Campus Technology Committee (CTC)
April 27, 2020
Minutes
Meeting held via Zoom


Guest: Michael Hesler, Merve Kayhan Serter

1. Updates
   1.1. Spring Quarter 2020
   - IT Virtual Helpdesk opens every day, including Saturdays and Sundays
     Patrick reported the helpdesk is staffed by phone, email and virtually through Zoom.
   - Small number of IT employees are on campus Monday through Friday
     Some essential staff remain on campus to assist with tech issues, staff the helpdesk and perform renovation work.
   - IT Helpdesk in WG Building opens Monday through Friday. We establish checkout procedures with no physical human contacts
     At least one person is on duty Monday through Friday to checkout loaner equipment.
   - All current student workers continue to work virtually for IT, Computer Services, Media Services, and Multimedia Production Unit
     Our 20 student workers continue in their given capacity serving students, staff and faculty virtually as well as working on departmental projects.
   - IT partners with ASUWT and STFC to provide hotspots for students
     Sprint has provided some initial mobile hotspots for lending, and we anticipate more coming from T-Mobile. At this time, it is important to find ways to provide internet to students who otherwise cannot access this resource. Another option for accessing wifi has been provided by Pierce Transit. Some buses are equipped with wifi and students can park near the buses to gain access to the internet.
   - IT partners with STFC, Milgard School of Business MSBA Program and UW Tacoma Library to provide laptops for students to checkout
     Milgard has released some of their MSBA laptops to increase the quantity of available resources. IT has also partnered with the library to lend an additional 10 laptops. As a result of these efforts, UWT has more available laptops per 1,000 student FTE than the
average reported by Educause for all major universities in the US. IT has lent equipment to approximately 120 students.

- Students can checkout laptops, mobile hotspots and media equipment from IT. Currently, laptops, media equipment and hotspots have been checked out for the quarter. If students require the equipment for summer quarter, they will need to renew their checkout.

- Because of telework, more than a dozen faculty and staff employees have also checked out laptops from IT. IT has lent approximately a dozen laptops to faculty and staff.

- Eight remote labs (faculty and students have remote access to all the PC computer classrooms and the Open Lab in WG) and two virtual labs (specialized software labs are available in the Microsoft Azure cloud).
  - Similar to using remote desktop, the virtual labs allow access to specialized software without the need to download the programs onto local computers.

Wes announced he will co-present a Computer Literacy Seminar on Cloud Computing this Friday, May 1 at 12:30pm via Zoom. The seminar involves an interactive cloud computing game that introduces students to network, client services and cloud computing concepts. The game is offered through the Hour of Code platform, and students as well as staff and faculty are encouraged to attend the workshop.

1.2. Classroom Renovation

Patrick reported Joy 210 and SCI 309 should be completed soon. Also, Joy 211, 215 and BHS 103 are still on the roster for renovation and will likely happen during summer quarter.

1.3. STFC Annual Allocation Update

John stated STFC had reviewed about a third of the allocation requests. He added they are monitoring the budget closely to ensure they do not overspend. John also clarified that STFC used reserve funds to purchase hotspots and laptops, as these resources are considered essential for students without access.

2. Virtual Lab Presentation

Haluk, Merve and Michael introduced the Center for Business Analytics and their role in providing data analytics to students, staff, faculty and community partners through real-world problems MSBA students tackle in a 12-month program. The center is two years old and has partnered with local organizations like City of Tacoma and Point Defiance Zoo and Aquarium. Students use the virtual labs to explore, design and deploy solutions to business problems. The virtual labs are on-demand for student use and do not require the student to install any programs or software. Merve discussed some pros and cons of the virtual labs, highlighting that the labs are secure, pay as you go and easy to deploy, but that student usage quotas must be reset manually and, if a VM isn't closed correctly, charges continue to accrue.
3. Discussion on draft “Cloud Storage of Institutional Data: Use Guidelines”

Patrick reported the need to provide guidelines regarding data storage. Network storage is recommended, since files that may have been lost or corrupted can likely be recovered. It can be difficult to work with cloud storage hosts, such as Google, to retrieve data that may not be accessible for various reasons. Patrick emphasized the guidelines are records management recommendations, not policy. Julie asked about using the X drive. Forrest responded the X drive was mostly for storing large data records, and he wasn’t sure that drive was currently being backed up but would look into it. Stephen suggested the guidelines should include recommendations for titling records, such as including the year in the record’s title.

4. Other Business

John stated the STFC committee is reviewing a tri-campus proposal for access to Lynda.com (LinkedIn Learning) and asked for input. He reported the cost would be $1.65 per student to pay for licensing. However, John indicated the committee was hesitant to approve the proposal as some majors, such as Chemistry and Writing, may not receive the same benefit because the subject offerings focus mostly on business and technology. Haluk reported the UW already partners with Coursera, Udacity and edX to offer similar trainings and the rigor may be higher than Lynda.com. Patrick agreed with Haluk and pointed out Coursera, Udacity and edX offer a wider range of course offerings and are provided by reputable universities. John thanked all for their input.

Meeting adjourned at 2:01 pm.