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### 2017 September 5 – Information Technology Council Minutes

East Tennessee State University

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# *The Information Technology Council*

## *Meeting Minutes*

September 5, 2017

### **I. Call to order/Approval of Minutes from Last Meeting**

- a) Karen King called to order the meeting of the Information Technology Council at 11:00 AM on September 5, 2017 at East Tennessee State University in the President's Conference Room.
- b) The following persons were present: David Currie, Andrea Di Fabio, Tisha Harrison, Bill Hemphill, Karen King, Michaele Laws, David Linville, Samuel Mayhew, Tony Pittarese and Melissa Webb.
- c) There was a question by Bill Hemphill regarding wording in the last minutes on page 6 concerning the Art and Design requests for a computer lab. The wording should have read "...the College or the department will pay the cost..."
- d) Karen King asked for a motion that the minutes be approved. Sam Mayhew moved and Bill Hemphill seconded. The minutes were approved as read with all in favor.

### **II. Information Items**

#### **a) Networking and Telecommunications Update – Andrea Di Fabio**

- 75% increase in internet connectivity since 2016
- Currently at 3.6 Gbps; new initiative is to improve to 5.0 Gbps
- VPN – Remote Desktop Access is available for staff/faculty upon request and approval
- 26,000 access drops across campus
- Shifting network to ResNet in the evenings for the Residence Halls
- Majority usage for students: Streaming and Gaming and the majority usage for staff/faculty: Other (Education Networking) and Streaming
- 2000 wireless access points with close to 8500 wireless devices connected to network at peak times
- Peak concurrent client count daily average: 8500

- Two SSID's on Main Campus: ETSU in Admin. Buildings/ETSURESNET in Residence Halls
- New Initiative: improve outdoor coverage
- Average telephone calls per day on campus: 13,000
- Over 200 emergency phones on campus
- Infrastructure to the firewall will be changing and Banner will be down for two days at a date to be determined
- Looking at adding a banner to incoming emails sent from a non-ETSU email account; help reduce phishing; testing with ITS currently and other departments by request

**b) Homepage and ETSU App Statistics – Michaele Laws**

- ETSU App has been totally rebuilt by the Web Team; faster and better performance
- App compatible with Android and Apple IOS
- 364 Android users have installed the ETSU App within the last 30 days
- 667 Apple IOS users have downloaded the App
- Need to make students more aware of the Parking App
- Bounce rate for App shows users staying on site longer; 42% in 2017 compared to 68% bounce rate in 2016
- Off campus ETSU App user traffic is up to 578,294 in 2017 from 267,159 in 2016
- Banner on the Homepage is now video; shows more users – 2,171 in 2017 compared to 647 in 2016
- 19,616 users have viewed virtual tour on the Homepage
- On the first day of classes, the Homepage had 25,934 sessions in 2017 compared to the first day of classes of 2016, which started a week earlier, which had 21,325 sessions

**Discussion:**

- Banner video on homepage does not stream on mobile devices; still image
- Desktop/tablets – compressed images
- Regenerations representative, Jessica Stallings, to deep dive on homepage and to host workshop on improving homepage to reach different generations
- Noel Levitz to look at bandwidth and data to improve homepage

**Action Items:**

- Michaele will check on bounce statistics on the banner video

**c) New Printers/Location – Karen King**

- Printers installed in parking garage and Buc Ridge; swipe card access

**d) Refurbished Computers – Karen King**

- Refurbished computers put into PASTA; offer extended warranty
- Rollout for the computer replacement initiative now occurs every month excluding August and December

**e) XP and Vista Computers**

- Removing all XP and Vista computers from ETSU network; unsupported and vulnerable
- Updated computers to Windows 7 where possible
- Replace with repurposed computers running Windows 7 or 10
- XP and Vista will no longer access the ETSU network after Oct. 1.

**III. Subcommittee Reports**

**a) Web Steering Committee – None**

**b) Research Computing Committee – None**

**c) Technical Subcommittee – Andrea Di Fabio**

- a)** Working on recouping emails from past students who are hired on as employees
- b)** Health Services is now testing the passcode on mobile device; will evaluate before going campus wide

**IV. Old Business – None**

Karen King asked for a motion to be adjourned. Sam Mayhew motioned; Tony Pittarese seconded. The meeting was adjourned at 9:49 A.M.

