INFORMATION TECHNOLOGY COMMITTEE MEETING
April 18, 2012
10:00 am – 1:00 pm
Washington Street Campus, Library 113

Minutes

Members in Attendance: Lee M. Colaw, Kim Davis, Terry Kleffman, Danita McAnally, Ed Nolte, Jeanetta Smiley, Dr. Dan Ferguson.

Members Absent: Heather Atchley, Pam George, Patsy Lemaster, Jason Norman, and Lynn Thornton,

Action Items

1. Approval of the Minutes - March 30, 2012. A motion was made by Kim Davis and seconded by Ed Nolte to approve the minutes as presented. Motion passed.

CIO Report -None

Discussion/Information Items

1. **Exploratory Sub-Committees Update:**

   a. **Dashboards** – Danita McAnally, Lynn Thornton, and Kim Davis- **no report**

   b. **Self Service Applications** – Heather Atchley and Jason Norman – **no report**

   c. **Computer Labs** – Dan Ferguson, Patsy Lemaster, Ed Nolte, and Jason Norman

   Dan Ferguson and Ed Nolte presented their recommendations to the members:
   The LabStats software program will provide the following information:
   -allows you to get a sense of how many students are in the lab at one time
   -currently in use at WSC in English department, writing labs, West Campus labs
   -when the student was there and how long they used the computer
   -allows tracking for what websites or programs they accessed by students and faculty
   -will be able to validate when the labs are being used by students, for budget requests of keeping the labs open after hours and on weekends, it will still require someone to supervise the lab and with cut backs this information needs to be proven before the funds could be spent.
   -also can show whether students are using Word, Excel, Adobe, or Google Docs instead to appropriate funds for software upgrades and maintenance in the future.
   -this program has been gathering information for the last 8 months, data is still being reviewed
   -this program will also allow for better computer utilization (seeing if all the computers are needed in the lab or whether the total number should go down over time.
   – chart shows the different student types, CE sponsored, friends of AC, Alumni, non-students, and employees
   -maybe Friends of AC should not be allowed to use the computers in the labs because they could be taking away time and usage from currently registered student's access
   -Continuing Education for employees that are taking classes too.
   -How long they are on per user? Most of the users are only on for 10 minutes or less.
   -One week, April 9th thru the 13th, 2012, about 36 to 37 students that averaged about 3+ minutes use in lab.

-If you go to the end, one student 500 minutes – that is just IT watching the system to make sure it works
-Some students are checking their papers and assignments and maybe just printing out their assignments and heading to class to turn them in (3+ minutes) or (10 minutes or less)
-some students have no computer access at home, so they are there all afternoon working on their assignments, dates, times and shows you the peak times for usage (5 students for 81 up to 83 minutes)
-we can also pick out the names of these students and see who is using the equipment in that lab.
-25 computers in this lab, peak time for usage is typically on Tuesday, at 1pm
-sometimes there is a class in the lab, faculty will bring their classes in for an assignment during class time
-also open times where students will come in and work too.
-Bottom graph has been handy to see when the peak times actually are and plan around that for staff and supervisors to be available.
-Really handy information that you would not have otherwise, it is data, pretty strong, 8 to 2 to man the lab, cut after that down time, peak time in the semester.
-Why can't we get this installed on everything?
-Our recommendation is to put it on as a tool and not as a means of managing the computer assets in that lab, also their tool to be used.
-Only time Lee comes over is when something peaks or something goes down to zero, Lee forgot about everyone being gone during Spring Break, it is funny how it comes out
-this list can be used for longitudinal studies and can be printed out for the whole semester or year
- the information has been pretty normal week after week
-this will let the lab managers and department directors know how to allocate their resources.
-whether the labs should be open at night, or weekends, and how much was it used during those times?
-Why can't we put it in every lab now that we know it works?
-There are labs where we still have no idea who is working on what, needs to get installed, what can we do to get it forward, academic leaders do not know this exists, why don't we roll out as a tool so they can collect data, make a decision afterwards, some other areas have used
-4 rooms at West Campus for labs, amazing results, not what we expected, we ought to open longer hours, the fact that we can't afford it, is a different issue, what are the longer hours?
Ed Nolte and Shawn Fouts at East Campus are interested in this information too and how it could be tied to access, crossing division lines, needed more validation before we rolled it out to all,
-Byrd Hall, CIS area might be a good idea but not apply, might now work in all cases, computer sciences will not allow in their labs, CTE division, some are doing nothing more than cyber security, you do not want that on the AC Network, let them see it
-Terms of the library, we do not have the data right now as for use, how many more months do we have to wait, had no check to see the value, we had Accutrack for the last three years and it has not worked yet
-LabStats new toy, started in pilot area to see, very easy to do
-will have to go thru Academic Leader, another ID card may be needed
-this program intrudes on and provides a lot more than ID card, where are the students, what programs they are in and using at any given time
-if the budget gets tighter and it will, the lab managers can show usage and that we will need to keep up that class, because there is documented usage
-Computers in the Library lobby are also being tracked on this program for usage by employees, faculty and students too.
-We needed to pause for validation, now time to package and go to academic leadership
-East Campus would like to have in access lab, it will not interfere with anything going on but would like to have it and show you what it can provide, decreased maintenance and downtime
-Continuing Education labs could use it but may not be feasible since classes are not linked to an academic area, might inhibit their smaller classes because some are only there for 4 hours or 5 minutes, they have a closed environment with access granted for that area only.
-We did not expect that success that has happened, do we own the rights to be able to install, not a big cost or deal, if we had it on most of the labs, West Campus, Washington, East Campus and Library, Community Lab has one lab and they are open to it
-B&I clientele is unique, lot of guests, most of the users are visitors for only a short amount of time
-Moore County, no interest, they are busy with preparation for their new buildings.
-Hereford is absolutely interested, and is looking for the validation for new buildings and equipment.

-Reduced maintenance calls, student is tied to that computer and access, no concern with the faculty, been really quiet, as soon as the student figured out the logon process, then they have no problems
-now they can get into Angel, Google mail, 30% are actually reading their mail, the standard is 20% across the whole state and we are above that.
-AC Alerts, all tied to same ID and login, all helping and working together
-the ones with the trouble are the ones not using it

A motion was made by Danita McAnally and seconded by Kim Davis to approve the recommendation as set forth by Dan Ferguson and Ed Nolte to proceed with research and development on the LabStats program.

d. **Employee (and Student) Technology Benefits Committee** – Lynn Thornton, Jason Norman, and Terry Kleffman – giving every category of employees and students the same rights does not make sense in this budget.
-Dual Credit Instructors, they should have an email account, access to our learning management system, don't need access to the computer labs on this campus because they do not use them.
-Could be the same with Students (Dual Credit), maybe we do or do not give them email accounts, they do get Google email accounts, no access to computer labs because they don't come to this campus, other resources such as Library access to use computer labs.
-Part-time faculty should have the same access and rights as Full-time faculty
-A report should be able to prove that currently we provide this many services and it costs this much for IT to do this. 40,000 students, faculty, employees
– Lynn still is working on this issue and will report at a later meeting.

e. **ID cards** – Jeanetta Smiley, Terry Kleffman, Lee M. Colaw
-Lee has met with John Salazar, the Head of Customer Service, and Ellen Green, Chief of Marketing.
-posters have been created and posted on the walls in the Advising Department at WSC to show students how to get into the system, myACcount, WebAdvisor
-posters have also been created that show the different categories for AC employees and lists what systems they are entitled to for access and resources. The Human Resources Department is handing out copies of this information during orientation for new employees.
-Lee showed examples of the possible designs for the new ID card, one with a Clock tower in the background from the Washington Street Campus on the front, another with the Badger icon

The current employee card has a white background with AC Contact Phone numbers for the Amarillo Campuses in the case of an emergency, it is only a badge, that shows the name of campus, the employee's name along with their title, department and picture of course, no magnetic strip and the barcode on the front only has employee information, even though currently there is not a reader in place for that barcode to be scanned on.

John Salazar says the ID card works for identifying students and employees when they wear them, but most do not know why they have them, and that they should carry or wear them on a consistent basis.

The main purpose of the current student card is for financial aid, the have to have the card to confirm their identity before being able to charge books or materials in the bookstore and they also use it at the Fitness Center to track who is coming in and out of the gym.

The employees and students can currently get as many new cards as they want or need without a charge for reprinting, even though this is not cost effective for AC and since they currently are not much of a benefit, it was suggested that the ID card be redesigned with marketing and to make them more usable and efficient.

The idea is to have one design for the students and one for employees. The cards will be reoriented in to a portrait style instead of landscape for printing and information. On the back of the new cards will be contact information for AskAC. This will allow for white space on top or bottom so corporate marketing can purchase advertising.

There are two kinds of magnetic stripe, ABA two lines and three lines. Lee suggested we add a magnetic stripe on the back of the new cards so we could tie it to the Cost per copy printing for students and faculty. This will also show that the card now has value for more than just name and proof of being a student or employee of AC.

Faculty printing at the Cost-per-copy stations should fall off because everything will be available on the LMS website and their students can print out what they need. There is still talk about having free printing for the students. The card costs $.50 to make. The students could use their ID card to add money for cost-per-copy printing, they can lose it and buy new ones anytime they want, but it will cost $.50 each time they get a new one.

-Hereford loves the idea and they are willing to buy their own ID system and pay for it there.
-West likes it too, they were the pilot for the first Cost-per-copy printing and it was very well received by all there.
-East Campus is still in the middle of many changes with renovations and remodeling going on currently.
-Moore County is not interested and said to do whatever we want.
-Right now we are producing all kinds of cards for all kinds of money and it is not really a benefit to anyone
-all of our Allied Health programs have to have badges so they can be allowed into professional development, attend meetings and on-site to medical facilities such as hospitals.
-We will always have a reason to have an ID card; we have to especially for Allied Health students.
-The new design is for the picture and information to be vertical on the front and horizontal on the back, because the magnetic stripe runs horizontally on the back side of the card for easier usage on scanners.
Student – Colleague Number under their picture – should it be ACNETID or Colleague Number?
-This information is also provided in the barcode, should the student name and ID number appear here?
-Center for Teaching and Learning classes, not an issue for employees, but is needed for the students.
-Danita wants to get away from having to write in and sign in for attendance, so we can just swipe the cards?
-Danita worries about identification issues, students do not know their id numbers, if everyone is on the new system with ACNETID, it may take four or five years to complete this transition.

Try to have the scanner capability – event at the Civic Center, so we can track student, faculty and employee attendance, that ability is coming because the paper lists we are currently doing are no longer making sense, should be able to scan when you come in the room so attendance can be tracked with a list produced afterwards.

How much do the scanner card readers cost $15, not a big deal, the software is the bigger issue that says what the data means, we can build the list and then you can just cut and paste the list into whatever you need.
-In certain rooms, you can use the scanner, the only difference is that the scanner reads the information, being able to avoid identity theft which is very big these days, any radio shack can do it too; we really don't have any big security.
-If they lose that ID card, they just lost money, it may be worth $10 to pick it up off the ground.
-We all know right now we cannot do debit or credit card spending from these, and maybe over time we will be able to do that, if it makes sense for a community college, and it may not
-Still doing the change design on the back, the front has been pretty well vetted
-Will do away with the threat badge because currently they look like a target and have no real value.

Cost – AskAC did a full analysis of what the current ID Card does; it does not do much now:
-annually 11,000 cards are printed
-the price for cards and printing is around $7,000, some years higher and some lower
-the ribbon that actually prints your name is $4,000 or $5,000 a year because the piece of tape physically moves by it and that tape is never used again, they will use approximately the same supplies every year
-It costs about $600 to $800 for the clips on the ID Tags
-It takes approximately 2 minutes per customer, at an average hourly wage of $.37 cents for labor cost
-everyone was very impressed with the information that was gathered for this cost study.

The overall cost will be cheaper and printing faster if some of the colors are preprinted on the card, blue, badger, AC and preprinted back, then when we print the difference information it will be faster and more efficient, can't use them for other things.

Ellen Green's division has offered to fund the template setups for the new design to help AskAC

-Customer Service will pay for the blank ID cards, without adding more people, budget or anything else. During the time study, it was also calculated how long it would take to print the cards if they were blank, badger, blue, other reason for preprinted card to save customer time.
-If the student or faculty lose their card, costs should be; first card is free, $1.00, $5.00 second time, $10.00 third time, folks say that these charges are not reality but we do need to charge because AC is losing money

The bar code on the front of the ID card is for information about the user (Name, student category, financial aid status).
The magnetic strip on the back is for cost-per-copy money.

First responders are going to CAT Cards, software costs $1,000 each, medical badges like that are too costly to try and meet those standards at this time.

Danita wanted to know if the ID card could be used for certain interventions that can affect students and how it affects their assessment, development and future information.
-Anything electronic we can pretty much prove, especially for ACNETID, you have to have it and a valid account to be able to use the cost-per-copy station, do not have enough money, valid student or employee if not then they cannot get into the system, no large number of federal grants, they went to the tutoring lab, who used it that is the attendance stuff, you can do thru ID card or they sign in for that class
-we can connect the scanner for computer labs or classrooms or carry it to the room since it will be small enough and track attendance
-we need to write the programs to hook onto these devices
-the only thing we will build and what we should build is name, date, name of meeting, name of group, professional development
- that is the next level of significance, how much time do they spend in the writer's lab, it is better than nothing
-what students attend commencement for graduation
-what students go to speaking engagements on common reader at the civic center

Tracking students using the Writing lab, Kathy's lab, and students attendance at major events off campus have been big issues, if we can solve that, then the classroom attendance can be addressed at a later date.

Cost-per-copy printing will be expanding to the following:
West Campus in Allied Health Building where the printers purchasing were funded thru CARE Grant
Byrd Hall and plan to do something in the
WSC, Lynn Library depending on what happens in the renovations
East Campus would like to discuss after renovations are finished
Not sure if this would work for Continuing Education students at B&I
Community link is interested
Moore County Campus is not interested because they give the printing away for students
Hereford Campus is interested because this will validate funds spent for renovations.

Lee recommends that we move on with the new card, as soon as the design on the back is done, Lee will send email to members and in the fall all of the new students can get one. Recommendation is that we continue to research this issue to ensure it is doable and funding is available. We are not far enough down the road to answer questions so we need to continue to conduct research. Ed Nolte made a motion and Danita McAnally seconded to continue research on this issue of new ID Cards, the motion was passed as presented.

2. Discussion

New Business

ITC membership for 2012-2013 - Recommendations for members next year everyone agreed that we will just keep the same team until we hear different or until relieved.

Lee wanted to see if there was a May meeting and will everyone be here, he knows that is it always hard to plan sometimes with summer and faculty obligations, but last year it took two or three months to catch up from not having meetings during the summer months and to regain momentum.

At the May meeting the following items will be on the Agenda:
-The draft Information Technology Services Tactical Plan for the next 5 years is available on the website
-Blackboard
-Datatel Enhancements
-Identity and Security

-Overall everything is looking good as we near the end of the fiscal year.

Updated on the fire on March 22nd, new computers had to be ordered for ones that were damaged in the Nursing Program, they are scheduled to arrive this week or next at the latest and they will be put into service immediately so they will be ready for testing.

A West Campus reorganization with the CAI Labs are being discussed.

Next Meeting – June 20, 2012, 10:00 am – 12:00 pm (noon), WSC SSC 277

Membership

1. Lee M. Colaw, Permanent Chair, Chief Information Officer
2. Pam George, Faculty Senate President (2011-12)
3. Heather Atchley, Administrators Association Representative (2011-12)
4. Jeanetta Smiley, Classified Employees Council Chair (2011-12)
5. Kim Davis, Continuing Education Representative (2011-12)
6. Lynn Thornton, Finance and Administrative Services Representative (2011-12)
7. Jason Norman, Student Affairs Division Representative (2011-12)
8. Danita McAnally, Planning & Advancement Division Representative (2011-12)
9. Ed Nolte, Instructional Department Chair Representative (2011-12)
10. Dr. Dan Ferguson, At-large faculty member (2011-12)
11. Patsy Lemaster, Academic Technology Committee Chair (2011-12)
12. Terry Kleffman, Administrative Committee of Technology Chair (2011-12)
13. Ellen Patterson, Executive Assistant, Recording Secretary

CHARTER

The Information Technology Council (ITC) is charged with:

- Review technology related policies, processes, and procedures recommended by the subcommittees and or sub-teams.
- Presentation of pertinent issues and recommendations (such as new policies) to the President's Cabinet for consideration and review.
- Review and oversee the Information Technology strategic plan.
- Oversight of Technology related committees in terms of charter, representation, and focus.
- Coordination and communication of pertinent information regarding technology based needs, goals, and activities with the representative areas of the AC community.
- Discuss and prioritize IT initiatives and ensure alignment of IT initiatives with the institutional Strategic Plan.