IT Town Hall Summary 9/12/12

For questions, corrections, or clarifications please email itcomm@montana.edu.

Academic Computing:
Q: What about academic computing?
A: I understand academic groups don’t feel they get the support they need from IT. New information about academic computing will be provided at the next town hall meeting.

Q: Is there anything we in academic computing can do to help ourselves, i.e. providing funding?
A: F&A is not a silver bullet; grants need to be written to include costs for infrastructure and overhead. Further discussion is needed on this issue.

Computer Labs
Q: The biggest computer labs are in the library and always in use, other labs hours are not long enough and computers are set up in classroom style. What can be done to fix this problem?
A: There is a need to better understand people’s preference for style of computer labs. Some professors prefer old style classroom setup, while some students may prefer a more collaborative space where they can bring their laptops. One possibility is to provide rentable laptops. This issue needs to be studied further to determine best mixture of classrooms.

Comment: Another observation made via email after the town hall was that non-ITC labs that are managed by departments are often done so without adequate IT knowledge and consistently run out of supplies, lose network connectivity, do not apply updates correctly, and have out of date software. Individual would like to see IT manage all computer labs on campus.

Email:
Q: Email is a common frustration for many users, what is going to be done about it?
A: I would like to see all MSU faculty, staff and students on one email system. We are considering options at the moment and hope to implement changes by spring of 2013.

File Storage
Q: File storage for students is limited; why can’t students have more space? Will Google/SkyDrive be considered?
A: This needs to be a university wide decision, but yes are there are better alternatives out there.

Passwords:
Q: There are too many passwords and user names, what are you going to do to fix this?
A: I understand that this is a problem and our ultimate goal is to reduce the hassle by creating one password for all MSU services.
**Project Management**

**Q:** Group from Carbon Sequestration has received good technical support from ITC, but is curious if any project management can be provided (will pay for these services)?

**A:** ITC is working on this and hopes to be able to paint a better picture for services in the future.

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**Wireless:**

**Q:** Wireless access is bad in many campus buildings any chance of improving this? Also when will students in nursing in remote campus be able to connect to Bozeman?

**A:** We are working on improving wireless, but only have the funding to do this for a small number of buildings at a time. If there’s an area, that needs improvement, it can probably be done piecemeal. We need to create a vetting system for determining what area gets done first.

**A:** The upgrade for the nursing students is in the works and will be done soon.