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.