**The IRM Academic Advisory Committee Meeting**

**15 September 2011**

**Building 22, Room 133**

**Minutes of the IRM Academic Advisory Committee**

**Members Present:**

Dr. Ray Amirault (College of Education)

Mr. Jason Ball (Information Resource Management)

Dr. Tamara Dinev (College of Business)

Dr. Eric Freedman (Dorothy F. Schmidt College of Arts and Letters)

Dr. Keith Jakee (Harriet L. Wilkes Honors College)

Ms. Amy Kornblau (FAU Libraries)

Dr. Morton Levitt (Charles E. Schmidt College of Medicine)

Dr. Warner Miller (Charles E. Schmidt College of Science)

Dr. Molly Munro (Information Resource Management)

Dr. Monica Orozco (Center for eLearning)

Dr. Emmanouil Vermisso (College for Design and Social Inquiry)

Dr. Anne Vitale (Christine E. Lynn College of Nursing, via videoconference)

**Members Absent:**

Mr. James Fowlkes (Center for eLearning)

**Others Present:**

Ms. Christine Andreasen (Information Resource Management)

Mr. Jody Bagdonas (Information Resource Management)

Mr. Mehran Basiratmand (Information Resource Management)

Ms. Amanda Burns (Information Resource Management)

Mr. Glen Campbell (Information Resource Management)

Mr. James Cooley (Information Resourc e Management)

Ms. Ann Edvaldson (Information Resource Management)

Dr. Alberto Fernandez (Information Resource Management)

Mr. Matt Hagood (Information Resource Management)

Ms. Joanne Julia (Information Resource Management)

Mr. Robert March (Student)

Ms. Alison Marcoff (Information Resource Management)

Ms. Kay Recktenwald (Information Resource Management)

Mr. Rihan Resnick (Information Resource Management)

Mr. Ken Rothhaar (Information Resource Management)

Ms. Catherine Sullivan (St. Pius X High School)

**Summary of Actions Taken at This Meeting:**

* Approved the minutes of the April 2011 meeting.
* Agreed that Mr. Ball should submit to Dr. Kaul the proposal to insource the Help Desk.
* Dr. Dinev will send an email to generate feedback about Turnitin replacing SafeAssign.
* Mr. Resnick will compile a SharePoint performance improvement document to be included in SharePoint training courses.

**Detailed Minutes:**

1. **Call to Order and Welcome**

Mr. Ball called the meeting to order at 3:05 p.m. He welcomed new Committee member Dr. Ray Amirault.

1. **IRM Team Introductions and Organizational Changes**

Dr. Munro introduced the Instructional Technologies management team. Associate Director Matt Hagood oversees video production and classroom design. Jody Bagdonas is the new classroom and VC architect who will address classroom restructuring and repair issues. Amanda Burns is the manager of VC. Alison Marcoff heads Blackboard support. Glen Campbell is Associate Director for Classroom and Lab Support. His group aims to be “first responders” who will solve 90% of computer problems that are reported in labs and classrooms.

The reorg was modeled after the partner campuses’ setup. The purpose was to reduce IRM’s dependence on outside vendors and others to resolve problems.

Other IRM team members present introduced themselves.

1. **Approval of Minutes**

The minutes for the April 2011 meeting were approved.

1. **Review of Three-Year Initiatives from Fall 2009**

Mr. Ball commented on the progress in IRM’s three-year initiatives:

* Telecom cost has been addressed.
* James Cooley was recruited as Chief Security Officer to address concerns about security.
* Measures have been taken to address lack of mobility support and to formulate a strategy.
* Improvements have been made in videoconferencing.
* An email strategy has been implemented.
* Measures have been taken to secure the FAU network.
* Login simplification implementation and upgrades to eclassrooms are under way.

1. **Highlights of IRM Progress May 2011 through September 2011**

Mr. Ball summarized highlights of the IRM status reports from the time of the last Committee meeting in mid-April to date.

* **Degree Audit (DARS) —** Students can now run their own audits to determine progress toward their degrees. A graphical interface is in the planning stages.
* **Banner Hardware Replacement—**Banner replacement hardware has arrived and needs to be tested and installed. The target date for completion is Spring 2012. Jobs and processes will run much more quickly and smoothly.
* **SunGard Update —** TheSunGard upgrade to Banner 9 will be modularized. SunGard has a new portal. Other options for 2012 are being considered. Self-Service has a new look. Navigation is much cleaner.
* **College of Medicine—**Some automation remains to be done but Banner is working smoothly.
* **Undergraduate and Graduate Applications —** New undergraduate and graduate applications have been launched. The next phase will allow letters of recommendation to be included.
* **Login Simplification —**eCollege and Blackboard now use the single login. Banner PINs are being eliminated.
* **Virtual Computer Lab —** A virtual computer lab demo is running successfully on all mobile devices except the iPhone. Cost is an issue.
* **Student eMail —**Google mail/Owl Apps for students has launched. Faculty will have access to the apps but will not have google email accounts.
* **Security Policies and Training —** Four university security policies are awaiting final approval. Employee training will focus on the red flag rule. The Registrar and Financial Aid will be the first to receive training, then general security training will be given to all employees.
* **FAU Mobile App —** Phase I of the FAU Mobile App has launched. Phase II will include campus tours, places (e.g., library, places to eat), and parking. App use revealed inconsistencies and errors in campus building names that have been resolved.
* **VC Prototype —** Mr. Bagdonas is analyzing VC room utilization and design and devising a prototype.

1. **Help Desk Issues**

The outsourced Help Desk has received miserable reviews. Cost increased 27% this year and further increases are anticipated. Approximately 40% of Presidium calls are escalated back to FAU. There was a 50% reduction in calls from 7/2010 to 7/2011, probably because students have become more intuitive. The proposal is to move telephone-based support back to FAU with reduced coverage but accommodating periods of historically heavy volume, such as beginning of semesters. There will be different levels of support for faculty and students. Mr. Ball believes service will improve. The Committee agreed that this insourcing proposal should be submitted to Dr. Kaul.

1. **Followup on Network Resiliency**

Redundancy is now in place. An outage in Boca will not shut down the entire University. CSI is working on a 5-year plan to ensure network resiliency.

1. **Followup on Antiplagiarism Tools**

Dr. Dinev will send an email to generate feedback on Mr. Ball’s suggestion that a Tech Fee proposal be submitted to fund Turnitin to replace SafeAssign as the University antiplagiarism tool. Other products will also be reviewed.

1. **SharePoint Issues**

IRM offers SharePoint training. Mr. Resnick agreed that SharePoint is slow, largely because it involves so many huge files. Middleware is trying to apply the same techniques to SharePoint that it used to improve Blackboard’s performance. He will write up a SharePoint performance improvement document that Dr. Munro will ensure is incorporated into SharePoint training classes.

1. **Center for eLearning Update**

Dr. Orozco has been head of the Center for eLearning for about 6 months. Space for the Center is under construction and should be ready for October occupancy. A Director of Digital Media and two more Instructional Designers are being recruited. Approximately 80 proposals have been received for the online teaching course.

1. **Teaching with Technology Showcase**

The third annual Teaching will Technology Showcase will be held October 1 on the Boca campus.

1. **Meeting Adjournment**

There being no other business to bring before the Committee, the meeting adjourned at 4:25 p.m.

Respectfully submitted,

Christine Andreasen

Recording Secretary