

# ITCC September 14, 2011

## Minutes

### Attendees:

Don Wunsch, John Bax, Mark Bookout, Karl Lutzen, Henry Wieve, Al Crosbie, Matthew Pickens, Frank Liu, John Singler, Thomas Vojta, Margaret Cline, John Seiffertt, Meg Brady, Angie Hammons, Fatih Dogan, Irina Ivliyeva (all Missouri S&T); Gary Allen, Beth Chancellor, David Crain (all UM System)

Approval of May minutes moved Vojta, second Liu, unanimous

Elect ITCC Chair and Vice-Chair for this academic year

(Both incumbents, Frank Liu as Vice Chair and Don Wunsch as Chair, ran for reelection.)

Called for nominations in advance and nominations from floor, None received.

Called question, both elected unanimously.

Email update was provided by System attendees.

David Crain, Asst VP of Technology Operations & Infrastructure, reported that equipment & software is installed for Exchange 2010. Our campus has also installed it; S&T is the disaster recovery site, servers & networking equipment have been installed, and a service level agreement for all campuses has been reached.

To facilitate backup and recovery, a new, dedicated wavelength has been allotted for communication between System servers and Missouri S&T. It is currently being tested. Then we will be ready to start moving mailboxes.

The new system will be rolled out for most campuses in November. A 15 GB quota is planned.

Intercampus network will allow upgrades to improve bandwidth capacity as needed.

Moving from Exchange 2003 to 2010 should be a big performance upgrade.

The discussion reviewed previous concerns about .pst creation from a technological and policy standpoint. David pointed out that Outlook makes it possible to prevent .pst creation.

Beth Chancellor reported that the University Hospital plans to prohibit creation of new .pst files. At the System level, there is no plan to create a blanket prohibition of .pst creation. This will be left up to the campuses.

Now we will have "Managed Folder" hierarchy. It will include a "Records Folders" to retain files for 1, 2, 5 and 10 years. Expired records will be indicated by strikethrough.

Control will be in the User's hand about whether to delete strikethrough records.

Soon we will be required by policy to use University email to do University business.

The System will ask employees to keep Current & Relevant email in their account.

This will improve the ability to respond to requests for Faculty email when they are unavailable process will be available.

Don pointed out that we were proactive about this. We have a policy and our intention is to continue following it. We have communicated that policy in our minutes and it has been developed over a number of years and approved unanimously by the ITCC and by the Faculty Senate. It is currently the process on campus and it has been very successful.

Beth stated that there are no plans to change processes currently in place. She agreed that the current process is working well.

She said that the University email has many advantages – users can get to it anywhere, and can work offline. When the new policy comes out, they may need to reconfigure their POP client to NOT pull email off email server, depending on what email clients people use.

#### Comments from Henry Wiebe on e-Learning initiative

14 MS degree offerings are totally on the Internet, 40-45 certificate programs.

Students are predominantly outside the normal university system, over 600 now, working for companies. We started doing this for National Technological University in 1985. We developed

a complete online degree in Engineering Management approximately 10 years ago. It began with an agreement with UMR, MSU, and Truman State, which eventually became mainly our program. Boeing sent out a major Request for Proposals in the late 1990's. We joined with the University of Washington and the University of Southern California. The UW dropped and USC & UMR stayed in. Immediately this gave a large student body. Both institutions agreed to offer identical pricing. We grew from a tiny portion but now we have the same number of students as USC in the program. We needed Boeing to keep it alive. Eventually, the Systems Engineering degree attracted other departments. Boeing has now shrunk to 40% of our online educational effort because of our rapid growth in non-Boeing students. Independent entities evaluated us. Boeing cut its number of online-approved schools from 1400 to 200 and we're still on the list. Lockheed selected us as one of 6 to provide an MS in the systems approach to software engineering and one of 4 to provide a certificate program in software systems development. All of this gave a halo effect of a strong reputation to our program. We jumped 15% in enrollment this year. Distance Education's lowest price program here is just under \$1000 / credit hour, and the high end is \$1600 / credit hour. We have not yet hit the point of diminishing returns in terms of what companies will pay. Companies can't afford to get out of date or have key people take a lot of time off. Engineering has the lowest percentage of academic units engaged in distance education, whereas medical is highest.

Global Learning here is self-supporting, returning \$3-4 million / year to university budget.

Distance Ed courses are taught in distance education classrooms, and the professor can give access if they want to. Bottlenecksto growth include: cultural change, every word is recorded, some do better than others, comfort level is an issue. Also important are the facilities costs, reinvesting, marketing. Shouldn't aspire to be Phoenix Univ but they spend \$22 M in marketing. Finally there's an issue on the commercial customer side – some companies don't encourage further education because employees seek raises or promotions. Also, the workload in industry during this recession sometimes results in the same people working more hours.

Distance education depends on Internet and bandwidth. We used to struggle, but the problem has gone away with increased bandwidth. Servers are an issue, since we're archiving 100 courses / semester. Reliability, maintenance, remote students need access. Approximately 20-25 courses are being brought in from St. Louis using adjuncts. There are three broadcast points from UMSL campus. An ME undergrad class was supplied out of St. Louis, and it was not even a distance education section.

We charge a flat fee, to look comparable to USC. They show low tuition but add a lot of fees, so we do same thing, but it's an artificial segmentation. Fees for distance education don't go through Higher Education Coordinating Board. We are transparent – fees are posted on the web. We don't add a technology fee, for example, to distance-education classes.

## Preparation for Computer Security Awareness Month in October

Share any brainstorming ideas for Computer Security Awareness Month. Ones brought up so far were:

Repeat the successful video competition – will see about keeping it alive. Try to find out before October.

SIG Security group – ACM (Tauritz)

SANS.edu – Securing the Human, most staff & faculty can get trained, opt-in.

Personal certificates to use for email. Opt-in.

Possible competition between S&T and UMC

Forensic Scavenger Hunt

Last year Matt & Chris managed video competition, now both gone.

## Schedule of this academic year's meetings

Monthly on the 2<sup>nd</sup> Wednesdays at 4 – 5:30.

An exception: the March meeting will be the annual Open Forum, Friday, March 16 2 PM – 5 PM.

## New Business

Margaret Cline reported that the new University Strategic Plan Objective 5 now addresses infrastructure, which includes IT, Facilities, HR, etc.

Mark Bookout reported that Research Computing Day will be next week, Tuesday, September 20, all day. Top notch technical people, not sales people, from Dell, TeraScale, etc. will present. Register ASAP in order to get the refreshments that will be provided.

Meeting Adjourned at 5:33 PM.