



PROJECTS & SERVICES COMMITTEE

IT Summit Report October 25, 2011

The primary purpose of this IT Summit was to facilitate a discussion between undergraduate students and IT administrators about a variety of topics affecting learning and life on campus. Eight representatives from SA Government and ten administrators from University IT were present. There were six topics presented to the students:

- 1.) UR Wireless
- 2.) Blackboard Mobile Learn and UR Mobile
- 3.) Computer Sales
- 4.) Net Registration
- 5.) Miscellaneous

During each presentation, students had the opportunity to ask questions and give feedback to the presenter about their specific topic. This report details those comments.

Feedback by Category

1) UR Wireless

Background Information

- Anderson/Wilder possibly will have wireless in 2012
- Looking at doing wireless on Frat Quad

Student Feedback

- Is wireless going in new buildings (currently being constructed)? Yes
- **Riverview Apartments**
 - Is IT considering higher speed or different wireless in Riverview?
 - IT has been working directly with Time Warner Cable to continually improve this problem
 - If students have issues, let IT know. We can track these through P&S...currently they talk to their building manager.
 - Riverview Council will work on getting feedback about Riverview Wireless
 - Where should students send go to report these complaints?



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- Wireless in **Anderson and Wilder**—no direct link to renovation. IT will try to put wireless in A&W before the renovation, but this is not a formal commitment. IT understands that this is one of the highest priorities for wireless.
- **Hillcourt** wireless was difficult during move-in, but since then has been good.
- **UR connected**—develop more communication about this to the student body
- **Maisonettes**—coverage not supplied?
 - Time Warner Cable provides internet access to Maisonettes
 - Maisonette wireless has been very slow and unreliable.
- Login with University email --it will redirect you with all other accounts linked to Google. This creates a problem when you want to switch out of your accounts.

2) Mobile Learn and UR Mobile

Background Information

At end of summer, IT decided to expand mobile learn to 3G

- Integration with UR Mobile
- Places feature in maps (UR Mobile)
- Parking and Bus Schedules-only PDF's currently
- Working with parking to do GPS tracking
- RSS news feeds for SA and CT now in the app

Student Feedback

- Why doesn't android have the places feature in UR Mobile?
 - Places is not yet developed for android app
- Transportation app—need to wait until parking decides on vendor.
- Should include the normal CT feed and CT now feed
- When you search "UR mobile" for android the app does not appear, you must search "URmobile"
- Dining menus on UR Mobile- Currently working with Lisa Brown and Cam Schauf
- Check declining balance in UR Mobile—asked vendor about it at July conference—they said they were "working on it". UR will definitely try it when it comes out
- UR mobile- communication to student body from IT
 - Publicity in @Rochester, Weekly buzz, Posters, PAINT THE TUNNEL, suggestions...CT ad, etc. What do students pay the most attention to? Advertise the mobile learn integration
 - SA communications continuously update about UR mobile
 - Visually display what UR mobile is
- IT has a Youtube video about UR Mobile
- Contact Lisa Brown with questions



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3) Computer Sales

Background Information

- Open to feedback from students
- Lots of licensing available to students
- IT is working on
 - Broader communication
 - Table events
 - Sponsoring vendor presentation
 - sponsoring and participating in current events
 - promotional items
 - video gaming events

Student Feedback

- Can you only fix some computers?
 - IT tries to be as helpful as possible, but there are limitations due to warranty etc.
- **Software**—are prices better if provided through the computer sales?
 - You can get it for less through the computer store
 - Not trying to make a profit so they will give you the best price
 - IT can share some prices with us, and we can provide some feedback
- **“How to” Classes** for new purchases (if a new apple user buys a mac etc.)
- Promotions (like the bookstore, annual)
 - Techmonster
 - Hand out shirts at different events (sporting events, winter carnival—working with the rock climbing club)
 - Reminds some students of monster.com
- **Navigation** of computer sales webpage
 - Not very easy to navigate
 - newegg.com is an easily navigable page

4) Network Registration

Background Information

- **Why was Network Registration put in place?**
 - Net Registration was put in place to provide full access to resources for those who pay for it, and protect the students.
 - Publicly accessible—creates an information security problem
 - Students have rights to use university resources. These shouldn't be available to just anybody
 - Protection of university assets



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- **Authentication**
- You can authenticate as an authorized user, public, or visitor
 - “Publicpublic” gets separated from university network
- **Login Time**
 - Concerns about the amount of time it takes to login
 - Forced reboot after logoff
 - Prevents virus/spyware incidents—overall improved system stability
 - At first, logon took about 3 min
- **Why does Login take so long?**
 - Default profile –modified each time you login
 - At peer institutions, login times are 2-3 min (and not as many applications as UR)
 - configuration of apps to prevent pop-ups
 - establish default printers
- Are all of these applications useful?
 - Could virtualize some of these applications—kiosks should not need all off those applications. There was enough demand for enough applications that they kept the whole package
- **What did IT do to address logon speed issues?**
 - Emphasis on critical apps
 - Set auto save for all apps possible
 - Suppressed auto update settings
 - removed data from default prof from non-critical apps
 - performed iterative testing, as apps are added
 - Default prof down to 200MB from over 1 GB
- Will be adding **LabMaps** services.
 - Students can look to see where computers are available on campus (will be incorporated in UR Mobile in future)
- Restoring/improving digital signage (more content/functionality coming soon)
- Replaced over 100 computers this summer
- All computers are 3yrs old or less
- Replacing older network hardware with faster equipment
- Servers monitored for performance

Student Feedback

- Students use computers when it is more convenient than their own laptops
 - Is there any way to give everyone a master profile to make the login faster?
- Slots on the machines do not work for some of the memory cards.
- Video Computers
 - Not strong enough to run final cut pro
 - Crashes a lot when you upload video
 - Dual display mac pros for these stations
 - In final cut you cannot Save As
 - You can't save to an external hard drive
 - Need to know what location it is saving to



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5) Miscellaneous

Student Feedback

- Mobile printing
 - No progress has been made
- Would alleviate some of the issues with trying to get into the public computers quickly to print
- Matt will follow-up with pharos about mobile printing
- When will UR Mobile be available for BB? It is currently available...update will be available in 1-3 weeks
- Try to improve kiosk hardware to make login faster

Project Managers

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