

DoIT Student Technology Fee Advisory Board 2019-2020

Co-Chairs: Patricia Aceves & Diana Voss

2019 - 2020 Members:

First Name	Last Name	Representing
Anand	Aiyer	GSO
Yashasvi	Bajaj	General Student Body
Tanmay Singh	Bhasin	General Student Body
Saniya	Butt	General Student Body
Mallesham	Dasari	GSO
Syeda	Hasan	USG
Syeda	Hussain	General Student Body
Oluwaseyi	Jimoh	General Student Body
Binny	Johny	DoIT Student Employee
Simran	Kaur	General Student Body
Kunal	Kolhe	General Student Body
Connor	Leszczuk	General Student Body
Erem	Nazir	General Student Body
LeeAnn	Nguyen	DoIT Student Employee
Pujan	Patel	DoIT Student Employee
Salman	Qavi	General Student Body
Dmitry	Smalyuk	General Student Body
Christopher	Smith	USG
Jarin	Tasnim	General Student Body

October meeting:

Monday, October 7th 3pm - 4pm - Melville Library - Commuter Lounge - Meeting Room

Agenda:

- Responsibilities of DoIT Student Technology Fee Advisory Board Members
- Responsibilities of DoIT Staff
- Technology Fee Allocation - What services are supported by the Tech Fee?
- DoIT Status page
- Feedback about services
- Topics for next meeting

Meeting Minutes:

Attendees: Patricia Aceves, Diana Voss, Kristy Bunton, Anand Aiyer, Yashasvi Bajaj, Malleshram Dasari, Oluwaseyi Jimoh, Binny Johny, Kunal Kolhe, Connor Leszczuk, LeeAnn Nguyen, Pujan Patel.

Actual Start Time: 3:05 pm

Diana welcomes the group and thanks them for serving on our DoIT Student Technology Fee Advisory Board. Patricia asks everyone to please introduce themselves to the group.

Diana gives an overview of DoIT: Presentation available [here](#)

- Responsibilities of DoIT Student Technology Fee Advisory Board Members:
 - Please attend meetings and if you cannot attend a meeting they will be posted afterwards. We ask that you review the meeting minutes before they are made public.
 - We are all part of CELT so we have teaching and learning hats that we wear so we want to know about issues for all services in DoIT.

- We may be asking you to test new Blackboard servers
- You will be asked to look at existing policies and help create new policies when appropriate.
- Biggest complaint from students - Wow, I didn't know that? After talking to students, we realize that many students do not know about the services DoIT provides. Do not Reddit, Report it! service.stonybrook.edu
- Does anyone know where you should go if you are having an issue with your machine? 5th floor of the Library!
- There are 18 SINC sites on campus with over 19,434 logins.
- We offer student technology workshops through CELT (364 students work for DoIT, third largest employer on campus.)

Patricia: for the first 8 years she has been here, we have had a significant annual technology fee increase. A number of the student satisfaction surveys were coming back low and the biggest complaint was the wifi. Faculty satisfaction has also gone down. We will be able to give you a detailed list next year of how the technology fee is budgeted. The state has not yet given us the money yet, but Patricia shows an overview of how the fee is planned to be allocated this year. We need money to purchase equipment, but we also have to invest in people to complete the work, so we had to make a few key hires.

- Contract Services: all of our vendor services that we currently have.
- Pays for a portion of SOLAR (University administration pays for the rest)

Christopher: Who pays the tech fee? - (Patricia) All matriculated students.

Oluwaseyi: Will tech fee continue to have increases? - (Patricia) There is a meeting scheduled at the end of October (USG , GSO, GSEU) to determine what the technology fee will be.

Areas that use the tech fee: CELT, Customer Engagement and Support, Networking, Cyber Security

(Patricia) We do get state money for classroom furniture, lighting, electric, networking - we do not use the tech fee for this.

(Diana) we are referring to all campuses, not just West campus.

LeeAnn - since tech fee covers different campuses, does the School of Nursing Blackboard support get covered by the tech fee?

(Patricia) The School of Nursing has a separate distance learning fee to cover the technology they use.

We support general classrooms (280 across the 4 campuses)

Mallesh: Does CELT try to come up with solutions to reduce the technology fee for students, such as grants, etc.? (Patricia) We have not done that in the past. We are trying to move personnel off and move them from tech fee to state funds. Interested if you could share some examples on how other schools have used grant funds.

PhD Students - typically off campus and doesn't use these resources, why do they have to pay these fees? For example, they do not use the SINC sites. (PA) After speaking with Melissa Woo, PhD students do use some resources (PeopleSoft, VPN, Wifi, etc.) and it has been brought up if G5 and above just pay a portion of the fee? It starts to become a slippery slope where other students will start stating that they don't use the SINC sites.

DoIT Status Page:

Diana: please check the [IT status page](#) when you feel that something is not working properly. This is not an automated process, a person manually updates this page. The systems group will go in and update the page as soon as they can. You can subscribe to receive updates. If you see something is broken and the status page is not updated yet, please go to service.stonybrook.edu and tell us where you are when the issue occurred, what were you doing, MAC address, what site or service are you using?

- DoIT is in the process of hiring a communication person to help us report to the campus when issues to arise.
- If something isn't working and you are unable to submit an assignment/quiz due to a technology issue, we do confirm with instructors that an issue occurred during that time.

Open Discussion/Feedback:

Christopher: SOLAR website design - who handles that and why hasn't it been updated? Look, feel and functionality are not user friendly.

Connor: When you are part of a system you are tied into their system and someone would have to come up for a way to transfer all that information and it is a large and costly process to switch.

LeeAnn: tech fee also covers our apps, the transit app needs to be more functional? (Diana) not every single app is covered by the tech fee. (Jarin) SBU Transit is handled by Wireless Technology

Kunal: is it possible to merge SBU related apps? (Patricia) most are third-party vendors which would make it difficult to merge them together into one.

Action Item for Diana: Requested that DoIT look into whether or not when you are In the Blackboard app, can you get to your Echo?

With a small portion of the tech fee (approximately \$100,000) we sent out an email to all departments on campus asking if they have student technology needs that are not currently funded by the tech fee? We gave out 38 awards to different areas across campus. The

majority went to support graduate students.

Anand: Many students have written to Graduate Student Government - do we have the resources from the tech fee to support online tools and licenses?

- Currently has a small fund (\$20,000)
- Grad students can apply to receive funds for professional development
- Leetcode (small start up, approx. 7 people) - 200 graduate students emailed them and they asked that these students no longer email - they were overwhelmed.

Christopher: Besides just mentioning it in the course evaluations, what else can students do to try and make more instructors use Echo and eco transcripts? (Diana) For every hour and a half lecture, it takes approx 4 hours to transcribe it. Once we know that Echo can provide tools to make it easier for the faculty, more faculty members will take advantage of it.

Kunal: How does HBO Go work? Thinking of ways we can use the model HBO Go used to fund other subscriptions for students like Coursera? (Diana) Campus Residences was involved in working on HBO Go. (Patricia) SUNY has a contract with Coursera to provide moocs. Maybe they would be willing to work with us?

Dmitry: Roth Cafe Wifi - does not reach to most parts of Roth Cafe (on and off connectivity) (Diana) - networking worked on wifi in Academic Mall. Anyone see improvements in wifi? (Christopher) in Frey. (LeAnn) outside the SAC.

Anand: Can we put one an access point at the LIRRR & Chapin bus stops? - do not get wifi access. Students who require wifi access to connect (do not have cellular service) It would be very useful to have an affordable device program in Chapin.

Biggest complains:

- Wifi
- SOLAR

Diana asked if there's a project/task that the group can work on together? As an example, Let's say we reduce the print quota more? How would students react?

- (LeAnn) friends have gotten upset when the quota was reduced in the past
- (Kunal) if certain students can reduce the print quota, can they get credit elsewhere?
- (Oluwaseyi) If you are saying you are reducing the quota to reduce paper usage, it will be hard to argue that.
- (Dmitryi) Every time you print something, have a screen that tells you how many trees you are killing.
- (Christopher) How many students actually use the entire print quota? (Diana) 1%

Connor shared an idea to use “If this then that” to search Reddit.

Diana will try to set up our next meeting to take place in iCreate, so we can get a tour around that space since some of it is covered by the technology fee. We can pick various days and times to try and accommodate everyone for future meetings.

November Meeting

Monday, November 4: 3pm - 4pm - iCREATE Innovation Lab

Agenda:

- Overview of iCREATE (David Ecker)
- Tour of TV Studio and One-Button Studio

Meeting Minutes:

Actual start time: 3:07 pm

Attendees:

Patricia Aceves, Kristy Bunton, Oluwaseyi Jimoh, Kunal Kolhe, LeAnn Nyugen, Pujan Pateel, Christopher Smith, Diana Voss

Diana has everyone introduce themselves to the group and introduces David Ecker, Director of [iCREATE](#).

David Ecker introduces himself and discusses all of the technology available in the [Innovation Lab](#) and [Greenhouse](#).

- The mission of **iCREATE** is to support innovation technology
- All projects and ideas students have are welcome!
- Innovation lab (5 years old) some features: 3D printing, computers with 3D software, laser cutters (can be used any time, however, they can also be reserved if you need a longer amount of time on them), CNC, and a variety of electronics, silk screen painting, art supplies, etc.
- No cost to the students (Completely covered by the technology fee)
- The lab sees a variety of students from different majors
- Encourages students to come in and experiment with the technology
- Surveyed students and asked what they need to complete their work? Overwhelming response: White boards!
- Here to help students and say it's ok to fail - we are here to help!
- It's OK to break stuff!

Besides these facilities (Innovation Lab & Greenhouse), there is a 24 hour study space that connects Harriman and Physics.

One-button studio: self-service video recording/light board (records what your writing on video)

-Available to students and faculty

-Level up from your phone and/or PC recordings

Patricia Aceves - students have asked to use the one-button studio before going out on an interview to practice.

iCREATE Events/training:

1. [Wolfietank 2019](#)

- 20 ideas are presented to 3 alumni
- Up to \$2,000 for first place prize

2. Hackathon (on-campus students only)

3. Community involvement

- Run a summer camp
- Discovery zone at Communiversitry Day
- Robots
- Button making

Fall 2019 Training [Schedule and Hours](#) (some are on SB Engaged)

- various trainings to show you how to use the technology available
- Students teach these workshops
- Recommend taking a training before using some of the technology (i.e. laser cutters, 3D printing)
- Not every piece of technology being used requires training before using them.

Can you rent out a DSLR? Yes, about 4-6 hours

Autocad? Autocad is free but it has to be downloaded - just need to sign in using your Stony Brook credentials.

3D Printing ? Two services for 3D printing: self-service and 3D printing queue (up to 36 hours of a print)

When it comes to large volume, we want to make sure the print comes out correctly the first time so there is no waste. For large volume, it could take up to 5 days.

Patricia: Looking glass - in the [Teaching Learning Lab](#) - you can take a look at what it will look like before sending it to print.

In 2-3 weeks, opening a virtual reality facility in Staller Center that will be set up all of the time.

Setting up innovation stations across campus to show what we have here in iCREATE.

FALL 2019 iCreate HOURS:

Mon & Wed: 10 am - 7pm

Tues, Thurs, Fri: 10am - 4pm

Saturday: Closed

Sunday: 3pm - 7pm

Budgets:

Patricia Aceves: the budgets were late to hit our accounts and came in last week. How would you best like to see the budgets? There are multiple accounts. In the past, we have grouped areas together into different categories.

- First send out to students and ask for feedback. Possibly see it in a spreadsheet and then narrow it down if necessary.
- Possibly put it in pivot tables to see different groupings and levels.
- We can make lists, example: software.

We have survey data (through Educause) that went out to students and faculty.

- Use of technology and preferences.
- Will bring feedback to our next meeting to share and will also send it out via email ahead of the meeting so you can view it ahead of time.

Diana: Software allocation is based on what classes are being taught in those spaces and also based on what faculty have requested that their students need.

Virtual SINC sites: all software that we have that we are able to share with students based on licensing.

Desktop engineering - each Summer, machines are reimaged back to a standard image. In the Spring, Faculty are notified of what software is on the machines and must submit a software request to have additional software added by July 1. We want to know before the semester begins so it can be ready to go on day one.

Password reset system - this group will be asked to test that out and try to break it.

Possible event in the spring: Highlight services and technology - that students can use to promote their skills.

- If you could participate in this event, would you want to come in on a Sunday? Or do you think a series over time would be better?
- Possibly do the event over multiple days with different times options.
- What is an incentive to get students to come to these types of events?
 - raffles and prizes (Starbucks basket, SBU blankets, food gift cards)
 - food
 - free swag
 - potential jobs (on-campus)
 - certifications

If you get a bunch of people from your school to email LeetCode, the price can get lowered.

- Should we talk to the Career Center?
- Limited to a particular major?
- If this tool makes our students look really good, that gives the Career Center the opportunity to reach out to additional companies.

Diana will reach out to Patricia to talk about LeetCode.

The group walked over to get a tour of the [One-Button Studio](#) which is located in ECC in the TV Studio.

