

IT User Experience Governance Group: March 20, 2017

In attendance: Derrick Millard; Vito Picicci; James Duncan (chair); Martin de Bernardo; Paul Khangura; Rod Stewart (minutes); Sarah Bernardi; John Laugesen; Howard Simkins; Trevor Hanekamp; Wes Tanney; James Humphries; Ian Colquhoun; Don McCulloch; Claire Wollen; Wes Mathieu; Ausim Mobeen; Jordan Carlson; Michael Evans

Regrets: Bryan MacFarlane; Julia Kraveca

Review Action Items

Survey to UX360

Julia is continuing to hold one-on-one meetings with committee members to discuss their survey feedback in more detail. She will be preparing a report summarizing the survey findings and submitting it to IT's AVP, Bruce Smith.

UX360 Working Groups

Email was sent to committee members proposing the following three working groups:

- **Tech Round Table:** examines trends related to end-user computing and evaluates and recommends hardware for use in end-user spaces
- **Classroom Technology:** looks at the design and scope of technology we put in classrooms
- **Academic Software:** examines academic software requirements as well as software request and delivery mechanisms

Members were asked if they had any concerns or comments regarding the proposed groups. The following questions/comments were raised:

- Is participation on the work groups restricted to UX360 committee members?
No. Members are free to enlist participants outside of the group provided they satisfy requirements outlined in the 'Members' section of the Working Groups proposal document.
- It's important that we evolve and modify the scope of the working groups as required. It was noted that each group will have its own mandate.
- One member felt that we were taking the scope of ITS too strictly. e.g. Can't talk about SLATE issues in this group
- Message to Remove USB Devices

There was a request made at a previous meeting to explore whether or not there could be a prompt on podium PCs to remind users to remove any connected USB device from the PC. The following update was provided:

- we do have capability to do this (this was requested before but was never approved to go into production)

- IT will retest this to make sure it still works and will table at CAB for implementation/approval

An update will be provided at a future meeting as this item progresses.

Agenda

Update: Slow Log-in Times

As previously reported, an IT task force is currently looking at the situation. Preliminary findings include:

- SSD drives dramatically reduce login times
 - About \$100/drive (significant investment to replace all drives)
- Profile bloat is another issue (all profile info stored on network)
 - some profiles details get cached on local drive (another reason why SSD drives improve this situation)
 - Looking at ways to optimize profile size: goal is to see a ten-fold reduction in profile size (from about 400MB to 40 MB)

It was asked if we can we a guest profile option? The answer was that it was possible, but user education would be required to manage expectations.

One member argued that user profiles should be wiped out on logout (e.g. Adobe software suite is large and the associated apps have big profile demands)

It was noted that beyond login times, there were other performance issues that needed to be addressed. More discussion would be required to understand and address these issues.

AI: have someone from SD touch base with Derrick to discuss his concerns in more detail.

Regular updates on this issue have been provided to Deans and Associate Deans.

Updating/Modernizing Davis Classrooms

James reported that Julia has been working with Deans to establish priority for the Davis classroom updates. The majority of the feedback has been received and Julia is awaiting one outstanding response. There are 49 classrooms targeted for updating – 37 of which have been flagged as high priority.

- strategy will be to update classrooms in sections, one area at a time
- will employ the baseline standard recommended in Trevor's proposal at the February 13 meeting along with the audio components required for AODA compliance

Final candidates for updating and implementation plan will be presented at a future meeting

FYI: 100 projection screens have been recently replaced in Davis classrooms (wider display)

Classroom KPIs

James said that the idea of surveying faculty/instructors regarding teaching spaces and facilities was supported with limited scope when the idea was presented to them. Their suggestion was to keep the survey strictly technology focused (i.e. don't survey on matters such as furnishings, heating or lighting), and to manage user expectations as to what is actually achievable. James asked the group how they would like to move this forward, given the feedback from Sheridan's senior management?

Overall, the group feels the survey is more beneficial if it is more encompassing rather than focused strictly on IT components. The feeling is the information would be valuable. Howard said he is willing to continue work on this but only if there is support from the Deans. Trevor and Martin volunteered to assist Howard with the survey as well.

AI: Howard to follow up with Julia to discuss this further.

OECM Agreement Update

The following update was provided regarding our OECM agreement:

- OECM is a province wide procurement initiative. Julia is a part of the evaluation committee.
- Agreement recently signed with Dell
- Currently working on finalizing agreements with HP and Lenovo
- These agreements will give us a way to buy compliant devices from these vendors
- Each college has their own service agreement – we are working through ours now

Next steps: after implementation details hammered out, this group will have a role in establishing standards based on offerings from these vendors.

Other Business

James announced that a couple of the committee members were moving on and thanked them for their contributions. James Humphries is moving on to pursue an opportunity at Conestoga College and Ian Fisher is retiring from Sheridan at the end of the spring semester in April.