

University of Waterloo

COMPUTING TECHNOLOGY AND SERVICES COMMITTEE

Minutes of the Meeting held October 8, 2009

PRESENT: Alan George (Chair), Melissa Conrad (Secretary), Bill Baer, Allan Bell, Jim Bell, Bruce Campbell, Andrea Chappell, Marko Dumancic, Erick Engelke, Bob Hicks, Bill Ince, Paul Miskovsky, Victor Neglia, Terry Stewart, Jason Testart, Martin Timmerman, Roy Wagler

1. CHAIR'S REMARKS

During the last year, various ways to notify the campus community in the event of an emergency have been implemented. Notification methods include pop-ups, cell phone texts, and voice mail to UW extensions. The pop-ups use a software called Emerge, written by Erick Engelke, and this software has been installed on all managed machines. The Chair asked committee members to encourage faculty and staff on unmanaged systems to load this software on their machines.

2. APPROVAL OF THE MINUTES OF THE MEETING OF SEPTEMBER 21, 2009

The minutes of the meeting of September 21, 2009, were approved as distributed.

3. PRELIMINARY THOUGHTS ON STUDENT USERIDS, Bob Hicks

A group of IST staff have met to discuss the naming of generic accounts, as well as the naming of userids and email addresses.

The group is now preparing a [proposal for userids and email accounts](#). CTSC members were invited to participate and those interested were asked to contact Hicks.

4. STUDENT EMAIL, Martin Timmerman

The topic of email for students has been discussed in a number of campus forums recently, including the UCIST meeting of September 18, 2009. Timmerman asked the CTSC to agree on intent in a few areas:

1. WatIAM, the campus identity and access management system, should contain an email address for all students
2. All students should be provided with a UW email account as soon as they have established commitment to attend UW
3. WatIAM should direct student email to a UW hosted mail server
4. Students should be expected to conduct official school business email communication using their UW-provided email address

After significant discussion, it was decided that a sub-committee would be created to discuss technical details of implementing the stated intentions. The sub-committee will be chaired by Martin Timmerman and members will include Bill Baer, Marko Dumancic, Bill Ince, Vic Neglia, and Ray White.

5. *CONTINUATION OF INFORMATION SHARING*

The roundtable discussion was continued to summarize:

- Areas of expertise within group
- Local implementations that might have campus-wide use
- Projects currently underway
- Projects to undertake if time and resources allow
- Best practices in IT service solutions

The following reports were presented and discussed at the meeting:

[Library](#)

[IST, Instructional Technologies and Multimedia Services Environment](#)

Printing. Various groups have mentioned that printing is an issue; the Library's public printing model may be useful to others. A sub-committee will be struck and those interested in joining this group were asked to contact Allan Bell.

Electronic Classrooms. Committee members involved in the creation of electronic classrooms were asked to involve IST's ITMS and Network Services groups in this process as early as possible. Costs increase when IST becomes involved late in the process and retrofits are required.

Web Conferencing and Collaboration. Investigation into existing and potential use for web conferencing and collaboration software has begun. Chappell invited CTSC members with opinions on the tools currently being used on campus to contact her.

Course evaluation. Recognizing that there are domain specific questions, to a large extent, course evaluations are all the same. Ideally, there would be a common set of questions as well as optional questions, and all would be loaded into OFIS.

OTHER BUSINESS

WatITis.2009:

- The call for papers has been distributed.
- Geoff McBoyle will be the keynote speaker and his address will focus on strengthening collaboration.
- Podcasts may be provided.

Email link from UW's homepage. Currently, the email link on the homepage points to mywaterloo, which does not “play nice” with Connect. Adding a second email link to the University’s homepage will be an issue. One solution is to change the link to direct users to an intermediate page where they would select either mywaterloo or Connect. This item will be added to the next meeting’s agenda.

6. NEXT MEETING

The next CTSC meeting will be held Thursday, October 22, 2009 at 1:30pm, in NH 3004.

/mlc
October 16, 2009

Melissa Conrad
Secretary to the Committee