Members Present: Kimberly Embleton, Xiyi Hang, Mingfang Li, Gloria Melara, Dan Hosken, John Noga, Jacek Polewczak, John (Jay) Holden, and Ashley Skylar.

Minutes: Marla Joseph

Excused: John Adams, Larry Chu, Robert Moulton, and Al Arboleda

Guests: Steven Fitzgerald and Rick Shaw

1. **Approval of Minutes** – The minutes of the meeting of 3/03/06 were approved with the one correction on item 5 to read “RIAA” instead of “RA”.

2. **Announcements** – No announcements were reported.

3. **Chair’s Report** – Noga indicated he would discuss Open Standards under Discussion Topics. John Noga also reported that the expert on Moodle could not attend this meeting and will be scheduled at a future meeting.

An issue was discussed regarding Diane Schwartz's email problem during the migration of email from one server to another. Steve Fitzgerald said the Helpdesk was currently coordinating with Diane Schwartz to figure out what was going on and addressed the issue. Steve has not received a full briefing on her particular issue but he felt it could be a caching issue during the move. Steve will review with the Helpdesk to see if this was the exact issue. The first migration of email encompassed the president’s cabinet and one issue was encountered. This issue revolved around some people who use option. During the migration the underlying email identification is not available resulting in duplicate email that needed to be deleted.

A concern regarding the email system is that it is slow. Steve Fitzgerald explained that if you are using POP and pulling mail from the server multiple times, the second time it waits a full five minutes before it will pull the mail. This 5 minute delay was installed for POP users but IMAP does not cause this problem because the communication with the server and IMAP is more efficient.

Rick Shaw explained that the reason it was configured this way was at the time we were on Novell and we had issues with connectivity and reliability of the file server and mail writing to the PST clients on the file server. This configuration was done to address this old issue. Student
Affairs is in the process of changing over to IMAP.

Jacek Polewczak inquired why people are still using POP?

Steve Fitzgerald informed that two protocols have been in use for some time, and except for this issue the system has been working. Making users use IMAP will cause a greater issue.

4. Department / College Issues – Jay Holden, Psychology Department inquired if CSUN’s servers could now host a website that would allow students to sign up for experiments. This subject pool has been administered by an outside vendor, but the software is now an issue.

Steve Fitzgerald responded that CSUN servers can now host this service. In the past this service could not be allowed to preserve the integrity of the webserver. Set uid module corrects this. There are 15-20 groups running a website using specialized software. Your program needs to be compatible with Apache 1.2 or 1.3 and PHP or CGI or FCGI so it can be accommodated.

5. CIO / CTO Report

a) Portal Update -- Steve Fitzgerald passed out a graph that reflected the first week of the semester when we had what he called “Portal Meltdown”. The graph shows a comparison between Long Beach and CSUN. The two campuses are similar in number of students, and number of modules in use. The spikes on the graph indicate an abnormal performance in CSUN’s portal located in the CMS environment in Utah, which is not occurring in Long Beach.

ITR has daily meetings to discuss the portal infrastructure. The architecture is being redesigned, along with adding memory to the servers and increasing the number of servers. The servers are being upgraded to Windows 2003 and all parameters are under scrutiny. We are also in the process of taking the portal database and moving it onto a new platform to separate it from all the rest. In order to ensure maximum system response, ITR has posted a calendar which identifies heavy use times for everyone to review.

Steve Fitzgerald informed the committee that during the week of April 14th, CMS is changing the entire platform in Utah. This is a 4 wave process where we are in "Wave 3". They are moving to what is called "The New World". There is a GO-No Go decision on Thursday. Starting Thursday at midnight all CMS modules---SOLAR, Financial, Human Resources and DPR formerly DARS will be shut down till Monday at 5:00 PM. The notification strategy was outlined, which included broadcast e-mails to faculty, staff & students, web notices and voice mail.

b) Grading Project – Rick Shaw advised the committee that ITR was proposing the modification of 2 pages and was seeking faculty input. When you log into select your term, it will give you a list of choices for this term. On the grade page, there is a drop down menu that lets you accept the grades, but you also need to click SAVE at the bottom of the page or you loose the data. We will replace this with a pair of radio buttons and a trigger button. This will allow you to save the grades and then review them and then submit. Rick Shaw would like to replace the search window next to the students name with a drop down menu that will give all
the grading options items for that student.

Mingfang Li stated that direct enter would be a good option. There are special cases, like unauthorized withdraw, that are handled differently.

Jay Holden inquired about a key for all the grade choices and Dan Hosken asked if you can have a text entry box and a radio button that would define all the possible grades for that student.

Rick Shaw explained that we are limited by the constraints of what PeopleSoft can do. We want to eliminate the search window which speeds up processing time with a set of standard grades. Rick Shaw will do some screen mock ups in a PDF format and have the committee members’ review for clarity. Rick Shaw will look into text standard and key or legend possibilities. Grading is in May and Rick would like to have the project completed before then. The “details” cell at the end of the line will not be there anymore. It is used for 2% of the courses and will show up in a different screen to save space. When you have finished entering grades, hit submit you will get a flash screen that you have submitted your grades for this class. Then you will receive a confirmation of submitted grades per class.

c) Email - Steve Fitzgerald explained that we have a new server and are moving people onto it. We originally set a quota limit of storage for emails and he is receiving requests to increase the email storage from 200mb to 300mb and higher. Every year the quota limit is increased. Steve passed out a graph from Berkley showing the growth of email for storage. CSUN is up to 90% utilization on the disk. We want to stay at 60-70%. Over utilization of the disk slows down the email system. We are looking for other options like Google for students. Google allows for 1 GB of storage. The logical question is why can’t we? There are differences in our policies and procedures and our users expectations. If you delete a file by accident, Google will not retrieve it for you but we do. CSUN’s back-up policies to meet the needs of the students are different from Googles.

Rick Shaw indicated that Google is being provisioned as a test but not yet active, and stated that CSUN is reviewing this issue closely. (The confidentiality statements of Google’s and CSUN’s are similar.)

Concerns were expressed about our community’s information in an off-site location and that we are essentially making this decision for our students.

Mingfang Li theorized, if I send a student grade to CSUN’s address it is OK. If a student forwards the email elsewhere it is the student’s responsibility. If we permit a 3rd party to handle the email what is the legal responsibilities with regards to private information transmission.

Rick Shaw responded that through Google it will be branded as csun.edu but we will make students aware it is an off campus source.

Steve Fitzgerald stated that all these questions are being addressed but will take time. We have not decided to move all students to this environment but it is something we have been asked to explore. Some faculty have expressed that they feel it is our responsibility and obligation to
provide additional email services to our students.

Mingfang Li stated that his students were submitting presentations in PowerPoint at 2 or 3 mb. He needed to delete some files to free up space.

Steve Fitzgerald encourages faculty to use the “U” drive with large emails. Steve will investigate if documentation on how to set this up has been developed.

d) Secure IT Conference CISCO – Steve Fitzgerald passed out a handout about this bootcamp conference by CSU San Bernardino in August of this year. Other faculty members besides IT might be interested in this conference. Steve Fitzgerald will email the flier to the ATC Committee.

e) Maintenance Outage Schedule – Steve Fitzgerald proposed a change in procedures for outages for maintenance to the servers. Currently maintenance is scheduled for Friday at midnight to 5AM. We would like to change this outage for maintenance to Friday from 6:00 PM to midnight. It is difficult to get vendors to have staff on duty during the midnight to 5AM shift. Also CMS has down time Wednesday night from 7:00-12:00 PM. We want to shift our outages to coincide with CMS. Outages will always be pre-announced and we are sensitive to the academic needs but we do need to perform maintenance on these systems.

f) Academic Technology – Harry Hellenbrand is having a number of open sessions with colleges and students to get as much feedback as possible about Learning Management Systems. These sessions include anything on the technology budget or anything that will assist you to be more effective in the classrooms.

6. Discussion Topics

Open Standards -- John Noga handed out the first draft of the resolution and policy regarding Open Standards. John Noga gave the definitions of the following:
Standard—is something that is agreed upon so people can communicate with each other
Open Standard—everyone is allowed to know what the standard is and use it, (i.e. HTML)
Closed Standard---you might not be allowed to know what it is, (i.e. Microsoft Word Doc format). Future accessibility is questionable.

John Noga stated that he believes Open Standards are a good thing, they prevent vendor lock in, they encourage cross platform applications. It creates more competition in the market place, thereby lowering prices. It will also encourage the best product development.

Our alignment with Open Standards could be either in a Resolution or in a Policy. This will allow the university future compatibility and accessibility to open different computer documents. A resolution will just state that this is what we believe. A policy would go from us to the Senate Exec, to the Senate and finally to the President.

A discussion ensued regarding which approach, a resolution or policy was better to pursue. Jay Holden and Dan Hosken’s thought a resolution would be a good idea. Mingfang suggested that
we consult with a higher level organization regarding this resolution to encourage awareness about Open Standards. Steve suggested a few CSU based committees that might be appropriate.

John Noga encouraged comments and concerns.

The next meeting is scheduled for Friday, May 5, 2006, from 2-4 pm in University Hall, room 211.