

Group: Information Technology Council 2019-2020
Subject: Minutes for the ITC Monthly Meeting
Date: Monday, April 20th, 2020, 10:30-11:30
Location: Zoom

Recorder: Jeff Boles

Attendees: Darin Fox (Law), Andy Fagg (Computer Science), Jeff Boles (Center for Public Management), David Horton (OU IT), Aaron Biggs (Provost Office), Nick Key (OU IT), Eric Boyd (EM), Edward Reali (SGA), Jenel Cavazos (Psychology), Bentley Smith (Sooner Card), Sam Huskey (Classics and Letters), Chris Kobza (IT), Jeremy Hessman (IT), Stephen Ho (IT)

Working/Learning from off campus:

- Overall, OU IT reports things are going well
- OU IT shared stats from their dashboards, utilization of Zoom, ticket requests
- They have had to make changes to VPN over past few weeks, struggled a little with it, but the new Global Protect solution is working great
- Positive feedback from across the board on undertaking
- Regular meetings occurring with Academic Support and Distributed IT Staff
- Some reports of issues with Canvas video announcements. Canvas official guidance is to record the video elsewhere and then upload it
- Some limited issues with Canvas and TopHat
- Zoom is the University choice for video conferencing
 - Acceptable usage language added to the work anywhere site:
<http://www.ou.edu/ouit/workanywhere/access/zoom-acceptable-use>
 - OUIT is working on some Microsoft Teams documentation for the few groups who have a partner that refuses to use Zoom
- Discussion of ways to lock down a channel in MyMedia
- Darin Fox reports offsite instruction/work is going excellent in the College of Law, have had large scale webinars,
- Question about large sized (more than 500) for a webinar options, departments can buy them through OneNet
- Suggestions about using Zoom to stream to a publicly accessible URL so people can watch events
- Law school has been adapting exams for the take-home needs
- Jonathan Kratz – the usage of simulations in courses has been rocky at best, having to be creative. Med students typically use actors, which is difficult now
- Jenel Cavazos: using Canvas quizzes for exams where one question is shown at a time is very slow to load
- Secure on-line exam options are needed

New Sooner Orientation:

- Essentially, still going to with a 9:30-5 schedule, agenda will include 9:30-11:30 live webinar

- About 12 breakouts with 9 persons per advisor for individual advising. Student guides to help them with enrollment, beginning from 11:30-5pm.
- At end of day a parents have a webinar session, as well
- Begins May 19th

Student Perspectives:

- Many students feel this is a total mess on the academic side. Every instructor doing some unique for just their class; there is no consistency, and the students are struggling
- Students say this does not feel like real school, “that is a problem”
- Need to work with faculty to figure out how to streamline the process
- Students need a common landing space
- Samuel Huskey – We need a system in place for contacting those students who disappear from the radar, whether showing up to class or canvas

Hardware Repair:

- If there is a hardware problem with University equipment, call 325-HELP, techs will help to figure it out, there is a drop off location at Venture Drive,
- Distributed IT has been kept in the loop
- Work being done by DelCom
- Taking appropriate safeguards

Computer Standards:

- MS Surfaces: 2yr lifespan & harder to support.
- Alternative: Dell touch-screen laptop. Will still need an exception, but these are being approved

Return of Equipment:

- IT has concerns about equipment showing up with no way of tracking or checking
- Handle as a situational-specific need
- Contact Chris Kobza