

Learning and Research Technology Workgroup

Meeting Notes

April 12, 2019

Education, Building 02, Room 024 at 9:10 – 10am

Present:	Sean Hurley, Chairperson, CAFES Patricia McQuaid, OCOB Cesar Torres Bustamante, CAED Scott Hazelwood, CENG Jennifer Klay, CSM	Alison Robinson, AVP for ITS Jesse Vestermark, Kennedy Library Bruno Ribeiro, CLA Peter Schlosser, CLA, Academic Senate Gregory Scott, CSM
Absent:	Catherine Hillman, CTLT Andres Martinez, CSM Patrick O'Sullivan, CTLT	Thomas Gutierrez, Physics Dept Kathryn Hammer, ITS Jeff Nadel, CENG

I. Approval of Meeting Notes from March 2019

Approved.

II. First Week of Spring Quarter – How's it going?

April 17th, Mary Pederson is facilitating a LMS Discussion. Send an email to Sean Hurley if you are interested in attending.

Discussed the tilde web server and using it for CLA classes. There are concerns that the server is planned to be sunset because it is past the end of life and presents risk. ITS will work with all who still use the server to assure a replacement option is available before turning off the server.

Question – how long are email addresses available to students after they graduate? Alison determined the answer after the meeting:

- Students who graduate have email access for an additional 30 days after graduation
- Graduating students are offered email forwarding services for 8 quarters
- Graduating students have portal access for 8 quarters

Question – did power outage impact the data center and services? Alison reported that there were none. A co-location server had cert issues; This was determined to likely be server-based and was resolved by contacting the appropriate local support staff person.

III. Survey Results “Cloud Resource Possibilities”

Last year, Cal Poly researchers were surveyed about technology needs to assist in helping to determine if cloud services can meet their needs. Sean Hurley presented the survey results (received 42 responses.) Alison discussed working with the new VP of Research to determine the enterprise services that ITS could provide to assist researchers; however, at this time the focus is to design the Cal Poly data center at Amazon Web Services (AWS). The first service to be released to campus to address the greatest risk are backup and disaster recovery services.

Question – Will an AWS sandbox be provided for Faculty? This may be possible and resource documents used by ITS could be made available as well (i.e. Setting up your console documentation). CTLT may be able to assist in providing support for Faculty.

Discussion continued about One-Drive not being heavily used. There are issues around the basic organization of the tool, and hosting videos.

AWS Educate was discussed.

IV. “After-Hours” Tech Support

Al Liddicoat asked Sean and Patrick to develop a survey to understand the classroom support needs during “after-hours.” (After-hours are considered before or after business hours of 8am – 5pm, Monday through Friday.) After-hours support needs were escalated to the Provost from the IDHC. The Provost shared with ITS, and Alison did some discovery work to better understand the need.

Winter quarter:

ITS provides 100% class coverage in University classrooms Monday through Thursday

- 3 Classes in University classrooms are scheduled after 5pm on Friday for which ITS does not have coverage.
- 401 classes are scheduled in Department spaces outside of business hours of 8am – 5pm

Spring quarter:

ITS provides 100% class coverage in University classrooms Monday through Thursday

- 7 Classes in University classrooms are after 5pm on Friday for which ITS does not have coverage.
- 323 classes are scheduled in department spaces outside of business hours of 8am – 5pm

We need to comprehensively understand the problem and the magnitude of after-hours support needs. Classroom support is not the only after-hours support that is needed, i.e. help desk support, equipment checkout, etc. Pat applauded PolyLearn Support for providing extra services the weekend before classes started this term.

V. ITMC Meeting Recap & Learning Management Software

Not discussed.

VI. Mobile App Current Status

Not discussed.