, Tammy McCuen (Chair), Burr Millsap, Sarah Robbins, Chung Kao, Dennis Aebersold

Members Absent:, Xiangming Xiao, Colin FitzSimons, Nicholas Hathaway, Todd Stewart

Guest: Alisa Burris (Course Capture initiative), Eddie Gibbs, Gary Bristol (export controls), Jeff Wilson, Matt Singleton, Sean Ensiz

I. Call to order, Minutes from October 8, 2009 Approved (*at end of meeting*)

II. IT Updates

- A. Fall Tech Cleanup (Matt Singleton): For the last two weeks in October cost of recovery was waived, still working to finish all the requests, 60 pallets of old tech removed from campus, wiped to DOD standards, would fill 3 54foot 18 wheeler, total of 500 pallets since last year on campus, will do another cleanup in Spring
- B. CRT to LCD special upgrade off has been well received through ITStore.
- C. One-day sale in ITstore on November 19th, great deals, marketing going out through facebook and twitter
- D. iThink/Photo Rosters (Eddie Gibbs): Prototype has been developed, photorosters for classes will be there, attempting to make it user friendly for faculty, working with portal team, trying to have it ready by January
- E. Cognos Reporting: Multiple problems that are being worked one, from queries having issues, the need to build queries, large output to excel problems, there are tickets open to both IBM and SunGard, and campus is paying to have a Cognos engineer onsite to assist, Cognos is the reporting tool for Banner, used for student reports and possibly more in the future
- F. Ozone Questions:
 - 1)(Stefan) Experience with oZone has been overwhelmingly negative, of dozens in his area only one person has liked it. In the school of music widespread reports of usability problems, students having a hard time with the "CRN" numbers use to identify courses.
 - 2) Problems with how courses are lined out, too much info for each course, makes reports impossible to navigate. The report is stated to have gone from 2-3 pages to 25, with no increase in useful information. The request is to have the information streamlined into course number, seats, and who is instructed. A

simplified report in the format they are familiar with and has critical info. Lots of concern over where information is placed.

- 3) Attached document provided by Stefan enumerating problems.
- 4) (Eddie Gibbs) IT is aware of the problems, and this is a first release. They have been focusing more on the backend to build a highly sustainable platform, but the interface is still lacking for usability.
- 5) There are inaccuracies in the data being found each day, resulting from the migration. This could include courses omitted from the schedule, seats in a course being wrong, or such data errors. They have been working with classroom scheduling to resolve many of the issues. There was manual entry of some data, resulting in human errors.
- 6) IT is working on an excel view of the information, and classroom scheduling is doing a great job on correcting errors.
- 7) Recommendation that departments need to do their own validation of information.
- 8) Additional discussion of the lack of a shopping cart system. Old allowed creation of three different "carts" of classes before committing, current system commits one class at a time in real-time. SunGard is working on a shopping cart piece, but it is in development. Would not do requirement checking, but allow trial schedules. Long term plan is to have a more robust solution.
- 9) Focus for oZone at the moment is on bursar office for January.
- 10) Project team has worked with a facebook group called "I hate Ozone" to try to get useful feedback, and had some success.

G. Security Updates (Sean and Jeff):

- 1) Tipping Point is in place
- 2) OUWifi is active, as OUGuest. OUGuest blocks any traffic for OU sites requiring passwords, OUWifi requires registration.
- 3) 5000-6000 WIFI devices at peak usage.
- 4) The new security measures on OUWIFI do not make it more secure for the end user (the traffic is not encrypted) but more secure for the University for accountability.
- 5) WIFI is broken down into four regions: Research, South, North and Main.
- 6) NetReg – your computer is required to be registered on first usage, and five questions have to be answered on the WIFI. The unique MAC address of your computer will be registered to your user login.
- 7) Laptop Encryption (Gary): There are restrictions on export and import of items when going out of the country when the level of encryption is beyond certain thresholds. Items in violation can be confiscated at either end of international travel. If your area needs encryption and is concerned about sensitive data, OUIT will work with you as part of a managed service to assist.
- 8) Stefan asked about getting information about the restrictions on encryption and the managed options to the campus populace. Options to disseminate

information would be discussed in the future. Primary concern is to ensure we are all in compliance with export control for the University.

III. Lecture Capture (Alisa):

- A. Wimba – had first showing of product, good first attempt, became apparent perhaps more feedback gauging methods are needed.
 - B. Trials for rest of semester are on hold till spring, learning and teaching program will be working on devising different methods of collecting data.
 - C. There is a gap in understanding and expectations between surveyed groups. Wildly different ideas of what the product is intended to do and its capabilities.
 - D. Consideration of working with faculty groups closer to better determine required feature-set as opposed to doing product demonstrations at start.
 - E. Discussion of how best to contact departments, consideration of forming a task-force.
- IV. Outlook 2010 Upgrade – discussion of some issues with Outlook 2010 migration, headaches caused for users with Outlook 2003.
- V. Close of meeting, next meeting scheduled for February 11th, 2010 @ 10:30am.

Additional information:

Student complaints

Not being able to do a trial schedule

The CRN numbers are very very confusing.

There is difficulty in viewing all classes because category names are at the top and the student must scroll back and forth (not sure I'm explaining this well since I've never seen it

Staff and Faculty Complaints

Inability to print concise hard copy of all the classes for quick reference.

Inability to print all sections of certain Prefix for quick reference

All the typos from entering the courses in by hand. Why was there no one double checking the work?

"I've been very disappointed that there has been **no phone support**. IT told me they didn't know the system. There needs to be extensive phone support training for faculty help.

The schedule doesn't reflect current changes and that there are so many problems with the schedule being correct is actually very frightening. The accuracy was much better before and it was so much easier to track what was current.

Ozone is extraordinarily "non-intuitive" and very hard for a person such as myself to use. I'm still trying to get to the spring schedule to see why one of my classes is supposedly "full."

I'm wondering if this was "tested" with professors staff and students before being launched.

Corrections made at classroom scheduling are being made, but then are not saved and have to be made a second and sometimes third time. This is not user error, it is a problem with the system.

There is no way for users to enter in faculty or change class sizes directly. This all has to go to Classroom scheduling making it very difficult for departments to add courses, not to mention all the work this places on classroom scheduling.

There is too much information on the course schedule. The following is information that is redundant:

Associated term - this is selected from the previous screen

Registration dates - this information is also found elsewhere

Levels - The course number tells the student this

Attributes - not important for the first look

Campus, Lecture type, and instructional method are not necessary on the primary view and should be included when you click the course.

All bolded items should be included in the view when you click the course, not on the entire course list. Furthermore, the course's enrollment cap and number enrolled should be on the class schedule listing, not on the interior course site. (We need the new "class schedule" to look like the old enroll screen!!!!)