

APPROVED 4/13/09

OSU Student University Technology Services Fee Committee

March 30, 2009
224 Student Union
Meeting Minutes

Present: Lee Adkins, David Bosserman, Courtney Clark, Darlene Hightower, Joyce Hise, Clay Holt, Nicholas Materer, Megan McCool, Ben McLaughlin, Maria Moccia-Wolff, Anne Prestamo, Mahesh Rao, Marlene Strathe, Don Turton

Absent: Tori Bryant, Satish Bukkapatnam, John Curry, Brecca Farr, Sanjay Kapil, Katie Thill

The meeting of the OSU Student University Technology Services Fee Committee was called to order by Nick Materer at 5:04 pm. Members introduced themselves.

1. Approval of Agenda. **A motion was made to approve the agenda. The motion was seconded and approved by a voice vote.**
2. Approval of Minutes. The 11/17/2008 minutes were included in the handouts for the meeting. A change was requested in the spelling of a committee member's name, Mahesh Rao. **A motion was made and seconded to approve the 11/17/2008 minutes with the changed noted. Motion was approved by a voice vote.**
3. FY09 Budget Status Update -- Darlene Hightower reviewed the budget report for FY09 updated as of 2/28/2009. The report has not changed much since the fall meeting. Several additional projects have been closed since the last report. The revenue figures have stayed the same.
4. UTSF Computer Labs – Hours of Discussion – Garry Morgan, IT Labs Supervisor, presented information that is being gathered which may offer possible cost-cutting measures in the IT Labs. The analysis is still in the information gathering stage. The first item discussed was a Print Analysis Summary. IT performed an analysis of the amount of printing that individual students perform over a two-semester period. The report breaks it down by volume of pages being printed. The report shows that 98% are printing 1,000 or less pages per year. Even though we do offer free printing, we are not seeing a lot of abuse. We are investigating some types of deterrents to excessive printing. One individual printed out over 18,000 sheets. That type of use needs to be investigated. Possibly there is a way to stop printing after a certain cutoff threshold, and possibly require the job to be released. The question was raised as to how you would distinguish appropriate vs. non-appropriate use. Currently we do not have any criteria to use. The analysis is still in the investigative stage so these discussions would need to take place. Some possible legitimate uses would be a dissertation or writing a book; we would not

want to step in and interfere with free use of the service in these cases. No criteria have been developed yet; the project is still in the discussion phase. The other cost-saving measure being investigated is shortening lab hours in one or two of the 24-hour labs. Two of the three 24-hour labs are funded by the UTSF. We are looking at how many people use the labs, what times they use the labs, how frequently they log in, how long they are logged in, and what labs they may be displaced to if we were to reduce the hours of operation. The information on the handout is from an informal survey taken for approximately one week where individuals who came in from midnight to 8 am were asked a couple of questions on a voluntary basis. The Kerr/Drummond Mezzanine lab, the Bennett lab and the Math Science lab were polled. The users were asked how long they were in the lab for this visit, how many time per week they used the lab and why they visited the lab. Overall, the usage dropped off after midnight and picked back up about 7 am. The use never reached zero. We do see significant drops between midnight and 7 am. The question was raised as to what the savings would be as a result of reducing the hours. Savings would be in the form of reduced wages for lab monitors; the amount of energy savings from turning off machines, lights, etc.; and reduced printing costs. It was commented that the use may just be shifted to other campus 24-hour labs.

5. FY10 Budget Request for Operations – Darlene Hightower referred to the handout detailing the operating budget and the software maintenance renewal for FY2010. The figure for salary and wages was not increased for full-time employees. An increase has been added to the student wages to meet the minimum wage increase which comes into effect July 1. Supplies and materials have remained the same. Maintenance costs were increased by 3% across the board. Network Services, Miscellaneous Expenses and Memberships have remained the same. A 10% Reserve is built into the budget. It was observed that there were several mathematics software items on the maintenance spreadsheet. There was a request to research if the main users of the math software are able to standardize on one or two software packages. Darlene Hightower indicated that this would be researched. It was observed that the 10% reserve this year is approximately ½ of the total available budget. The suggestion was made that we may consider lowering the reserve this year to a lower percentage. **A motion was made and seconded to approve the FY2010 operating budget and software maintenance budget. Motion was approved by a voice vote.**

6. Presentation of new requests for funding

- a. 10-007 – GU Tech Upgrades – David Campbell presented the request to upgrade multi-media in the general university classrooms: Campus-wide update/upgrade equipment; campus-wide screen replacements; new classroom technology installations; and equipment upgrades. The request is to keep us up to standard across campus. It was questioned whether screen replacements should be considered a technology item. This may more appropriately be handled as a building maintenance item instead of classified as a technology item. Given that the funding is very limited this year, it was requested that this funding request be

prioritized. David Campbell commented that the first priority would be new classroom technology installations and, secondly, the campus-wide update/upgrades.

- b. 10-008 – CRC Computer Quiosk – no representative was present to review the project. The Committee reviewed the handout outlining the project which is to install 4 workstations in the Center for student use.
- c. 10-009 – Mat Lab Toolboxes – George Douglas presented the request to add toolboxes to the MatLab TAH, which is requested by several colleges. After further research, the request amount can be lowered to \$3,900. Concern was expressed at the large balances available in the College Tech Fee Accounts and it was questioned why those accounts cannot cover this project funding.
- d. 10-010 – Visual Studio MDNA-AA – George Douglas indicated that this request can be cancelled.
- e. 10-011 – Webmaster expertise, either part-time or full-time – Lee Bird handed out information regarding the project and summarized the request for expertise in the web design area for the Student Affairs Division. The Division does not have a college tech fee account. The success they have had with their web presence is because of the assistance of several graduate students/undergraduate students. There are two areas in the eight departments in Student Affairs that have a technology step, one is in Residential Life and the other is the Student Union. There is a need for a staff member to provide webmaster services, communication and marketing services. Technical support for the OSU Experience is also needed. The breadth of the service touches internal as well as external student use. Templates are provided for the university's web presence, but assistance with actually putting the information out there is not available. Volunteers have been utilized in the past, but it has reached the point where a support position is needed on a permanent basis. Funds are requested for a full-time employee (\$40,000), or if that amount of funding is not available, a part-time employee (\$20,000).
- f. 10-012 – Student Staff/OSU Experience – combined into project 10-011.
- g. 10-013 – Virtual Lab – Tina Meier reviewed the project of a three-year rotation to the virtual lab server environment as well as a virtual SAS server. The virtual lab has been in production for three years and allows the students the ability to utilize any Microsoft product and a list of other products from the labs remotely. It allows the students to print remotely. The SAS server is taxing the system and is a critical part of this project. The question was asked what is driving this request – more use or fear of hardware failure? It is because of increased use. If the hardware is not replaced, we would have to renew maintenance on the existing servers.
- h. 10-014 – Online Classroom Hardware Rotation – Tina Meier indicated that the system was purchased in June 2006. We are trying to rotate one-third of the infrastructure at a time. This year the request is for the web front end servers and LiveRoom to be replaced. The usage on this has grown drastically since it was implemented in the Spring of 2007.

- i. 10-015 -- Flash Server – Tina Meier indicated that this request for video and audio in the Flash format comes from several faculty members for use in their course materials. This request covers the infrastructure for implementing these flash services. There was concern about how many different avenues should we support for video technology... I-Tunes, V-Brick, You Tube. This request has been brought to the committee previously. Tina indicated that the outcome of that request was to put it into test, which they did.
- j. 10-016 – Wireless Network Expansion – Michael White presented information regarding the request for continued wireless expansion. Michael reviewed a handout which displays the FY09 Components of Wireless Deployment. They experienced some issues with the vendor, Cisco, who released new versions. The new version was extremely difficult to install properly and came with its own set of bugs. Because of that and because of the need to call in additional assistance beyond what was normally part of our maintenance agreement, that cost was considerably higher than previously projected. Until they release another version of software later this year, we actually need a few more controllers than we will need later because, essentially, everything that is outdoor wireless must have its own infrastructure and indoor has to have its own infrastructure. The Library project went very smoothly. On the Outdoor coverage – after we purchased some of the gear to begin the outdoor coverage project, as we were working on installation, Cisco announced that that product had been discontinued. Therefore, since that announcement, we have had to shelve that project for awhile and begin negotiating how they were going to make restitution for their error. They have agreed to give a full reimbursement for some that we have done and 60% on others. We had to purchase replacement units on all the discontinued products. A handout was provided which displayed a map of the outdoor wireless coverage. Michael indicated that we will have the hardware to be able to extend the coverage west of Monroe. The committee asked what was absolutely needed for the expansion and to not regress. Michael responded that approximately \$50,000 was needed to continue our efforts toward a dual infrastructure and another \$20,000 to install the equipment that has been purchased for the outdoor coverage.
- k. 10-017 – IT Bennett Computer Lab Rollover – Charles McCann presented information on this project which is to purchase desktop units, scanners and printers for the Bennett Lab. The current equipment was purchased in 2005. Over the past years, we have customarily replaced equipment on a three-year rotation basis. This lab is the only remaining lab on a three-year maintenance schedule. We will begin rotating labs on a four-year basis. A four-year maintenance will be purchased instead of three-year. The printers in this request will be duplex-capable and duplex printing will eventually be the default in all the labs. The question was asked if budget will not be available to roll the entire lab, what would be the priorities? The priorities would be the printers, one working McIntosh, and at least 80% of the other desktops operable.

7. Discussion/Approval of FY10 Project Requests

The Committee discussed how to spend the limited funds available in the budget, and acted on the projects as follows:

Project 10-008 -- \$23,000 (CRC Computer Quiosk) – **A motion was made to not approve Project 10-008. The motion was seconded and approved by a voice vote.**

Project 10-009 -- \$3,900 (MatLab Toolboxes) – The requested amount was reduced to \$3,900. **A motion was made to not approve Project 10-009 and recommend the College of Engineering look into cost-sharing this purchase with other colleges using College Tech Fee funding. The motion was seconded and approved by a voice vote.**

Project 10-011 -- \$45,000 or \$20,000 (Webmaster Expertise) – While the committee recognizes this is a viable need, does not feel the tech fee is the appropriate funding source. **Motion was made to not approve Project 10-011, encourage alternative solutions working with Information Technology and the Office of Enrollment Management. Motion seconded and passed by voice vote.**

Project 10-017 -- \$84,648 (Bennett Computer Lab Rollover) – Project priorities were addressed by Charles McCann. A reduced funding request of \$16,500 would be workable to cover the printers and one McIntosh. **Motion was made to table until next meeting. Motion seconded and passed by voice vote.**

Project 10-016 -- \$250,000 (Wireless Expansion) – Discussion was held regarding the essential elements to move forward with the project and the equipment that has been purchased. **A motion was made to table the request and ask for a revised request to evaluate the actual costs of the Cisco upgrade when the upgrade becomes available and a more formal estimate of the cost to use the equipment we have purchased, but not installed. The motion was seconded and approved by a voice vote.**

Project 10-007 -- \$282,682 (GU Tech Upgrades) – The committee discussed the needs of classroom technology and how to allocate the funds available. **The motion was made to table the request and ask for a revision to identify the priority classrooms that are facing technological decay and are in need of upgrade. The motion was seconded and approved by a voice vote.**

Project 10-013 -- \$73,000 (Virtual Lab Server Rotation) – The critical element in this request is the SAS server. **A motion was made to table and request a revision to identify the particular items within the virtual lab that may cause potential**

failure and the cost of annual maintenance for the servers left in production. The motion was seconded and approved by a voice vote.

Project 10-014 -- \$10,379 (Online Classroom Hardware Rotation) – **A motion was made to approve funding for Project 10-014 in the amount of \$10,379. The motion was seconded and approved by a voice vote.**

Project 10-015 -- \$14,000 (Flash Server) -- **A motion was made to not approve Project 10-015. The motion was seconded and approved by a voice vote.**

It was estimated that approximately \$150,000 was left to appropriate. If the tabled requests for funding can be reduced, the committee will consider them at the next meeting. Darlene indicated that the number of credit hours will also be reviewed in order to evaluate if we want to reduce the reserve to 5%.

A motion was made and seconded to adjourn the meeting. Motion was approved by a voice vote.

Meeting adjourned at 6:55 p.m.

Minutes submitted by: Joyce Hise

Minutes approved by the UTSF Committee on April 13, 2009.