

**MINUTES**  
**Information Technology Advisory Committee**  
**April 3, 2020**

Attendees: Adrian Aron, Charlie Cosmato, Phillip Hardy, Jaehwan Jeong, Danny Kemp, Neal Leahy, Justin Martin (guest), Peter McCann, Elizabeth McCormick, Lisa McDaniel, Randa McDonald, Margaret McManus, Melissa Neal, Ed Oakes, Bob Phillips, Denise Rahmes, Scott Shull, Rebecca Scheckler (guest), Ken Smith, Matthew Taylor, Andrew Travis, Margie Vest, Jeff Willner

Absentees: Lisa Blackwell, Peter McCann, Melissa Neal, Jackie McNabb, Laura Quesenberry, Sean Ramsey, George Santopietro, Meghan Spraker, Geoff White

Elizabeth McCormick called the Information Technology Advisory Committee to order at 10:04 a.m. on April 3, 2020. The meeting took place via Zoom.

Elizabeth asked for a motion to approve minutes for the February 7, 2020 meeting. Charley Cosmato motioned, Neal Leahy seconded, motion carried.

I. Student Email Directory - Randa McDonald shared a screenshot of the link to the newly created student email directory. When you log into the MyRU Portal click on the employee or teaching tab and there it will give you the student email directory link. You can search by first name, last name or RU ID. If you run into any issues please let Randa know.

II. Technology List - Lisa McDaniel shared the three websites that are available for faculty, staff and students. Keep learning, keep teaching and keep working were created quickly with the help of DoIT, Human Resources, CITL and the Harvey Knowledge Center. These sites are still a work in progress and Lisa welcomes any feedback going forward.

III. Virtual Computer Lab Update – New virtual lab available in Amazon App Stream that scales up and down with demand 30-100 users. The AppStream Basic environment has ArcGis, Maple and SPSS. AppStream Advanced environment has AutoCAD, Sketchup and Revit. Currently, working to add other items. You must connect to OneDrive to save files. There is a knowledge base page and the first thing a user will need to do is map their OneDrive it takes about two minutes to launch. The plan is to shut down the old environment in June.

The link along with the knowledge base article can be found at [www.radford.edu/remote-software](http://www.radford.edu/remote-software).

IV. Phone System Updates – Ed Oakes reminded everyone that you can check your voicemail remotely. To do so, call (540) 831-7750, press \* then enter your four-digit extension number followed by #. RUC is still using the Carilion phone system and they should not forward their phones.

An additional 100 DIP trunks have been setup in case people forward their phones. You can also setup the Jabber smartphone app which will allow people to answer calls and place calls from their normal office phone number. To install Jabber, you will need to submit a request on ITOneStop [www.radford.edu/itonestop](http://www.radford.edu/itonestop) adding “Jabber phone access” in the description field. You will also need to indicate whether you have an iPhone or Android phone. The app does need to stay open on your phone for it to work. You can also have an email notification sent to you if you receive a voicemail on your office phone. To receive this functionality, submit a request on ITOneStop. Make sure to include your office phone number when submitting the request.

V. Feedback Teaching Online - Ed Oakes stated that a lot of work has been done over the past month from a technology standpoint and he wanted to thank everyone for all of their hard work. He asked the committee for feedback on how things were going with online teaching. Problems shared included: students not having enough bandwidth, trouble saving large files and students not having their book. Andrew Travis suggested saving large files to OneDrive. Charley Cosmato shared that CITL is starting to pivot from emergency transitions to how to finish the semester, working on advice for final exams and pre-planning if summer classes will be online. Charley also thanked everyone in IT for doing amazing work with limited time and funds. Ed expressed that it was a joint effort thanking CITL and the Instructional Designers. In the event that all summer classes will be taught online Danny Kemp asked if there were any other issues anyone may have beyond teaching that we need to be thinking about. This information can be shared with other departments. Danny also thanked everyone for working very hard together, stating that it has been a team effort to get us where we are today. Bob Phillips suggested the sooner we let the students know that summer classes will be online the better. It will give them more time to prepare.

VI. Feedback Working Remotely - Ed asked the committee to share their views on working remotely. Jeff Willner said he has only had a few issues and suggested to send out a poll to faculty that could possibly identify issues that are coming up.

VII. Computer Deployment – The annual computer deployment has been delayed. Computers are beginning to arrive, but some may not arrive until May. Normally, deployments begin in mid-May. At this time, we will wait until we understand the timeline for people returning to campus before scheduling workshops and rollout.

VIII. Changes to Technology Assistance Center (TAC) – Lisa McDaniel noted changes to the TAC with the primary support being by phone (540) 831-7500. Available Monday – Thursday 8:00 a.m. – Midnight and Friday’s 9:00 a.m. – 5:00 p.m. Increased technicians on phones to meet demands. You may also submit a support request online at [www.radford.edu/itonestop](http://www.radford.edu/itonestop).

On-site physical support is also available by appointment only to address physical hardware problems and other physical needs.

In other business, Ed noted that information will be forthcoming on updating the Zoom client. These updates will continue to enhance security issues. Danny mentioned that Highlander Days will be held online but a decision about Quest has not been made.

With no further business to come before the committee Elizabeth McCormick requested a motion to adjourn, Ed Oakes motioned, Charley Cosmato seconded, motion carried. The meeting adjourned at 11:08 a.m.

Respectfully submitted,  
Sharon R. Ratcliffe