Information Technology Student Advisory Committee (ITSAC)

Annual Report

2013-2014

Dave Wilson (Chair)
July 4, 2014

Contents

I.   Introduction

The Information Technology Student Advisory Committee (ITSAC) serves as an advisory committee for Information Technology (IT) on campus on matters dealing with IT programs and services for students.

ITSAC has a Chair and a Vice-chair, each serving a two year commitment to ITSAC, this year's Chair was sitting on the committee for the 2nd year in a row (since serving as the Vice-Chair for last year).

Relatively small format changes were made from previous years with the exception of having more frequent meetings for a shorter duration. This year we had eleven meetings spaced two weeks apart and scheduled not to interfere with orientation, holidays or exams. The duration of the meetings was ninety minutes instead of the traditional two hours. Additionally the committee proposed and ratified a change to the terms of reference to include members at large to the committee to insure we have an adequate number of student voices at the meetings

A number of guest speakers were invited from both inside CCS as well as from campus IT partners to attend the meetings to discuss IT related programs and services, soliciting feedback on their existing and proposed services.

Overall, ITSAC had a successful year and discussed a wide variety of topics. The resulting report outlines the feedback and recommendations based on the committee's work.

II.   Membership

IT Student Advisory Committee: Membership Information 2013-2014

Dave Wilson
Manager Information Systems and Development
(OpenED) -Chair

Randy Oldham
Library ITS

Saveena Patara
Analyst, Computing and Communication Services
(CCS)- Vice-Chair

Julia Foster
Central Student Association (CSA)

No representative
Student Senate Caucus (SSC)

Domenico Commisso
College of Physical & Engineering Science Student
Council (CPESSC)

Meghan Wing
College of Biological Science Student Council
(CBSSC)

No representative
Students Federation of the Ontario Agricultural
College (SFOAC)

Kimmi Snider
College of Social and Applied Human Sciences –
Student Alliance (CSAHS-SA)

No representative
College of Management and Economics (CME)

Alexandra Wong
Interhall Council

No Representative
College of Arts Student Union (CASU)

Lucas Rosenlund
Centre for Students with Disabilities (CSD)

Eddie Ma
Grad Student Association (GSA)

Keith Poore
Member at Large (Graduate Students)

No representative
Guelph-Humber Student Association

No representative
CCS – Help Centre and IT Help Desk

Shelley Marshal / Heather Leong
ITSIG Steering Committee

III.   Schedule of Meetings

Date	Time	Location
Sept 26	3:30 - 5:00	Lib 384
Oct 10	3:30 - 5:00	Lib 384
Oct 24	3:30 - 5:00	UC 335
Nov 7	3:30 - 5:00	Lib 384
Nov 21	3:30 - 5:00	UC 335
Jan 16	3:30 - 5:00	UC 334
Jan 30	3:30 - 5:00	UC 332
Feb 13	3:30 - 5:00	UC 334
Feb 27	3:30 - 5:00	UC 334
Mar 13	3:30 - 5:00	UC 334
Mar 27	3:30 - 5:00	UC 334

IV.   Role of the Committee and Methods of Communication

We used part of the September 26th meeting to discuss the nature of the committee and its roll in interacting with the student body to bring issues forward to CCS Management Team, Campus IT Partners and intuitional executives to aid in planning and decision making. The topic of communication and its importance was brought forward as an agenda item and a discussion took place around determining affective channels to ensure strong two way flow of information between student groups and their representatives

Recommendations:

1. Students to use meetings of their groups to relay details of our discussions
2. Students to make use of listservs that they have access to
3. Students to use social media such as Facebook and Twitter where appropriate
4. Students to take opportunities in their interactions with their constituents directly to sample the group in terms of issues of interest
5. Chair to make agendas available to the community at large by publishing them on the ITSAC site
6. The use of different communication models rather than representational to move to more of a town hall meeting open to interested students generally

CCS Management Response
These are great recommendations to the ITSAC Committee. With respect to Recommendation 3, CCS does have its own Twitter account and could re-tweet ITSAC tweets for greater exposure.

V. Security Awareness Campaign

Andrea Karpala from Organizational Services and Gerrit Bos from IT Security Office presented to the group on the topic of IT security Campaign recently launched across campus. The group was asked to promote the campaign within their groups and provide feedback on the campaign to date.

Recommendations:

1. The campaign was visible, professional and likely to build general awareness
2. There was general consensus that having a printable certificate representing subject mastery would be valued and increase the likelihood of serious participation in the program.
3. In addition to the materials being used in the campaign it was recognized that additional steps could be taken to identify higher risk individuals by using harmless but message rich phishing campaigns to warn users of the threats of phishing itself.
4. In an effort to increase student participation representatives of organizational services , student representatives or IT security office could go to larger classrooms to promote the campaign
5. It was suggested that finding a way to gamify or generally provide incentives on the campaign would yield positive results
6. After seeing Dennis Xu's Presentation on networking statistics it was agreed that these could be used to measure the efficacy campaigns like this.

CCS Management Response

The Office of the CIO, in conjunction with CCS, will continue to advance its efforts in the area of IT Security into this year and beyond. Successful IT Security efforts are multi-pronged and education such as that provided through the Security Awareness campaign is just one aspect of this effort. In addition, there will be technology and process related efforts and the development of policies to help guide the campus in its role around IT Security. The feedback from students on how to make IT security more interesting or engaging is helpful. This will be considered in future publicity efforts and there will be opportunities to keep ITSAC informed of future activities and also to seek their input on any activities that would have direct student impact.

VI. Zimbra

With Saveena as the CCS representative in a position to discuss Zimbra services, the group undertook an open forum on the benefits and shortcomings of Zimbra, both in terms of its fit for use usability but also in terms of its fit for purpose and relevance as a tool in their day to day lives.

Feedback

There was generally limited awareness in the group in terms of the functionality beyond basic email. On a related note the group felt that they lacked proficiency with the tools to make it affective in their work. Related to concerns around spam and campaigns to reduce it, it was mentioned that

having the organization take a more proactive role in flagging or removing spam or phishing emails from users mailboxes once specific emails of these types are identified.

Recommendations:

1. There should be information describing what tools are available in Zimbra placed on key websites homepages such as Start online as well in the Student planner
2. A video describing what Zimbra is at the university of Guelph and how to use it should be created and placed on UofG Website
3. Gryph mail tips and use cases should be created and distributed online and in print

CCS Management Response
Undergraduate students were migrated to Gryph Gmail as of August 19, 2014. Undergraduate student use of Zimbra is no longer pertinent. Gmail is a widely used product and we anticipate that students will find that there are many ways to learn and improve their skills with the system. CCS provides information on its website here: https://www.uoguelph.ca/ccs/google-apps and Google provides many opportunities for getting assistance using its services via a Google search.

The questions and feedback provided here still relate to Grad students as well as Staff and Faculty on campus. We have provided training opportunities through Human Resources in past and the interest and uptake on these sessions dwindled over time. It is always a challenge to ensure there is knowledge currency with our software system. Constituents using these systems change annually and it is not easy to track the training uptake. The advice to develop a support video that could be used by new members of the community is a good one and we have shared this with the appropriate staff in CCS so they can consider this idea in conjunction with other support materials. The CCS Help Centre is available via 58888help@uoguelph.ca, ext. 58888, or @ccsnews to assist users with any one off questions.

VII. Review of Library IT Survey

Randy Oldham from the library presented the results of the IT survey the Library puts out. Data were presented in order to identify trends in student demographics and technology use.

After providing some basic facts about the number of respondents and the format of the survey, Randy provided each committee member with an iclicker and walked us through responding to a number of survey questions. This format kept the group engaged, and allowed Randy to discuss the full results of the survey questions while we reflected on our responses.

Feedback

The Committee was very impressed with the data presented and were concerned about the security of the surveys. The committee as a whole considered the information to be interesting and help provide a context for the work we are doing currently.

Recommendations

1. We encourage the Library to continue to solicit feedback in the form of the survey, and use the information in planning.

VIII. Student Group Access to Institutional Ticketing System

It was brought up at one of the meeting that there is a desire for student groups and clubs to have access to a ticketing and enrollment system if one were available. This could be used to sell tickets to student based events and provide greater control for the groups hosting the events. Amongst the group a solution called Eventbrite was identified as one that some of the groups were already using.

It was recognized that this may be something that ActiveNet may be able to address. Kent Hoeg was contacted to discuss a student role in participating in ActiveNet on campus. Given the timing it was decided that this would best be left for 2013-2014 Group to pick up as the number of groups already in the queue would not allow for near term participation.

Recommendations

1. Have Kent come to speak to the group when the system is more fully instituted and address the potential "fit for purpose" aspects in this regard or other that students may make use of.

CCS Management Response

CCS is open to exploring any potential that ActiveNet could provide for student groups. As of the end of the summer, there have been a number of successful implementation of ActiveNet on campus and our knowledge and capacity for considering smaller groups could be explored. We recommend that ITSAC clarifies what the potential needs are that student governments or groups may have and then bring Kent Hoeg to an ITSAC meeting to discuss these needs with ActiveNet in mind.

CCS is also aware that another tool has also become available for student groups over the last year: gryphlife.ca. Offered by Student Life, GryphLife is branded as "your way to find, join, and promote student groups and involvement opportunities at Guelph!" The event management features of GryphLife are freely available to student government-related clubs. For questions, please contact gryphlife@uoguelph.ca.

IX. Moving to the Cloud

The CIO Rebecca Graham and Gayleen Gray the Deputy CIO and Associate Director CCS presented to the group on the decision to move students off of Zimbra to a cloud based solution. GMAIL was identified as the likely solution we would move to in the near future. The group was presented with the rationale supporting the move. It was pointed out that users would enjoy larger storage quotas, a richer feature set and mobile app integration. A number of universities had already carried out this migration successfully and additionally there was evidence that a large number of students were already forwarding their mail to GMAIL so they would welcome the change.

The discussion outlined the details of account naming conventions as well as commitments from Google for limited advertising and data mining. A privacy risk assessment was promised in order to identify any unacceptable exposures to student identity and data. An option to opt out for students who do not want to make this move was also presented.

Feedback

The feedback from the committee around the move to a cloud solution was mixed. The opportunity of introduce larger disk quotas was seen as highly valuable to their constituents.

Concerns exited around potential privacy concerns from students as well as the potential for confusion and additional work having two calendaring systems. As well there were concerns around the persistence of the accounts and whether students could take them with them upon leaving the university. In addition to these product related comments, there were three structural issues that presented themselves with this initiative worth mentioning

The first issue is that Grad students were not pleased that they were being excluded from the group migrating to Gmail. They felt that they had as great if not greater needs for quota relief as undergraduates. Rationale presented for this decision was not fully accepted. This group looks forward to participating as soon as is feasible

The second issue that emerged was the ambiguity of the role that ITSAC was asked to play in the process. ITSAC is an advisory body and was expecting to play a role in shaping the decisions around adoption and rollout. This decision to move to the cloud was driven by business pressures primarily and thus did not need our participation in this capacity. ITSAC was advised of the rollout in advance any general announcements and thus played only a small roll in communicating details to the general student population. The group is not constituted as a technology focus group so providing that that type of feedback is beyond our mandate. This was identified as an opportunity for upcoming committees to address and refine.

The third issue was the value of having Gayleen come back several months later to give us an update on the project. The committee appreciated getting updates seeing the effect of our participation and recognized this feedback is a strong motivator to the group as a whole.

Recommendations

1.   Move Grad students to GMAIL as soon as is practicable
2.   Determine and communicate the role of ITSAC in these major changes ahead of engagement. This will allow the group to more effectively support the process.

CCS Management Response
Following our initial visit to ITSAC we did come back to the table to provide updates on this project. We also worked closely with the Graduate Student Association (GSA) and Student Leaders and Management committee (SLAM) to understand the challenges and concerns of Grad students. We do plan to continue to work with all three groups to ensure that the graduate students are kept informed as we move

forward with our email strategic planning efforts. As of the end of September 2014, the email quote for all Graduate students will be doubled to 2 GB.

The move to Gryph Gmail was completed in mid-August and there are very good signs that it has been a relatively smooth transition. CCS developed a comprehensive set of information and support tools related to this project over the summer and they can be found here: https://www.uoguelph.ca/ccs/google-apps

Gayleen Gray, Deputy CIO and CCS Associate Director, or another CCS designate can return to ITSAC to discuss the outcomes of the project and any additional updates, and to hear the ITSAC feedback as well.

Comments about the inclusion of ITSAC in the decision making process was appreciated. As pointed out in the report, not all business decisions can provide the opportunity for input that may be desired, however we benefited from the discussions with ITSAC on the 'why' and 'how' of the decision and the project benefited from hearing students concerns through ITSAC and the other committees we engaged. It allowed us to modify some of the project process and ensured we provided more robust communications throughout the summer.

CCS anticipates embarking upon a larger discussion around the direction of email for the rest of the UofG community and will be pleased to find ways to involve ITSAC in this process.

X.   Wireless, ResNet and Network Access Control (NAC)

This was a broad topic that has been covered in previous years. David Xu from CCS came to speak to the group and explaining wireless access with particular emphasis on security implications of the choice of access type.
Dennis explained in detail the different types of wireless access available:
1. UofG WiFi Secure
2. UofG WiFi
3. Eduroam
4. UofG Resnet Wifi Secure

With UofG Wifi Secure the NAC agent is not required and that login credentials are cached on the device. This is what people should use on campus.

Eduroam users can move between institutions and use their UofG login credentials at other institutions. As with UofG Secure, the NAC agent is not required and that login credentials are cached on the device.

UofG unsecured is available and primarily aimed at guest users from other institutions. Authentication is encrypted but all other traffic is not.

UofG wifi resnet is still being tested and only in Johnston Hall

Feedback

People are not using uofg secure for two main reasons. The first reason is that passwords are not synchronized on instantiation. The Group would like to investigate how to overcome this issue by automation or through behavioral means by requiring all accounts to go through password change upon registration acceptance. It was also recognized that there was some confusion regarding the wording being used to identify the underlying problem. The statement that "password synchronization" left people wondering if they has the power to synchronize their passwords. Something more simplified may encourage people to solve this problem themselves.

The second reason people are not using uofg secure is related to configuration issues on their mobile devices.

Recommendations:

1. While documentation may solve the issue partially it was seen as highly attractive if a utility could be developed or secured that would aid in this regard.

CCS Management Response
A project is underway to decommission the unsecured wireless network before the end of the fall semester. There will be a very visible campaign to undertake this effort on campus. A utility has been purchased and tested and will be shared with the campus community to help mobile users configure their wifi settings to get on the secure network. Over the summer, wireless was added to the Lambton residence and it is by default a secure wireless network.

The feedback around the terminology we use with respect to 'password synchronization' is helpful and will be shared with the appropriate teams within CCS to help them plan for communications around these services.

XI.   Courselink

Richard Gorrie and Scott Merrett from Open Learning and Educational Support (OpenEd) came to speak to the Committee on the topic of Courselink. Scott and Richard used the time to engage in a dialogue with the committee in terms of what issues they saw as being relevant to the committee and students overall.

Feedback
There was some confusion from the committee regarding terminology, in particular, are D2L and Courselink the same thing.

The comment was made that faculty have more problems with D2L than students. This seemed to reflect a feeling that when some faculty were unaware of how to accomplish certain tasks but also that they were not always using the same tools the same way and that that created challenges for students.

The committee discussed the value of having a mobile app and agreed that seeing grades on a mobile phone application would be very useful to them along with a notification that final grades had been posted.

The committee commented that there was rich peer support system in place regarding the LMS. Students are helping each other understand how it works and what features they can use.

There is no way to print notes directly from CourseLink. Notes have to be downloaded and then printed through Adobe Reader/Microsoft Powerpoint/etc. on the student's computer.

Students were saying that browsing the forum became worse after the latest update. It used to be a single click to get to see a post, but now it is more than that.

Opening a quiz blocks the Update Alerts from showing up until the quiz is finished. Some professors leave quizzes open for several days. This means that people who start a quiz early but leave it to finish later will not get any Update Alerts for the days they leave the quiz open.

Everyone said they enjoyed the new Update Alerts feature.

OpenEd Management Response
It is always valuable to get feedback from ITSAC about CourseLink and the use of learning technologies by faculty and students. As was said at the meeting, the confusion about terminology, i.e."CourseLink" versus "Desire2Learn," likely originates with faculty, particularly those that don't refer to the University's learning management system as CourseLink, something that in fact, most students do. That issue of a communication problem, as well as finding ways to help faculty use CourseLink more effectively, both need more work on our part and we appreciate them being brought to our attention. It should be noted that OpenEd and the University at large are looking into ways of enhancing our mobile presence, including, but not limited to, notifications from the grade book. As for printing issues and problems with the user interface, the vendor has been made aware of these shortcomings, and with the latter issue, has indicated at least, that changes are coming. The mention about students helping students is very interesting and is something we would love to learn more about, perhaps in discussion with a student advisory group, more about which is described below.

Recommendations:
1. Students would like to see a link on the login page that would allow them to provide feedback on the system rather than to instructor.
    o *OpenEd Manager response: We are looking into a variety of ways to solicit student feedback about CourseLink, including a student advisory group as suggested below.*
2. Setup a Courselink advisory Committee similar to ITSAC to provide feedback and recommendations directly.
    o *OpenEd Manager response: This is an excellent idea and we are formulating a plan to put this kind of group together.*
3. OpenEd should set up a booth in the UC that would allow folks to drop in and ask questions.
    o *OpenEd Manager response: We are looking at a number of ways of enhancing student support, particularly at the beginning of the semester. While staffing a booth in the UC would strain our resources, we can certainly work on getting out information regarding common student issues, especially those that new users encounter. One idea we are exploring is a student dropin in our teaching lab that would let students come to us with*

their problems or need for assistance. Another idea is a student orientation course with examples of the ways that CourseLink is used.

4. Reduce the use of discussion boards within the courses.
    o *OpenEd Manager response: It would be impossible to make this recommendation as online discussions are an important way of assessing students. However, we can certainly recommend ways to use them effectively. It would be useful to find out why students don't like online discussions.*
5. Open Courselink well before courses begin so eager students can look around.
    o *OpenEd Manager response: Given that some courses are not assigned until just before the semester starts or are still be worked on by instructors, we could not open courses across the board. That said, we do open up courses early on request. We will do a better job of letting instructors know about this option.*

XII.   Classroom Technology

Steve Borho from Open Learning and Educational Support (OpenEd) presented to the committee on the history of classroom technology at the University of Guelph as well as the challenges we face going forward. He let the committee know how decisions are made in terms of what technologies go into what types of classrooms and he touched on the growth of end-user enabled technologies such as laptops, and smartphones as well as Apple TVs as Google Chromecast technologies as well as and how a lack of standardization with regard to video transfer presents unique challenges in this area.

Steve's presentation covered the move to Institutional strategy to more fully technically enable classrooms on campus as well as the growing number of classrooms so enabled. He talked about the importance of good design in this field as well as the value of simplified and standardized user interface to reduce the learning curve as well as the frequency of support.

Comment

The group found the presentation to be informative and generally interesting. Similar to the comments made in the area of Learning Management Systems, one of the issues that was of particular concern to the group was the apparent lack of proficiency the part of instructors to use the technology.

Mac adapters are required for students using Apple laptops to connect to the A/V equipment. They as well as other similar equipment are available there for rent, or purchase.
It is felt many students know about these services. Additionally there seems to be discrepancy in the rental prices.

The pricing and limited awareness leaves students feeling punished for owning a Mac. According to the graph the presentation given by Dennis Xu on Wireless Internet at UoG, more people connect to Wifi from Mac computers than from Windows computers. It seems a bit unfair to force Mac users to pay so much to rent the device for school-related activities.

Recommendations:

1. Continue with efforts to simplify and increase reliability of the classroom technology.
    o *OpenEd Manager response: WIll do.*
2. Continue to update and outfit classrooms with this technology.
    o *OpenEd Manager response: Will do.*

3. Determine a way to get all instructors proficiency on how to use the classroom technology effectively.
   - *OpenEd Manager response: As with online technologies we need to continue to find ways to work with faculty to make effective use of the tools, particularly instructors who are not proficient.*
4. If Mac adapters cannot be provided for every classroom (which would be understandable) then perhaps it would be good to see if the rental price can be reduced, or even just have a $5-$10 refundable deposit (where the student get 100% of their money back). Alternatively, professors who know their students will be doing presentations could be provided with an adapter for the whole class (though, this might be more of a hassle than just putting them in classrooms as you have to ensure professors know about this and remember to pick up an adapter).
   - *OpenEd Manager response: It would not be practical for us to equip classrooms with Mac adaptors, particularly because there are a number of adaptor types out there depending on the age and type of the Mac. Unfortunately, this is something that comes with owning a Mac.*

XIII.   Collegiate Link

Shannon Thibodeau from Student Life came to present to the group on Collegiate Link and how it helps the university community connect, find, join, and promote student groups and involvement opportunities at Guelph. The site is relatively new and Student life wanted people to know the process for including accredited groups and the tools the groups can use to get their message to students as well as how students can use the site to get information around clubs and sign up for them. The site can only handle registration in unpaid events currently as it does not handle payments. The system is replacing their current REG system.

Feedback:
The committee was impressed overall with the initiative as well as the tool.

Recommendations:
No recommendations around this other than to carry on and enable payments when possible

XIV.   How Can We Make ITSAC Even Better?

Based on some discussion between this year's committee, the following ideas were shared and should be discussed with next year's committee members. Perhaps some of these fall outside of the mandate of the committee, but some should be considered during the annual review of the ITSAC Terms of Reference.

Recommendations for changes to consider with ITSAC going forward (some of these recommendations were carried forward from previous ITSAC reports). These are placed under Critical Success Factors (CSF)s

Develop Overall Community Awareness of the Group and its Mandate

- o ITSAC should have a modest budget for marketing support to ensure there is awareness from students as well as IT service providers on campus.
- o Meet with student group presidents and leaders to emphasize the importance of ITSAC, solicit their feedback around its value, and help to ensure that all member groups send a representative to ITSAC meetings. It would also be potentially useful to speak at the meetings where groups select their representative
- o Look at inviting other regional campus participants to connect remotely to the meetings. Use Adobe Connect to facilitate this.
- o Think about inviting "Spark" developers group or more technical group
- o Consider ITSAC hosting something like an Open Forum, welcoming students to show up and share feedback and insights about their IT needs and concerns. i.e. are there other ways that ITSAC can solicit IT feedback and ideas from students?

CCS Management Response
CCS Management agrees that it is very important to Develop Overall Community Awareness of ITSAC and its Mandate. We will look to ITSAC to guide the process and reach out to the CCS Management Team with any requirements they feel we can fulfill so that we can discuss.

Active Participation from Committee Members, Organizational IT Service Providers As Well As Student Body and IT Executive

- o Ensure all invited groups provide representative.
  - ▪ This highly dependent on meetings schedule so book this first
- o Send a survey to the student committee members at the beginning of the year to help determine the topics for discussion for the year.

An Effective Method of Ensuring Timely, Two Way Communication between Membership And Constituent Student Body Needs To Be In Place Early

- o Ensure Committee members understand what, how and when they should communicate with their constituencies.

- The role of ITSAC as a communication channel should be reviewed in light of all other methods that exist on campus for this. Members need to communicate with their constituents to develop a depth of understanding of issues and concerns and provide feedback on these. It should also be recognized that direct communication to students from IT service providers on campus already takes place.
- Word of mouth communication has been observed to work better than others
- Ensure that the ITSAC report is used to prompt real change. While it is expected that the report be sent to those interested and relevant parties, there is no formal process for doing so. The report has been sent to ISC (Information Services Committee) in the past, but this should be formalized. Perhaps this process should be documented somewhere in the terms of reference?

CCS Management Response:

There has always been a requirement for the ITSAC year end report to be shared with Management and for management to review and share back a response to provide feedback. This has always been written into the Terms of Reference. A copy of the ITSAC year end report is also shared with other units on campus that participated in the ITSAC meetings through the year, or for whom there were specific references about their IT systems in the report, so they can also provide a response. Often, feedback provided directly to UofG staff members who attend the ITSAC meetings is used in making changes or modifications to services prior to the year end report being issues. It depends on the type of request or input. The senior administration at the University of Guelph respect and appreciate the efforts of ITSAC and continue to support its work.

Feedback Mechanisms Exist to Demonstrate That the Group Is an Effective Agent for Change.

- ITSAC generally get the greatest satisfaction from the least impact activity ITBytes. The reason is that they see the effect of their effort quickly and clearly.
- Take steps to ensure the group knows its voice is heard. Having groups present to the committee and having the committee provide feedback but not know where that went can be disheartening. IT may be useful to have the presenters follow up with a communication back to the group two weeks after to see how things are going. Alternatively all presenters should be asked to comment on any changes that have been implemented from ITSAC's past recommendations.
- Continue to implement IT Bytes
- Ensure that the ITSAC report is used to prompt real change. While it is expected that the report be sent to those interested and relevant parties, there is no formal process for doing so. The report has been sent to ISC (Information Services Committee) in the past, but this should be formalized. Perhaps this process should be documented somewhere in the terms of reference?
- Review the timing for the ITSAC final report- Consider sending two reports. One for the fall and one for the spring.

CCS Management Response:

There has always been a requirement for the ITSAC year end report to be shared with Management and for management to review and share back a response to provide feedback. This has always been written into the Terms of Reference. A copy of the ITSAC year end report is also shared with other units on campus that participated in the ITSAC meetings through the year, or for whom there were specific references about their IT systems in the report, so they can also provide a response. Often, feedback provided directly to UofG staff members who attend the ITSAC meetings is used in making changes or modifications to services prior to the year end report being issues. It depends on the type of request or input. The senior administration at the University of Guelph respect and appreciate the efforts of ITSAC and continue to support its work.

More immediate follow ups from ITSAC to the guests who have attended their meetings are a good idea. The ability to provide enough time for actions to take place for larger endeavours is advised. Any short term feedback or information/clarification could be provided sooner and so the ITSAC leadership could assign these as action items to committee members who can reach out to the appropriate parties in a timely fashion

Role of ITSAC Needs To Be Clear To All Stakeholders

- o Clarify ITSACs role going forward primarily in the area of consultation. The group seeks out and invites on campus IT service providers to present to the group. IT listens to these presentations of, asks questions, and then provides feedback based on dialogue with its own constituency. This works quite well however problems can develop when we deviate from this.
- o Reconsider using ITSAC as a focus group. While acting to represent a constituency they are not themselves representative.

XV.   Thanks! to our Guests and Committee Members

We would like to send out a special thanks to the Guests who attended our meetings this year and presented on various topics. We appreciate your time and the valuable information that you shared with the committee.

XVI.   IT Bytes - General IT Issues

This year we dedicated 15 minutes of each meeting to bring up any IT issues or questions that they would like to discuss or get an explanation, answer or resolution to. If the issue cannot be answered immediately it is the responsibility of the Chairs to take the issue to members of CCS or the University community that should be able to provide info or an answer. Questions were taken forward to the appropriate areas as they were raised.

Some of this this year topics we addressed were:

Cell phone reception in Lennox Addington residence is very weak

It was discovered that cladding added to the residence several years ago is the root cause. In speaking with Director of Student Housing, it was discovered that a project is in place to resolve this. Tom Herr, CCS Manager Network Infrastructure, has indicated this was slated for summer 2014.

CCS Manager response: This work was completed and the cell coverage should be improved as a result.

Ongoing discussion of Gmail for student coming this fall

Saveena was able to communicate concerns to CCS and bring timely responses back

Reports of continuity and performance of wireless on and within campus

David Xu addressed this as an ongoing effort for ccs networking and if specific examples were found to contact them directly

Increasing quota for grad students

This was brought up and to be addressed in the GMAIL for student migration discussion

Naming conventions and the communications around it (e.g. 58888help)

Cahir brought this up while Cort Egan from Organizational Services was here; he spoke about all the work and promotion around 58888 would make change non trivial but would take the recommendation under advisement

CCS Management Response
There are a number of items here about which CCS Management could provide updates in the new semester (Gmail, grad quota increases, wireless, cell phone access in LA). Please provide us with this opportunity!

XVII.   Conclusion:

Overall ITSAC had a successful year. We met ~once per month throughout the year to review IT applications and services at the University of Guelph. ITSAC members have been very committed to providing input and feedback to the various topics. At times the committee struggled with attendance and engagement issues, but we are very appreciative of those who actively engaged and participated in the committee and look forward to the continued success of ITSAC in future years.

The ITSAC Chairs would like to extend a thank-you to everyone who gave up a Thursday afternoon evening to attend ITSAC and a special thank you to our vice chair Saveena for taking minutes as well as

looking after our food and drinks. You contributions are very important to the continued success of ITSAC.

XVIII.   Appendixes

Updated Terms of reference for ITSAC Committee 2013-2014