

University Technology Advisory Group (uTAG) Meeting Agenda

Wednesday, September 13, 2023 • 3:00 PM / 15:00

Attendance

Athena Brooks	Isaac Hunter Dunlap	Katy Gorsuch	Megan Owens	GIS has no tech rep	Thomas Oliver Rosner
Linda Prosisie	Heather Marshall	Public Safety not filled as they have a tech rep	Bridget Sheng	Chad Sperry	
Ketra Roselieb	Dana VanBebber	Nicholas Katz	Stacey Macchi	Peter McMeekan	
Holly Sutton	Dawn Sweet	Benjamin Beach	Charles Chadwell	Chet Derry	
Curtis Williams	Dennis DeVolder	Jacquelyn Price	Nicholas Miguel	Stacie Hunt	
Il-Seop Shin	Cassandra Standberry	John Determan	Krista Bowers Sharpe	Paul Sweet	
Walt McGath	Justin Griffith	Liguo Song	Michael Lorenzen	Ian Szechowycz	
Keith Boeckelman	Mark Clark	Beth Hansen	Donald McLean	Gregory Kain	
Craig Conrad	Joe Roselieb	Leaunda Hemphill	Hoyet Hemphill	Dan Romano	
Lorette Oden	IRP has no employees right now	George Mangalaraj	Harrison Dehnert	Robert Emmert	
Rashmi Sharma	Kristen Rogers	Donna Wiencek	Patty Mason	Jeremy Merritt	
Khaing Saw	Rita Moore	Tammi Bories	CBT has no tech rep	Jeffrey Calhoun	

Upcoming Technology Maintenance

- uTech Systems 9:00 PM – 6:00 AM / 21:00 - 6:00, Friday evening - Saturday morning
- Mainframe – 7:00 PM – 9:00 PM / 19:00 - 21:00, Sunday evening

Events

- Sep 13, Wed. - uTAG Meeting
- Sep 27, Wed. - 28, Thu. - BOT Meeting in the QC
- Oct 11, Wed. - uTAG Meeting

- Oct 13, Fri. - BOT Retreat in Macomb
- Nov 5, Sun. - Daylight Saving Time End
- Nov 8, Wed. - uTAG Meeting
- Dec 4, Mon. - 5, Tue. - BOT Meeting in Macomb

Prior Meeting: April 12, 2023

Meeting started at 3:03 pm / 15:03

Agenda

1. uTAG Coordinator (Thomas Oliver Rosner)
 - Welcome (lots of new members)
 - Introduction of our new website <https://wiu.edu/uTAG>
That webpage has our charter, membership list, next meeting date, and past meeting minutes are listed there as well
2. SLATE Demo for about 20 minutes (presented by Stacie Hunt and Patty Mason)
 - We continue to work with the Admissions offices in order to implement the Slate CRM for the Admissions and Enrollment module.
 - We have been working with the Foundation and Alumni offices to implement the Advancement module.
 - We will be implementing the Student Success module at a future date.
3. CIO update (Greg Kain)
 - Welcome to new members
 - Provide update to major uTech Initiatives
 - Discuss/Review Governance
 - Strategic conversations or suggestions about Technology
 - Organization Changes
 - uTech to VP FA
 - CTR to uTech
4. IT Governance (ITG) update (Greg Kain)
 - Several policies were updated at the end of June. They can be found on the [uTech website](#)
5. ERP implementation – (Stacie Hunt)
 - We are in the process of evaluating Financial Aid software to implement this fall to meet the Department of Education's changes for the FAFSA Simplification.
 - We continue to evaluate ERP systems and work with the administration to find funding for the subscription and implementation cost of the ERP.
6. University Technology updates
 - Network and Data Center and Information Security (Dan Romano)
 - Updated WiFi completed in the Library
 - Updated WiFi in the Corbin/Olson residence halls
 - Working on Western Hall WiFi update now

- Installed New fiber to the last buildings on campus with old fiber
 - Library, Currens, Horrabin, and Beu/Knoblauch
 - Completed a lot of Networking work to support moves out of Tillman
 - Working on filling a cyber security staff position
- QC Technology (Jeff Calhoun)
 - Early Childhood Learning Center - networking, wifi, cameras
 - Relocated primary student open lab over the summer
 - uTech: Tech Forum - new adobe licensing
 - Plans to do these biweekly with new topic each time
 - 29 Sep 2023, 10:00 am - <https://wiu.zoom.us/j/97084143804>
 - Join the google group: <https://groups.google.com/a/wiu.edu/g/tech-forum-g>
- User Support Services (Robert Emmert)
 - Anthology Support
 - They are answering the phones after 4:30 pm on weekdays and during the weekends.
 - Self Service Support through the phone
 - New VPN
 - MFA
 - Down a staff member
- Business Applications (Robert Emmert)
 - Enterprise Adobe Licensing
 - Changes to D2L
 - Removal of internal D2L Email
 - Can still email your classlists
 - Updated the Data Syncing process
- Online Teaching and Learning (Dawn Sweet)
 - New Support from D2L
 - **LAM (Learning Administration Manager)** - D2L service that assists with cross-listings, LTI integrations, turns on new tools and variables, suggests and researches improvements. **Does not work directly with end-users.** These types of requests should be entered by faculty at https://wiu.edu/citr/home/service_request.php and will be relayed by our area as D2L cases to the LAM.
 - **Western Online Virtual Assistant** - End-User Support that provides 24/7/365 support. Virtual assistant is on the bottom-right corner of every page in Western Online. Support options are AI documentation and videos, Live Phone Technicians, Live Chat, and email. Guidance for using the virtual assistant and new language instructors can add to their course or syllabus is available on our website at https://wiu.edu/citr/home/get_help.php.
 - Usage Reporting:
 - Between **8/14 and 8/30 (16 days)** the virtual assistant has

handled **110 cases** (Student - (57%), Faculty - (26%), Instructor - (11%), Uncategorized 11 (6%) .

Type of Support 50%-phone, 33% chat, 15% Learning Community Resources, 2% email.

- The **two highest rated requests** were for assistance with:
 - 24% of cases were for enrollment issues.
 - 18% were missing courses.
- **Note:** Enrollment requests and missing courses (enrollment) are still handled through uTech. Contact support@wiu.edu for assistance with these matters.
- Administrative Information Management Systems (Stacie Hunt)
 - No additional updates
- Web Services (Jeremy Merritt)
 - www.wiu.edu website soon to be only available via https, which is a modern web standard, and ensures all traffic is encrypted. Change scheduled for afternoon of Sept 14. People visiting an http page will be properly redirected to https.
- CAIT (Paul Sweet)
 - CAIT Introduction
 - Student Employment Opportunities at CAIT in Spring '24
- Digital Spaces (Ian Szechowycz)
 - No updates

Open discussion or new business

- Incident/outage dashboard (including option to receive notices via email): wiu.edu/status
- Other new business
 - Greg Kain mentioned the idea of having a future uTAG meeting in person
 - Krista Bowers Sharpe mentioned student printing stipends are sometimes not big enough. Is there a way to get more/better information out to campus? Perhaps a reminder to faculty and students. Current stipend: 250 pieces of paper printed per year

Next meeting

- October 11, 2023, 3:00 PM / 15:00

Meeting adjourned at 4:16 pm / 16:16