MINUTES
Information Technology Advisory Committee
February 7, 2020

Attendees: Adrian Aron, Lisa Blackwell, Danny Kemp, Phillip Hardy, Jaehwan Jeong, Neal Leahy, Justin Martin (guest), Peter McCann, Elizabeth McCormick, Lisa McDaniel, Randa McDonald, Margaret McManus, Jackie McNabb, Ed Oakes, Bob Phillips, Denise Rahmes, Sean Ramsey, George Santopietro, Rebecca Scheckler (guest), Scott Shull, Matthew Taylor, Margie Vest, Geoff White, Jeff Willner

Absentees: Charlie Cosmato, Melissa Neal, Laura Quesenberry, Meghan Spraker, Ken Smith, Andrew Travis

Elizabeth McCormick called the Information Technology Advisory Committee to order at 10:00 a.m. on February 7, 2020 in Martin 230.

Elizabeth asked for a motion to approve minutes for the December 4, 2019 meeting. Neal Leahy motioned, Phillip Hardy seconded, motion carried.

I. Transmitting Sensitive Data – Ed Oakes reminded everyone to be careful distributing sensitive data which may include social security numbers, passport numbers and bank account numbers. Also, this includes any forms that may contain social security numbers. Andrew Travis has been working with Human Resources and the Financial Aid offices to help minimize this.

II. Tool Tip for Emails – Examples of wording for a data loss prevention tool were shown. When turned on this tool will detect social security numbers and bank account numbers within an email. You will then receive a message alerting you that the email you are about to send may contain highly sensitive data. The DoIT would like to turn this on within the next month or so. A notice will go out in the newsletter and Ed encouraged everyone to share this with their respective departments.

III. Computer Replacement Cycle – Each year, The Division of Information Technology (DoIT) identifies full-time faculty due for a computer replacement and invites them to an open house to view the available models and select the one that best meets their needs. The computer open house will be the week of February 17. This year's laptops offered will be the T490 laptop, X390 Yoga/Tablet and the 13" MacBook Pro Laptop. The desktop models include the M720 Tiny-in-one model and the iMac 21.5" with 4k display. All models have an i5 processor, 16 GB memory and a 256 solid state drive. Rollout of the new models is slated for the middle of May.

IV. Customer Satisfaction Survey – Lisa McDaniel shared the results from the DoIT Customer Satisfaction Survey. There were 238 responses and the overall experience increased slightly. A phone call is still the #1 preferred method of contact. Overall, the phone performance stayed the same, field support increased slightly with the biggest room for improvement being walk-in support. Taking this feedback, the focus for the upcoming year will be to create a better walk-in atmosphere, focusing on student customer service skills along with scheduling full time technicians to provide more direct supervision of the student employees. Also, improving Macintosh skills for technicians with more training across classrooms and the help desk.

V. Office 365 Email Access (Modern Authentication) – Modern Authentication will be required by Microsoft by fall of 2020. This will add DUO to email. DoIT will identify and email those that will be impacted by this change. Communication will begin by early March and implement on May 19,2020.

VI. OneCampus – Jackie McNabb shared a short video on OneCampus which is a new platform being looked at to replace the current MyRU platform. OneCampus is hosted and has a more modern interface. DoIT would like to make the transition to the new platform by this summer. A timeline has not been finalized but the tentative plan is to run both platforms parallel this summer and cut over to the new platform in the fall. Updates to this transition will be brought back to the ITAC as received.

VII. Non-Emergency Text Messaging – The current texting platform being used is Mongoose. This is used for targeted non-emergency texting to students that is something they may need to take action on. Currently, DoIT is looking to move forward with a new platform called SignalVine. This new platform costs less, has unlimited users and artificial intelligence for frequently asked questions. Currently, Jackie is working with different departments on this change and would like to have everyone on the new platform by fall.

With no further business to come before the committee Elizabeth McCormick requested a motion to adjourn, Ed Oakes motioned, Randa McDonald seconded, motion carried. The meeting adjourned at 10:59 a.m.

Respectfully submitted,
Sharon R. Ratcliffe