

Information Technology Services Leadership Meeting

January 6, 2006

Minutes

Attendees: Fayaz Ahmed, Harry Berger, Kevin Bracy, Lev Gonick, Jeff Gumpf, Peggy Gup, Alan Hauptman, Barron Hulver, Priya Junnar, Pat Kost, Dave Kovacic, Tony Kramar, Mike Kubit, Mace Mentch, John Morton, Nate Murphy, Colleen Nagy, Rick Parkin, Beth Quinn, Ron Ryan, John Russell, Wendy Shapiro, Tom Siu and Jill Tatem

Pat called the meeting to order at 9:05 a.m. She introduced Tom Siu, our new Chief Information Security Officer, who starts on January 17.

The minutes from December 6 were approved, and will be posted on the ITS web site.

MediaVision Courseware Survey

ITAC has been using MediaVision Courseware (MVCW) for about two and a half years, and was looking for a formalized assessment tool to validate their findings. The courseware project was funded using one-time dollars, so permanent funding needs to be put in place to continue this offering. MVCW enables students to view entire class lectures or to search the lecture by key word, key concept or visual storyboard. Online access to the lectures, handouts, practice quizzes, homework assignments, etc. is available 24/7. This unique commitment to teaching and learning represents a significant competitive advantage for Case.

Thirteen MediaVision courses were offered during fall semester to over 1,600 students. The survey was designed to identify how the courseware is used, how effective it is, and whether it has an effect on student success and retention. The survey was conducted November 29 through December 2, and 35 percent of students in MVCW courses responded. Mace went over each of the questions on the survey and talked about the results. Over 80 percent of students agreed that MVCW is easy to use, helps to improve class performance, bolsters confidence, and fosters a greater understanding of course concepts. An extraordinary 96 percent of respondents would recommend courses which use the MVCW. Lev suggested that Mace arrange to give this presentation to the Faculty Senate Information Resources Committee and the Deans' meeting next week (via Priya), as well as running features in case.edu and on the ITS web site. Priya suggested placing a story in the Observer and adding this component to ITS' own Measures of Success survey.

ITS Overview

Priya and the Directors provided an overview of the department for Tom Siu.

Technical Information Services (TIS) consists of three segments: Network Engineering and Security; Server and Storage Engineering; and Middleware Engineering. TIS objectives include enhancing collaboration and productivity through increased network capacity, and

providing/supporting the infrastructure to enable reliable, secure and efficient communication services. Current large projects include a new data center, improvements to the network backbone, and implementation of the Oracle Collaboration Suite. The Voice over IP roll out is complete, and preparations are underway to roll out the new Unified Messaging System. A major upgrade of the storage system is near completion. In the January-February time frame, a one-time robust password change policy will be implemented. Future plans include support of ITAC for videoconferencing, Pachyderm and eportfolios.

Enterprise Applications Services (EAS) provides Student, Financial, Human Resource, Database Administration, Data Warehouse, Enterprise Application and Portal services. Colleen introduced her team: Harry Berger, HCM; Rick Parkin, financials; Fayaz Ahmed, data warehouse; Nate Murphy, student systems; Alan Hauptman, databases; and assistant director Tony Kramar, data services and the portal.

Instructional Technology and Academic Computing (ITAC) ITAC's mission is to support teaching and learning with technology by providing electronically advanced spaces (technology enhanced classrooms) and software, and to work with faculty on how to best use these offerings. They are working with the Medical School to help develop its curriculum, which has not been significantly changed since 1980. Ongoing projects include videoconferencing, eportfolios, developing templates for digital posters, and faculty support. They are preparing to host a major New Media conference here in Cleveland in June. Wendy introduced assistant director, Mike Kubit and Mace Mentch, manager of faculty support.

Archives The Board of Trustees established the University Archives to collect, conserve and make available for reference permanently valuable records in order to preserve the institutional memory of the University. Over time, their role has grown to encompass support for digital archives projects across the university. Staff consists of four full-time archivists and one part-time secretary.

PerceptIS PerceptIS provides technical support for all Case users, including the Help Desk, which handles 4,500 contacts per month; three walk-in centers for desktop, laptop and PDA problems; dispatch for on-site services; and billing and maintenance of telephone services.

At Pat's request, the rest of the Leadership Team briefly introduced themselves to Tom.

Agenda item 2, the Fiber Backbone Plan, was deferred until next month.

Pat called for new business, and there being none she adjourned the meeting at 10:35 am.