

MU Information Technology (IT) Committee

End-of-Year Summary Report – May 2014

This report serves as a summary of MU IT Committee activities for 2013 - 2014. The charge to this standing committee is to *advise the Chancellor, Provost and Faculty Council on issues involving computer and information technology through oversight of those entities responsible for computer and IT services on the MU campus*. The composition of the IT Committee includes 10 individuals (6 faculty, 1 staff and 3 administration) who serve three-year terms, two persons (1 MSA and 1 GPC student) who serve one-year terms and four non-voting ex officio members. One person, GeJuan Cochran, provides support to the committee. Go to <http://committees.missouri.edu/mu-information-technology/members.php> for a list of committee members.

Theoretically, the IT Committee meets monthly during the academic year (September through May). For the 2013/2014 academic year, a meeting was not held in February or May.

To welcome new members and assist all members in making informed decisions throughout the year, an MU IT Committee 2013/2014 Informational Sheet was distributed in late August. It provided background information on:

- Charge to the Committee, which is a standing committee within the MU Office of the Chancellor;
- Membership – six of 12 voting members must be present for a quorum;
- Meetings – monthly during academic year but can be convened during summer months as needed;
- Information Technology Fee (ITF) – set annually by the Board of Curators:
 - The Chancellor has delegated responsibility for the ITF fund to the Division of Information Technology (DoIT)
 - The MU IT Committee has the responsibility of making budget recommendations to the Provost for ITF funding priorities, after working with the campus to evaluate needs and assess strategic opportunities that advance the use of technology in student instructional/research activities;
- ITF budget – four components:
 - Centrally scheduled classrooms and computer labs
 - IT infrastructure
 - Permanent allocations to specific campus entities to direct funding in support of student computing
 - Set asides – support for departmental student computing resources;
- Technology Evaluation Subcommittee – a standing subcommittee to vet and provide recommendations to the MU IT Committee and the campus in general on teaching and learning tools and technologies; and
- Interdisciplinary Innovations Fund (IIF) – provides seed money for student-centered, interdisciplinary projects that demonstrate MU's leadership in using IT to develop innovative approaches to teaching, research and services, with a maximum amount for each award is \$25,000 (<http://committees.missouri.edu/mu-information-technology/call-for-proposals.php>).

September 2013 Agenda: At its first meeting of the year (11 September), committee members and guests introduced themselves and provided some background information. The Chair,

Jeannette Jackson-Thompson, read the “Charge to the Committee” (see paragraph 1 above). Kevin Bailey, DoIT Director of Customer Service and Support, provided budget updates showing FY13 results and FY14/15 considerations. It was announced that 13 IIF letters of intent had been received; final proposals are due in September and project presentations will be made in October. Gary Allen, Vice President for Information Technology, gave his monthly report. He outlined several back-to-school challenges and discussed the MU campus cyberinfrastructure (CI) plan and the Cyberinfrastructure Council, a group formed in December 2012 to develop a strategic plan to support technology in the research environment.

September Actions:

- No votes or other actions taken

October 2013 Agenda: Agenda items for the 31 October meeting included:

- Updates on MU Academic Technology Liaison Program (3-year report – more successful than expected; nine schools/colleges/ gave updates);
- Imminent hire of eLearning librarian (hiring at less than budgeted so request to divert funds);
- Recommendations for 2013/2014 IIF awards (12 projects evaluated, funding of four projects recommended);
- Budget (core budget items being refined; projecting a small deficit in this year’s budget); and
- Gary Allen’s monthly update (information and presentations from MU’s first CI Day are available at <https://mospace.umsystem.edu/xmlui/handle/10355/39019>).

October Actions:

- Committee approved diverting unneeded eLearning librarian funds toward hiring a graduate student to support e-learning activities (c. \$12,000).
- Committee accepted recommendations of evaluators for funding 2013/2014 IIF awards:
 - Approve funding for four projects:
 - The Access Missouri Project (\$25,000),
 - Digital Indigenous Studies (\$24,912),
 - Vetusa Monumenta (Ancient Monuments): A Digital Edition Project (\$12,145), and
 - iSTUDIO: An interactive form-making environment for Art and Architectural teaching (24,880).
 - Approve funding of additional project (Integrating Wellness into Trauma Treatment: A holistic interdisciplinary approach for foster children) contingent upon implementation of new technology and removal of course buy-out. (Note: Revisions were made and the committee voted on line in November to approve funding for this project (\$24,861).
 - Provide feedback for improvement on two proposals that merit possible inclusion in future awards.

November 2013 Agenda: Agenda items for the 25 November meeting included:

- Budget requests for additional funding for four projects (Terra Dotta software for study abroad, ALEKS software for math placement, architectural studies and NetTutor pilot funding);
- Status of IIF awards (five projects approved by committee – totaling \$111,798 of the budgeted amount of \$125,000 – sent to Provost Foster for approval);
- Dataport and server maintenance charges; and
- Gary Allen’s monthly updates.

November Actions:

- Voting on funding of four projects postponed until the December meeting.

December 2013 Agenda: For the last meeting of the calendar year (17 December), agenda items included:

- Discussion on use of ITF to fund four projects:
 - NetTutor: \$32,500 to fund online tutoring service;
 - Aleks (Assessment and Learning in Knowledge Spaces): \$150,000 - \$180,000 per year to enable student placement in math classes where they are most likely to succeed;
 - Architectural Studies: \$70,000 to fund technology component of proposal to deliver an exceptional learning experience to online students; and
 - Terra Dotta software for study abroad: \$87,032 for immediate and ongoing expenses related to campus-wide implementation of myStudyAbroad.
- Status of IIF awards: Still awaiting approval from the Provost
- Security update: Brandon Hough, from Information Security and Access Management (ISAM), DoIT, provided an overview that included:
 - Account and password tools
 - Employee security awareness training
 - Server scanning tools
 - Workstation/mobile device security requirements
 - Incidence response news
- Gary Allen's monthly update:
 - CI Council met on 16 December and approved the strategic plan;
 - Budget discussions will start in late January;
 - Board of Curators will meet in late January and discuss tuition and fees for 2014/2015.

December Actions:

- The five voting members present were in favor of funding ALEKS and NetTutor; lacking a quorum, the committee will vote by email. [Note: Email vote approved funding ALEKS and NetTutor; this recommendation was sent to the Provost.]

January 2014 Agenda: The agenda for the 27 January meeting included:

- Introduction of new member (Pat Okker is replacing Ken Dean)
- Provost approved all five recommended IIF projects; recipients have been notified and feedback sent to projects not receiving funding
- Provost approval has been received for funding NetTutor and ALEKS from ITF:
 - One-time funding of \$32,500 for NetTutor will come from ITF reserves; there is a possibility that a successful pilot would lead to a request for recurring funding for FY 15/16 and beyond.
 - ALEKS was approved by changing to a two- to three-year commitment with an assessment of student success required prior to renewal of support (\$150,000 - \$180,000 per year, to be added to the recurring budget for FY15 and paid for in FY14 out of one-time ITF reserves.

The two projects not recommended for funding will be notified.

- Kevin Bailey reviewed the FY15 ITF budget; an excess of \$16,000 is projected but the Academic Support Center may make an additional funding request.
- Gary Allen's monthly update:
 - Security requirements on devices – the same set of policies for data stored in a server will now apply to workstations and mobile devices; user responsibility

guidelines can be found at <http://infosec.missouri.edu/classification/device-guidelines.html>

- Campus has a Data Classification System (DCS) for assessing the sensitivity of data:
 - Data classification levels (DCL)
<http://infosec.missouri.edu/classification/definitions.html>
 - DCL 1 – public data
 - DCL 2 – sensitive data
 - DCL 3 – restricted data
 - DCL 4 – highly restricted data
 - Links for DCS sections:
<http://infosec.missouri.edu/classification/workstation.html>
<http://infosec.missouri.edu/classification/mobile.html>
<http://infosec.missouri.edu/classification/portable-storage.html>
- Mandatory security training will be required once a year for faculty and staff but will only take about 15 minutes.
- A routine network security scanning service is being implemented across the entire campus to identify vulnerabilities in servers, open ports that do not need to be open and insecure applications.
- Cloud-based storage called Box is being rolled out for the campus; this is a secure storage solution and collaboration tool that allows people to share documents and departments to reduce their need for departmental file services.
- Equipment, including high-performance computing, networking and data archiving will be available for researchers.
- Enterprise resource planning is needed; there will probably be a system-wide task force to look at solutions.
- Jeannette Jackson-Thompson and Kevin Bailey reported on an IIF issue. A recipient of funding for a 2011/2012 IIF project is considering leaving his department and asked if the purchased equipment can stay with him and his project as long as he is affiliated with MU, even though two departments put in matching funds.

January Actions:

- The consensus of the committee is that equipment purchased with IIF funds can move to a different unit within MU if other departments that put in matching funds agree. If similar issues arise, they will be handled on a case-by-case basis.

March 2014 Agenda: The agenda for the 3 March meeting included:

- Presentation about Schedule Builder by James Spain, Vice Provost for Undergraduate Studies. It is an extension of MU Connect, which allows students to have direct access to academic advisors. Schedule Builder, primarily targeted for undergrads, is a tool that would allow students to plan their academic career and have a clear roadmap. A demonstration will be scheduled and there will be a vetting process by a review group or task force. They are hoping to have a direction by the end of summer.
- Kevin Bailey reviewed the budget.
- The committee was informed that the campus has encouraged evaluation of the Learning Management System (LMS) in use; Blackboard reliability has been questionable this academic year and Gary Allen and others have been disappointed by Blackboard's response. Blackboard, Desire2Learn and Canvas

by Instructure are the three systems identified for consideration. The hope is to have a single campus solution.

- Gary Allen gave a Prezi presentation on Enterprise Resource Planning (ERP), starting with a PeopleSoft Implementation Timeline and showing where we have been and what we have been doing lately. Literally hundreds of modifications have been made to the “as distributed” software, with campuses sometimes making different modifications. Administrative Systems Budget (ASB) expenditures are increasing at an unsustainable rate. Already, maintaining and running existing systems and software infrastructure leaves little room for strategic initiatives. Gary presented options for consideration and discussed what other large research-oriented universities are doing. The next steps are campus discussions and appointment of a task force to develop full understanding of the current state and a proposed path to a future state. Gary offered to give a similar presentation to departments or other campus units and to make slides of his presentation available to the committee.

March Actions:

- A PowerPoint presentation “Advancing Missouri ERP Discussion” was made available to committee members after the meeting.

April 2014 Agenda: The agenda for the 2 April meeting included:

- Budget (Kevin Bailey):
 - There were no changes to the budget from last month; a formal motion is needed so the budget can be sent to the Provost.
 - Senate Bill (S.B.) 389 was discussed; ITF is the only fee other than tuition that is subject to S.B. 389 – it is the only fee charged to all students and, therefore, is subject to the bill.
- Box funding (Kevin Bailey):
 - A handout on “Funding for student use of Box service” was distributed.
 - DoIT introduced the Box (www.box.com) service for use by faculty, staff and students in January 2014. Users will have the ability to:
 - Collaborate on documents and share files with people inside and outside the university;
 - Gain access from devices running Windows, Mac, iOS, Android and Windows Phone operating systems;
 - Synchronize files with Windows and Mac operating systems; and
 - Use up to 30 GB of space on University-managed accounts.
 - The service is available through our membership with Internet2 at a discount; it costs \$116,000 per year to provide.
 - It is a cloud-based service that provides students with accounts they can take with them after they leave the University (up to 50 GB at no charge).
 - DoIT is requesting approval to fund student use of Box at 50 percent of total annual expense for FY14 and FY15 out of one-time funds.
 - The FY16 portion will be based upon actual percentage of use (accounts) for the service and will be built into the FY16 operating budget.
- Student membership in the MU IT Committee (Gary Allen):
 - In a meeting with Chancellor Loftin, the Chancellor suggested the MU IT Committee consider increasing the number of students on the committee to two each from the Missouri Students Association (MSA) and the Graduate

- Professional Council (GPC). The Chancellor recommended that the students serve staggered terms to provide continuity.
- This is a great idea but the challenge will be in getting participation; nominees must come through student governance bodies and students, particularly graduate and professional students, may not see great value in membership.
 - Gary and Kevin will talk with MSA and GPC leadership; other committee members may want to talk with students and encourage them to approach MSA or GPC leadership.
 - Monthly update (Gary Allen):
 - A replacement for the existing faculty accomplishment system is underway for all campuses; Faculty 180 has been rebranded and will be known as myVITA. Interim Deputy Provost Pat Okker and faculty lead John Dodam, Chair and Associate Professor with Veterinary Medicine and Surgery, are working with the project team to get it deployed.
 - A broad range of topics was discussed with Chancellor Loftin, including this committee, security, the network, servers and data. There are likely to be significant changes in how the network, servers and data are managed.
 - Cyberinfrastructure (CI) Council report:
 - The one-year-old CI Council is preparing an annual report, which will be shared with the IT Committee.
 - A new director-level person, Tim Middelkoop, has been hired; he will be building interfaces with faculty and end-users to provide more personal support and customer service.
 - Tasks for this semester include storage (Box is a partial solution) and a solution for Digital Asset Management (replacement of Equella).
 - Another Cyberinfrastructure Day will be held in October.
 - Among the topics discussed were Hank Foley's new assignment (MU senior vice chancellor for research and graduate studies) and how he might bring more focus on research computing; a strategic funding request for hardware; and participation in an interdisciplinary group of research libraries. Digital Humanities are assembling to talk about needs for technical support in the humanities.
 - Learning Management System (LMS) evaluation:
 - Danna Vessell gave an update on a topic Gary presented at the March IT Committee meeting. A small working group that will meet through May and into summer if needed is putting together surveys and focus group questions. The Technology Evaluation Subcommittee will host vendor demos in the fall. We could stay with Blackboard or move to another product (e.g., Instructure Canvas, Desire2Learn).
 - A distribution list has been created to communicate with the MU DoIT LMS Evaluation Committee. To be added to the list, contact GeJuan Cochran (cochrang@missouri.edu).
 - Enterprise Resource Planning (ERP)
 - A task force will be created; forward names of persons wanting to be involved to Gary.
 - A system-level group of stakeholders with leadership from each campus in HR, Finance and Student Administration is being assembled; smaller teams will be involved in the evaluation. A formal kickoff is being postponed until after the next meeting of the Board of Curators.

April Actions:

- The committee voted to approve the budget.

- The committee voted to fund student use of Box at 50 percent of total annual expense for FY14 and FY15 out of one-time funds (\$58,000 for FY14 and \$58,000 for FY15).
- Gary and Kevin will talk to MSA and GPC leadership and bring information back to the IT Committee. [Note: Since the IT Committee did not meet in May, this action item should be carried over to the September 2014 meeting.]

May Agenda:

- No meeting held in May.
- However, each of the four projects funded for the 2012/2013 academic year (FY13) submitted a final report; these reports were forwarded to MU IT Committee members.
 - KBIA/RJI Drone Journalism \$25,000.00
 - ReCap: Reality Capture & Simulation for Design Evaluation \$24,948.00
 - Creating Digital/Virtual Student Project Showcases \$22,500.00
 - iTongue: An iPhone App for Personal Health Monitoring \$25,000.00

FY13 Total \$97,448.00
- One project funded in 2011/2012 (FY12) that had been granted a one-year extension to wrap up their project also submitted a final report that was forwarded to the committee.
 - Adventures of A Hack” \$25,000.00

May Actions:

- MU IT Committee members were invited to send comments and feedback to the leaders of IIF funded projects.
- MU IT Committee members were asked to share with colleagues the 14 May MU Info announcement that proposals will be sought in September for IIF projects for the 2014/2015 academic year.

Recommendations

- Continue providing background information on the ITF, the IIF and the budget at or before the first meeting to assist with helping committee members make informed decisions throughout the year.
- Due to a sizeable membership representing a broad spectrum of University faculty, staff and students, it is difficult to find a time that suits everyone’s schedule. The IT Committee used subsequent electronic voting via email when a quorum was not present at a monthly meeting. Consideration should be given to alternative that might increase participation. For example, using Skype or other video conferencing tools so that members who cannot physically attend a meeting can participate; establishing a fixed day and time of the month at the start of the academic year so that it is on members’ schedules; and/or appointing a vice-chair so a meeting can be held if the chair is not available.

Respectfully submitted by

Jeannette Jackson-Thompson, MSPH, PhD 2013-2014 Chair, MU Information Technology Committee