
University of Guelph CCS Management

Response Report

To the

Information Technology

Student Advisory Committee (ITSAC)

Annual Report

2006 – 2007

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I. Introduction

The Information Technology Student Advisory Committee (ITSAC) aims to achieve an effective dialogue between students and the IT programs/service providers on campus. In order to formalize this dialogue, the committee is mandated to write a report outlining student concerns and experiences with IT services at the University of Guelph. Copies of this year's ITSAC final report were forwarded to IT service providers outside of CCS.

To complete this dialogue, the CCS Management Team is mandated to responding to the ITSAC report. This is the fourth year of the formal reporting process between ITSAC and CCS Management Team.

The CCS Management team is committed to providing the necessary resources and efforts to ensure ITSAC's success. The committee provides a valuable and vital method for tapping into the student perspective with respect to campus IT initiatives. The Management Team wishes to thank the students who participate in this committee for their effort and dedication.

CCS Management Team:

Bo Wandschneider, Associate Director, CCS

Jim Lennie, Associate Director, CCS

Drew MacPherson, Manager

Kent Hoeg, Manager

Leon Loo, Manager

Gayleen Gray, Manager

II. Wireless and Wireless Printing

Key points from the ITSAC 2007 report:

- ITSAC recommends that CCS continue with their enhancements to the wireless connectivity on campus
- Improved signage for wireless areas and wireless printing in more visible areas needed
- An ad in the Ontarion would be a good way for students to see what CCS has done to improve wireless over the past year.
- Many students with Macintosh computers would also like to have WPA security.

Response issued jointly by the Library and Computing and Communications Services(CCS):

CCS completed the upgrade and expansion of the campus wireless network in September of 2007. This project included extensive coverage for classrooms, meeting rooms and other common areas on the campus. Partnerships with colleges including OVC, CSAHS, COA, CPES and CBS have allowed CCS to extend wireless coverage beyond the areas originally planned for in the summer of 2006.

CCS continues to post signs in wireless coverage areas, and document the expanded coverage on our web pages. Wireless usage by students continues to increase, with over 9000 users having logged in from over 8500 different wireless devices, and a maximum of over 1300 concurrent users since the start of the Fall 2007 semester. These numbers represent an increase of approximately 30% over the Fall 2006 semester.

If you experience problems connecting the wireless network please go to the IT Help Desk on the first floor of the McLaughlin Library where they will diagnose the problem and contact CCS to make any necessary repairs.

Wireless printing is maintained by the Library and your concerns about advertising the service are noted. The Library will increase signage and notify Student Life about the wireless printing service.

III. Freedom of Information and Protection of Privacy Act

Key points from the ITSAC 2007 report:

- It is difficult for ITSAC to make strong recommendations around this issue because the Freedom of Information and Protection of Privacy Act (FIPPA) is legislation and not simply an internal practice or policy of the University of Guelph.
- The committee does see the value in Chris Graves' continued effort to meet with all groups on campus to provide information and to follow up with them.
- ITSAC recommends that Chris work specifically with the CSA and the GSA to ensure student information required to manage the student Health and Dental plans on campus is accessible. As well, from time to time, the CSA and student groups require specific information to run elections, distribute bus passes, etc. This information would include student name, student identification number, name of College they are registered in, home mailing address, registration status (full- or part-time) and eligibility status for health and dental plans.
- The committee also recommends that Privacy Commissioner (Chris Graves), or someone else, be able to work with student groups to ensure measures are taken and appropriate safe guards are implemented

Response issued jointly by the University Secretariat and the Office of Student Affairs:

When it comes to access to information and protection of privacy, the University Secretariat is best thought of as a policy advisor; individual offices are still responsible for managing their information locally. As such, recommendations involving the CSA, GSA and the Health and Dental plan are best put to the office of Student Affairs. Having consulted with Brenda Whiteside, AVP Student Affairs, the University Secretariat can say that the suggestion to implement privacy awareness sessions for student governments is a good one and is currently being considered.

IV. Email and Calendaring

Key points from the ITSAC 2007 Report:

- ITSAC members believe that students will welcome a new and improved email system and look forward to seeing what this will be.
- Students would like to see the functionality experienced in other email clients
- Spam issues need to be dealt with aggressively, and communications need to improve so that students can learn about the tools available to help combat spam in their inbox.
- It would be beneficial for students to have an email address that that can be maintained after they graduate and at no cost.
- The lack of a University of Guelph student integrated calendaring system is a problem.
- Student users end up with the task of maintaining multiple calendars.
- The MyPortico calendar does very little to remedy the calendar problem.

Response issued by Computing and Communications Services (CCS):

This past year CCS in extensive consultation with the community undertook a review of the University's existing email, calendaring and related collaboration tools with an objective to explore the options, and develop and execute a Request for Proposal, RFP for a new Email and Calendaring solution. We are extremely pleased to announce that the process resulted in an exciting new solution called Zimbra. This solution is at the forefront of technology, taking advantage of a robust Ajax interface, giving us a true web interface that allows full functionality from anywhere, not just our desktop.

The process did look at externally hosting a solution, which seems to be gaining traction in certain sectors. Although there is promise, the community and the evaluation committees did not feel the University was ready to take this step. The value of hosting the service in-house, along with having one integrated solution for everyone, currently outweighed the benefits of an externally hosted solution.

We expect to roll this service out over the winter term, in a staged deployment. The student community should expect to see significantly enhanced quotas, more functionality and for the first time access to a full featured calendaring system which will be fully integrated with both email and address books. CCS will also be taking steps to address the amount of spam which impacts on our email environment.

CCS is reviewing options with Alumni Affairs and Development around the offering of email access to students beyond graduation. Until these reviews are complete, CCS will continue to offer the Associate account service, which includes access to an email inbox and @uoguelph.ca address, at a cost of \$50.00 per year.

V. Computer Pools and Lab Standards

Key points from the ITSAC 2007 Report:

- ITSAC recommends adding more outlets to the public areas in the library and in classrooms to make these areas more laptop friendly.
- ITSAC feels that the library Distributed Printing System isn't clear to students and recommends the following:
 - a. All printer locations should be listed at every print release station.
 - b. The name of the Distributed Printing System should be changed to something more intuitive: like "print anywhere"
 - c. Ensure clear signage and advertising of printing locations.
 - d. Advertise the wireless printing and the fact that students can install it on their own laptops.
 - e. Provide information to res life staff about this system so that new students are in the loop.
 - f. Try to get wireless printing working on Macs.
- ITSAC recommends that signs are needed on the computers to remind students to use computers for academic pursuits only during peak hours, but also feels that the no parking policy has already been a huge success.
- ITSAC recommends that computer labs across campus have up to date hardware and software. A base level of software should be available in all labs across campus.
- ITSAC recommends the use of floating licensing/licensing servers where possible to keep software costs down.

Response issued by the Library:

The Library installed 390 new hydro outlets in the McLaughlin building on the 4th, 3rd, and 2nd floors during the summer of 2007. Hydro installations are expensive, but as monies become available more outlets will be added to the McLaughlin building in the future. There are plans to add 100 more outlets to the 4th floor in the next year.

It is difficult to define and recognize whether one is using a computer for academic pursuits. Therefore, it is difficult to enforce any use of the computers for academic pursuits only. Email, IM, and social networking sites can be used for collaboration or as tools for academic work. The Library and CCS do not have the resources to have staff monitor computer usage throughout the building especially during peak times when their skills are required for research and IT help at their respective desks.

The Distributed Printing Service is available in 6 buildings across campus including the New Science Complex, McLaughlin Library, and OVC Learning Commons. The service is used extensively by students. 1.8 million pages were printed, in the 2006-2007 school year, on fourteen printers distributed across the campus. The Library is reviewing the hardware and software of the system in the hopes of enhancing the system's usability. The resulting system should enable wireless printing for Macintosh computers and other operating systems. Signage will be improved and the service advertised more over the coming year.

VI. Future of Technology at U of G

IT Governance

Key points from the ITSAC 2007 Report:

- Students were pleased to see that ITSAC was mentioned as one of the important stakeholder groups and would have an opportunity to provide input on current and future technology and iCampus related initiatives.
- The committee is interested in ensuring that information is widely disseminated to the student body in a way that will not only inform them about issues that are taking place, but how it impacts on them.
- ITSAC sees itself as the voice of student technology concerns, and in that role they want to ensure there are channels in place that will allow information to flow between ITSAC and the student body and in turn, back through ITSAC to the appropriate IT Governance committee(s) and high level decision makers.
- It is important to ensure information is cyclical.
- The committee also would like to see a method for students to provide feedback on specific decisions that are made via the IT Governance model.
- There is also a desire for transparency in the decision making process.

Response issued by the office of the Chief Information Officer:

The new IT Decision Making Framework includes a strong commitment for transparency in decision making, and an emphasis on communications across the spectrum of committees which comprise the Framework.

There are student representatives (one undergrad, one grad) on the Information Services Council (ISC), and the Committee's website is open to all (www.uoguelph.ca/isc). In addition to the CIO's web-site (www.uoguelph.ca/cio), the IT Decision Making Framework has its own new web-site (www.uoguelph.ca/itgov) and there will be links to the committees and enterprise IT initiatives.

The ITSAC recommendation that channels be developed to enable information flow from ITSAC to students and to IT committees is noted, and will be considered as one important aspect of the University's communications strategy for IT.