

**Faculty Senate Library and Information Technology Committee**  
**Minutes, April 13, 2015**  
**2:15-3:15 p.m. - 605 Hodges Library**

Committee Members (**bold indicates present**): Brian Ambroziak, Marianne Breinig, **Janna Caspersen**, Deb Chyka, Matthew Cooper, Mark Dean, Mary Lynne Derrington, **Jonathan Jackson**, Jacqueline Johnson (via Zoom), Agricola Odoi, Ragan Schriver, Vandana Singh, **Robert Spirko**, **Alan Wallace**, Forbes Walker, **Kathi Wong** (chair)

Ex Officio: Joanne Hall, **Joel Reeves**, **Steven Smith**

Action items:

1. Wong – find out when Faculty Senate meetings will be in fall and reserve Library conference room

Meeting minutes:

1. Approval of minutes for last two meetings – no quorum
2. Classroom Technology Funding
  - a. Currently, about 200 nationalized, registrar-controlled classrooms; we upgrade/refresh approximately 20 per year.
  - b. To date, Tech Fee was specifically not allowed to be used for technology in registrar controlled classroom upgrades; that is the domain of Facilities Fee;
  - c. Current status
    - i. Approximately \$500,000 per year from Facilities Fee
    - ii. OIT 2015 Customer Satisfaction Survey – classroom technology dropped from a mean of 7.8 to a mean of 6.88. This isn't just technology, it's also training instructors to use it well.
    - iii. Proposed nationalization of an additional 200+ classrooms
  - d. In March 2015, Tech Fee Advisory Board voted to **remove** restriction on use of Tech Fee to contribute to technology in Registrar-controlled classrooms
  - e. Seek to **supplement** existing facilities fee classroom technology investment and additional instructor training with technology fee funds
3. OIT Update - Faculty Technology Survey (Reeves)
  - a. Overall
    - i. 1823 respondents down from 2372 last year
    - ii. No adequacy gaps less than zero
    - iii. Perceived service level significantly greater than minimum needs in 10 of 13 items; other three items did not differ significantly
  - b. From 2014-2015 noted significant increases in
    - i. Adequacy of cellular coverage
    - ii. Campus Web sites and online services that are easy to use; lots of positive comments about Lynda.com
    - iii. Technology services that improve and enhance collaboration with others
  - c. Items of note
    - i. Wireless performance noticeably better

- ii. Wireless coverage **areas** still a concern – HBB, Music (soundproofed; inhibits wireless RF)
  - iii. Acknowledgement of improvements to MyUTK; some comments suggested “too busy”
  - iv. Zoom and Lynda very popular
- d. Faculty only – lots of adequacy gaps < 0 (see notes following table)

#	When it comes to	Min	Des	Per	Adeq*	Supr**
<b>Connectivity and Access</b>						
1	Having an internet service that operates reliably	7.97	8.87	7.92	-0.05	-0.95
2	Having an internet service that provides adequate capacity or speed	7.76	8.78	7.90	0.14	-0.88
3	Having an internet service that provides adequate Wi-Fi coverage	7.62	8.72	7.51	-0.11	-1.21
4	Having adequate cellular (mobile) coverage throughout campus	7.17	8.45	7.41	0.24	-1.04
<b>Technology and Collaboration Services</b>						
5	Having Web sites and online services that are easy to use	7.35	8.64	7.00	-0.35	-1.64
6	Having online services that enhance the teaching and learning experience	7.17	8.74	6.72	-0.45	-2.02
7	Having technology services that allow me to collaborate effectively with others	6.92	8.19	6.78	-0.14	-1.41
8	Having systems that provide timely access to data that informs decision making	7.32	8.46	6.83	-0.49	-1.63
9	The availability of classrooms or meeting spaces with technology that enhances that teaching and learning experience	7.26	8.53	6.68	-0.58	-1.85
<b>Support and Training</b>						
10	Getting timely resolution of technology problems that I am experiencing	7.62	8.78	7.75	0.13	-1.03
11	Technology support staff who have the knowledge to answer my questions	7.76	8.79	7.78	0.02	-1.01
12	Receiving communications regarding technology services that I can understand	7.20	8.32	7.38	0.18	-0.94
13	Getting access to training or other self-help information that increases my effectiveness with technology	6.76	8.05	7.04	0.28	-1.01
<b>Other Important Information Technology Services</b>						
14	Official University Email (on-premise Exchange, Office 365, Gmail) <i>self-reported faculty, students, staff, not declared only</i>	7.89	8.74	7.57	-0.32	-1.17
15	Ability to invite/schedule appointments with others through calendaring services <i>self-reported faculty, staff only</i>	6.16	7.56	6.92	0.76	-0.64
16	Online@UT (Blackboard Learn) <i>self-reported faculty, students, staff, not declared only</i>	7.46	8.59	6.85	-0.61	-1.74
17	UT System Services (IRIS, ANDI, TERA) <i>self-reported faculty, staff only</i>	6.74	8.00	6.46	-0.28	-1.54
18	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>self-reported faculty, students, staff, not declared only</i>	7.29	8.47	6.79	-0.50	-1.68

19	LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support <i>self-reported faculty, student, staff, not declared only</i>	6.67	8.00	6.46	-0.21	-1.54
20	Individual assistance with creating online course materials, podcasts, etc. <i>self-reported faculty, staff only</i>	6.27	7.88	6.45	0.18	-1.43
21	Apps@utk.edu (apps.utk.edu application server / virtual computer lab) <i>self-reported faculty, students, staff, not declared only</i>	6.23	7.61	6.11	-0.12	-1.50
22	Training classes offered by the Office of Information Technology	6.59	7.91	6.86	0.27	-1.05

\* **Adeq = Perceived - Minimum**

\*\* **Supr = Perceived - Desired**

- i. Internet service (items 1 and 2)
  1. Lot of funds going into wireless upgrades – new access points and more of them
  2. Increased connection to outside internet from 1.75GB to 3GB and saving \$10k/year
- ii. Wifi (item 3) – some buildings, underground areas
- iii. Cellular / mobile coverage throughout campus (item 4) – like wifi, some buildings have more issues than others; OIT has some ideas for improving cellular access in the future
- iv. Websites easy to use (item 5) – looking at redesigning the OIT websites
- v. Systems that provide timely access to decision making (item 8) – these are systems like Banner, IRIS, TERA, Alumni, Blackboard.
  1. Has group working with Institutional Research and Enrollment Services to build a data warehouse. Working on semester-to-semester based data like retention rates and graduation rates.
  2. Next desired step is to try to get some automated information from BB to Grades First in time to salvage the semester for a struggling student.
- vi. Support and Training (items 10-13) – no red; lot of positive feedback. Met with CASNR today; got a lot of positive feedback about the HelpDesk. When you call 4-9900, you might get Rose Parker (Assistant Director of OIT Support) or you might get a new student worker soloing for the first time (after six weeks training and three months co-working with a full time staff member). Regardless of who answers, we have to provide the answer or people get a negative experience.
- vii. Local Service Evaluation (items 14-22; not TechQual) – these are a lot of the Big Box services (IRIS, Blackboard).
- viii. Faculty comments – items of note
  - Web site content could be better organized
  - Banner, IRIS, Blackboard, TERA clunky
  - Blackboard Collaborate not well thought of
  - Access to useful data problematic

- Technology in classrooms missing; wireless performance in classrooms spotty
  - Favorable comments for OIT Support staff
  - More Mac support desired – but kudos to John Morgan, Patrick Villaverde.
  - More information about available services – marketing push to get people to sign up for IT Weekly – 1-2 headline articles, article about workshops, article about research tools, security tip
  - Bigger email quota – move to Office 365 will increase to 50GB
  - BB down often and at inconvenient times. We do BB maintenance on Saturday mornings; historically that is a very low usage time.
  - Want tighter integration between MyUTK, Banner, Gradesfirst
- e. Other campuses haven't reported to TechQual yet; last year, our minimum expectations were higher in 12/13 categories and adequacy gap higher (exceeded minimum) in 11/13 categories compared to other "High Research" universities
- f. OIT has good staff; have a lot of work to do; want to make it as useful as possible for faculty. Looking to integrate Zoom; BB Collaborate comes up for contract next year. We upgrade Blackboard once per year in May, based on Blackboard's December release. We want to run it through Development/QA first and make sure we understand and can support the differences.
- g. Questions / Comments? Wong – worked at another college and thinks OIT is one of the best things about working at UTK.
4. Library Update (Smith)
- a. Over the course of the last year:
- i. Expanded hours at all buildings and service points. Hodges opens 10 a.m. Sunday (instead of noon), 24-hour from Sunday-Friday, expanded hours Saturday. Music library earlier in morning. Expanded hours at Pendergrass. Added service time to Studio and Service Point in Hoskins that services materials there (micro, maps, govt)
  - ii. About 2 years ago, updated Library website to UT template. "Changed the body of the car" to be in compliance; over last year, "changed out the engine." Specifically, enhanced the search tool (Primo). Next year may have someone address this group in more detail.
  - iii. Library invests about \$9M / year in electronic resources.
    1. Discovery tool used before searched about 50% of the electronic resources. From first search box, had a chance of getting full-text access to 50% of the collection. Now it's about 70%-80%.
    2. The first search box is aimed at the general user. If you are an expert user, especially in a discipline area, likely to go to "native" interface (e.g., MLA, Chem Abstracts).
  - iv. Another new tool deals with library "enterprise systems" – buy, catalog, loan material. All the "back end" systems. The new tool, ALMA, is cloud-based; this has pluses and minuses, but the advantages in this case

- outweigh the disadvantages. Have incurred some higher year to year subscription costs, just as have incurred higher costs for extended hours.
- b. LibQual (similar to TechQual). Plan to run another session next year (charge to run the tool); time to make that investment.
  - c. Feedback from students asking about a new type of space. Will do so under a pilot program for Silent Space (meditation, thinking, even prayer); students making this request are from a particular background with multiple prayers a day and have had to exercise their faith in the stacks. Have identified a room for a pilot program next fall. Will be big enough for more than one student, but activity cannot disturb any other students in the room.
  - d. Lot of demographic changes in workforce in general and higher ed in particular. Good time to bring in new technology.
  - e. Increased costs. Will be recommending an increase in Library Fee.
    - i. Current fee is \$10/semester except for Law and Vet Med, which generates about \$500,000.
    - ii. Costs have increased by about \$300,000 to \$500,000 / year.
    - iii. Have been very careful about budget efficiency; one measure is ratio of dollars invested in staff to dollars invested in collections. Most universities seem to be around \$1.00 to \$1.50 staff to \$1 collections. UTK invests about \$0.70 staff to \$1.00 collections.
    - iv. Asking for increase to \$30 / semester. That would generate an additional \$1,000,000 per year.
    - v. Recognize that we cannot increase this every year; looking at about three years before asking for another increase.
  - f. Questions / Comments
    - i. Wong – can really see how many students use the library when they all gather outside during fire alarm.
    - ii. Spirko – renovations outside OneStop? Smith – two renovations. One outside OneStop from central funding. Second from donor money for special and rare collections, where the centaur used to be. Reading room in first floor due for renovations as well. Hopes that roof holds up for quite some time.
    - iii. Wong – has used new search tool and finds it very useful and helpful. Wallace – and very forgiving of faulty citations.
5. Suggestions for committee next year
- a. Nice if could start next year with ideas – will send email
6. Decide date/time of meetings for next year to reserve room?
- a. Set up meetings in advance so as to reserve this room? Would it be okay to reserve and then change? Smith – the earlier you can work with Pattie, the better. Wong – will set up for just before full Senate meeting.
  - b. The Faculty Senate schedule has been determined; likes having just before the full Senate meeting, but apparently not a good time because so many can't attend.
  - c. Wong – might send out a Doodle and ask what the best times are.

7. New business
  - a. Reeves – any communication regarding Faculty Database / citations? Spirko – Dr. Zomchick talked to Senate; very pragmatic. Wong – thinks that lack of information started rumors and panics.
8. Meeting adjourned