

Technology Council Minutes
January 30, 2019
2:00 to 3:30
School of Law Room # 279

Members Present:

Daryl Ford, Chief Information Officer
Karen Ethier, Director of Support Services
Jim Galib, Director of Information Technology
Elizabeth Learned, Dean of University Library
Brian Kacmarsky, Director Administrative Systems
Robert Shea, Associate Provost for the Advancement of Teaching & Learning
Brett McKenzie, Professor of Computer Information Systems
Issa Ramaji, Assistant Professor of Construction Management
Charles Thangaraj, Assistant Professor of Engineering
Joseph Roberts, Ph.D. Associate Professor of Politics and International Relations
Carolyn Dias, Assistant Dean Operations and Special Projects
Christopher Langlois, Student
Corey Sabia, Student

Members Absent:

Marcus Hanscom, Director of Graduate Studies
Olga Mesa, Assistant Professor of Architecture
Joseph Sassi, CO General Counsel
Raquel Ortiz, Assistant Dean of Library and Information Services

Introductions

Daryl Ford welcomed everyone to the meeting opening with our first agenda item, which was the IT faculty, staff and student survey. Karen Ethier handed out copies on the results of the survey.

RWU IT Customer Satisfaction Survey Results

Karen Ethier spoke regarding the annual survey that was emailed out. The survey is preliminary, just being a week in but there was enough information to go over. She also spoke on the areas of the survey and the results and overall satisfaction.

Topics discussed:

- (1) The responses for this survey versus last year and the results of the survey.
 - (a) Faculty and staff higher responses than normal to survey, with overall satisfaction. Things to address would be comments regarding communication, and consulting with faculty before changes made.

- (b) Students -Results for students taking survey with satisfaction being higher than past years, wireless services ranged highest. Overall satisfaction with a couple students referring to rCloud improvements.
- (2) Future surveys and what to include helping the RWU community better.
 - (a) Renaming the survey to get more attention and understanding of it.
 - (b) To include more prominent services for faculty.
 - (c) Other options of sending out survey than email.
- (3) Students no longer having access to laptop depot services.
 - (a) The process when a student is in need of laptop repair.
 - (b) Students having transportation restrictions.

rCloud Upgrade

Jim Galib spoke regarding rCloud and its upgrade. The investment, upgrade of storage, servers and moving it to Andover. A big difference to be expected. Privacy and structural concerns were raised with student storage capabilities along with PII.

RWU IT Security Program Overview

Daryl passed out the security program project tracking information. Program goes back to 2016 to follow Rhode Island general law requirements with sensitive data.

Items completed and in progress:

- (1) New hire of Information Security Officer
- (2) IT risk assessment- Pen testing, control audit
- (3) Inventory of PII
- (4) Vendor wisp amendment- Compliance agreement for vendors
- (5) Electronic safeguards, laptop encryption, two factor authentication, mobile device management, as well as security training.
 - (a) Suggestion for third party phishing audits to be beneficial and how RWU has been looking into this internally.

Future Technology Aspiration

- (1) If resources were not an issue, what technology would we want to implement?
 - (a) 3D Holograms
 - (b) A makers space
 - (c) Alexia devices in dorm rooms w/RWU skill
- (2) What new technologies do we want to have demonstrated?
 - (a) Meta-Analysis video service
 - (b) Artificial intelligence
 - (c) Block chain

Next Council Meetings

Daryl to invite an Industry expert to join the next Technology Council meeting to discuss changes that are happening and how it is effecting higher education.

In addition, Daryl has asked for feedback for agenda items for next meeting to be scheduled.