ASOIT and ITS Forum

Introduction of Jim Jones, VP – CIO

- History of OT tenure – started in April 2017
- History of Technology accomplishments at Gonzaga
    - Printing issues
    - Worked with student at Gonzaga on a few student led initiatives for issues
        - Printing in residence halls
        - Wireless connection issues
    - Completed or working projects so far at OT:
        - Has worked on network issues
        - Skype for Business
        - MyOIT redesign
        - Lynda.com
    - Upcoming Projects at OT:
        - Looking for students willing to help with the ITS strategic plan – please consider volunteering for this
        - Proof of concept on virtual labs
        - AR and VR experiences
        - AI student project (Caleb). An OIT version of Siri
    - Positions Available:
        - Support Desk
        - Classroom Support

Open for Questions:
Q: It would be helpful to have access to a computer to have vast amount of resources student projects.
R: Able to move things to amazon workspaces. RedShift is available for processing big data.

Q: My senior project was in Augmented Reality. Most irritating part of that was hauling my personal desktop around campus and having to set it up multiple times in order to show my project.
R: Alienware devices are being worked on.

Q: You mentioned VR and IR projects being worked on. What would the application of the VR stuff be? Lectures from home?
R: Currently, it's being used for marketing materials for the university. Hoping to be able to provide scavenger hunt opportunities in town.

Q: Residence Hall wi-fi?
R: ITS doesn't actually manage the Residence Hall. We understand that wi-fi and concrete walls don't work together well. What would you like to see there?
    Q: Faster rates and remove the 10mb per second throttle on the bandwidth

Q: How is the wi-fi in other buildings?
R: Compared to last year, it's a little more spotty. Every once in a while in class or a club meeting, difficulty connecting or loading a page. Mostly in Purvine.

- Purvine and Boivin are not yet updated
- LRC has spotty issues as well
- CU in the dining area. Walking from middle to south end, lose the signal between the walk.
- Cornett – maybe going to be fixed with remodel?
    - Yes, should be much better when the building in completed.
- Preparing to do a site survey to test the wi-fi in buildings
- Outside? It's pretty 50/50

Q: Owens Lab computers are not able to handle programs in the GIS lab. I'm unsure if it's the software or computer itself? Sometimes in the AutoCAD labs also.
R: Working on a 4-5 year replacement cycle to help be more prepared to make sure that equipment in labs doesn't become too dated. It would appear to be the issue in most of those labs, the computers are 4-5 years old at best.

Q: Wi-Fi outdoors. CAB does many outdoor events, specifically the football field for Music Garden. In the past, we have asked ITS for setting up an additional access point for that area.
R: Access point for that end of campus is on North end of building (College Union). This summer, fiber was run over to the east end of the stadium and there will be switch gear and a data closet. Also a goal for Dr. Nagi is to live stream commencement, so hoping to get it live by then.

Q: I've always found it strange that we have no capacity for graphics, 3D graphics, etc, but our students enjoy video games and game design.
R: Yeah, this would be a great student project, please follow up with Provost or Dean to see where the program might fit. Adding curriculum goes through those offices.

Q: I work in the Library. I've noticed that a lot of the computers "go out" at the same time.
R: Library computers are at least 7 years old. They are problematic.
        How many use the library on a regular basis? – almost all hands raised
        What for? – Computers, research, internet access,
It's on the radar, we are working on it and in conversations about resolution

Q: Every time I want to print on the computer, I have to use Internet Explorer and add the printer. Is there a way to simplify this process?
R: Please follow up with Tech Support for help to resolve this issue (techsupport@oit.edu). Printers are profile specific to your login.

Q: Is there a way or will there be a way to print on school printers from our own system?
R: Yes, wireless printing is being tested in the Library. Just recently setup in the last couple of weeks. Should be available soon, before the end of term.

Q: You mentioned a MyOIT redesign.
R: Yes, it's now techweb.oit.edu (very slow, on a test machine). It's almost ready, just waiting for some design elements from Marketing. Adjust to the device you're using, better look and feel.
Q: Same functionality it has now?
R: Yes

Q: When we login to computers, we use MyOIT login information. At Michigan Tech, when you logged into the computer using your credentials, it automatically logged you into the MyOIT options also.
R: We are working on single sign on. Once it's complete, you should be able to login once, except for Banner.
Q: Also for Library resources?
R: I'm not sure about all Library resources

Q: Purvine computers always do a first time setup. Computers need to install, accept terms of service, manage updates every time you login and launch a program.
R: Noted. Will look into this.

Comment: Purvine deep freezes the computers every night.

Q: Is there any way to get a printer in DOW?
R: There is no printer in DOW?
Q: Not that students have access to
R: No issue why this can't be done!

Q: Printers in the Residence Hall? Or Access to a printer 24/7

R: I would say this would be under student jurisdiction. Is there a location? I will follow up with Erin. We previously used a service called WEPA print (Work Everywhere Print Anywhere).

Tyler Anderson would like to volunteer on the student side of things

Q: One of the labs upstairs in Purvine, it's so slow. We spend more time compiling projects than programming them.

R: This is why we want to move to workspaces. Purvine is an old computer lab space. They are on the radar.

Q: What's your experience like registering for classes?

R:

- Sign up for a schedule, save it to your cart, then wait till midnight until you add classes.
- Crashed for about 4 minutes last night
- Very satisfied with the schedule planner

Comment: Schedule planner is absolutely great!

Big 3 issues to work on:
Wi-FI
Printing
Lab Computers
These are major, campus wide issues. Is anyone interested in volunteering to work on some of the other issues?
Skyler is willing but graduating
Tyler Anderson for printing

Jim would like to have ASOIT have someone serve as a liaison for iTS.

Q: Do you do this every year?

R: This is my first term, but I'd like to see us do this once per term and update people on where we are at with concerns. It's good for me to hear from the students.

Q: As a student program, we get our own email address, when I recently tried to access it, it could find the email, but I wasn't able to access it. This has been a problem since before we switched over to outlook.

R: Please contact me directly.

Q: A lot of clubs has issues getting access to their club emails. It makes it difficult to contact club members and create the communication community.

R: It's a clunky system for sure. We are working to create a better system, but we aren't ready to roll that out yet. Fall of 2019 it should be ready.

Q: I didn't even know we had a club email address, so we just made a gmail.

R: Noted, we will work on that.

Q: I'm not familiar with Sharepoint. Is that using OneNote?

R: OneNote and Office 365 is Sharepoint suite. They are integrated in your sharepoint site.

Q: OneNote- My tech writing professor is hosting our entire class on OneNote instead of Blackboard. It's not good.

R: Full disclosure, I despise OneNote.

Q: Have you ever hosted a technology literacy forum? For example, with the club emails, knowing we have those resources would be great!

R: That is a great idea! We did one at convocation for staff and faculty. I will work with ASOIT to do a Tech Expo.

Q: Making sure Technology in classrooms is working and faculty know how to use them

R: Classrooms are a challenge. Their has never been a standard employed when upgrading or altering classrooms. Each classroom is unique in it's technology. I (Jim Jones) created a technology advisory group, comprised of faculty, with the intent to standardize the classrooms, and implement an upgrade plan. Academic Technology Advisory Committee. Proposals are being proposed for the auditoriums in Purvine.