

Technology Advisory Committee

Minutes

Wednesday, October 18, 2023

2:00-3:00 pm

KL 420

Meeting Facilitator: Dr. Hayley Kazen-present

Invitees:

San Juanita Hernandez– Faculty Senate Appointee-present

Devang Khambhati-COAS-absent

Hugo Garica-SSB-absent

Cynthia Sosa-COED-present

Sumalai Maroonroge-CNHS-absent

Omar Ramirez-UC-present

Eva Hernandez-KL-present

Marvin Bennett-President's Appointee-absent

Fred Juarez-Finance and Administration-absent

Tony Ramirez-IT-present

Enid Nuez-IT-present

Elizabeth Smith-Institutional Advancement-absent

Rene Prado-Student Success-present

Mike Munoa-IT; ex-officio-present

- I. Review and approval of September minutes
 - a. Cindy Sosa moved to approve minutes.
 - b. Omar Ramirez seconded.

- II. Old Business
 - a. Review and vote to approve new committee description-**pending email vote**
 - b. Review and vote to approve FAQs concerning 1) downloading information to an external hard drive; 2) following up with OIT help desk-questions and answers provided by IT. **See attached.**
 - c. System software offerings-**TAMU goes through a 3rd party to offer more software. TAMIU is also looking into a 3rd party vendor to provide software at a discount. IT is following up on discounted Windows as well (possible). Office 365 is free through TAMIU.**
 - d. Microsoft training-**Cindy Sosa will send out a survey to see what TAMIU employees, faculty and staff think about Microsoft training. She will look at top 4 choices. Dr. Sosa met with CATIE (Council of Academic Technology and Innovative Education [system organization]), and they are looking at how they can be more of a resource throughout the system.**

III. New Business

a. Software issues

- i. Are faculty requiring students to purchase software to be installed on personal computers? We will send out new FAQs in October notes to faculty. We will ask faculty to let IT know before class starts if they require certain software. We will also ask Vanessa Martinez to give IT information on loaner laptops when they are checked out.
- ii. Potential issues? This affects very few students; however, for the students it does affect, they are not able to access software they need for class.
- iii. Resolution? We will direct faculty to FAQ; most software is installed in labs, but it must be approved software. Dr. Kazen will include this in monthly email to faculty.

b. Email retention policy

- i. Is it possible for the default setting to be ARCHIVE and the user may opt out?

Current policy does not support enabling the archiving by default. Cindy Sosa- would it be possible to keep for a semester rather than 30 days? Will bring up to Dr. Arenaz.

- c. System Maintenance schedule: Maintenance window dates are selected prior to the start of the semester once the University calendar is published; the dates are circulated to registrar, bursar etc. A committee looks at the dates. There will always be conflicts despite best efforts, but IT is required to do maintenance once per month. The maintenance schedule is circulated to faculty before the semester starts so that faculty can plan accordingly. When there is a conflict, IT will take feedback from faculty and assess whether the work being done that weekend will affect the issue faculty is concerned about. IT responds to faculty who provide feedback to IT. Also, Microsoft does not put out updates until the 2nd Tuesday of the month, so that complicates matters as well.

Action Items:

Vote on committee description

Update FAQs

Remind faculty to refer to FAQs (October faculty updates)

Remind faculty to provide IT with information on software they are requiring (October faculty updates)

Ask Vanessa Martinez to direct students to information on loaner laptops

Ask Dr. Arenaz about email retention

Should system maintenance schedule also be added to FAQs?

Committee Description (updated)

The purpose of this committee is to monitor matters related to the development and implementation of technology in learning spaces, pedagogy, and faculty resources as relevant to the University strategic plan. The member appointed from the Faculty Senate will serve as a co-chair of the related University Technology Advisory Committee. Other senators with expertise in Information Technology may also serve as appointed by the Faculty Senate President.

FAQs

I contacted the OIT Help Desk with an issue and would like to request a supervisor and/or a subject matter expert to provide further assistance. What should I do now?

The OIT team wants to make sure the support experience exceeds your expectations. If your initial engagement with the Help Desk team has not been handled in a timely manner, or you would like to request a subject matter expert review the solution provided by the Help Desk, you may request an escalation within 24 hours of your initial Help Desk engagement. To request an escalation, you can either call the Help Desk and ask to assign the case to a supervisor or via email by replying to the last email you received from this case and ask to be assigned to a supervisor for review.

May students download free software on loaner laptops? Can OIT download free software on University computers at a student's request?

Student Loaner laptops are University owned devices that are provided with a basic set of pre-installed programs. Installation of additional software is prohibited as per section 1 of the Equipment Loaner Agreement Terms & Conditions. From time to time, students may have a need to install course specific software on these machines.

Provided the loaner laptop meets the minimum system requirements of the software requested, OIT will work with student loaner laptop recipients to install software that is part of their course curriculum only upon request from their faculty member to the OIT Help Desk. In addition, only software that has been formally reviewed for accessibility and security may be installed on loaner laptops by OIT staff. The request should include the name of the program, the contact information of the student(s), and reference the Security/Accessibility approvals which were secured for the program. For more information, please review the software process.

Please note that the process above is limited to University owned loaner laptop computers. OIT staff is prohibited from working on student owned devices.

May I download information from my University computer to an external hard drive?

OIT highly recommends the use of OneDrive (cloud storage) to store or backup information. OneDrive is accessible any time, from any device, and is not subject to the same theft, loss, or failure as portable storage devices. In the event that a particular use case requires downloading data to a personal storage device, the University's Acceptable Use policy prohibits sensitive information to be downloaded from University computers to external hard drives.

Failure to adhere to this policy will pose a high-security risk of data exposure and the assigned user/department of this device will be responsible for any damages if this occurs. Please refer to the [University's Acceptable Use policy](#).

The University employs DLP (Data Loss Prevention) software which blocks the transfer of data to portable storage devices attached to University computers. From time to time, this software will incorrectly identify and block the transfer of data. If this occurs, please submit a request to hotline@tamiu.edu and our Security team will assist you.