

Student ICT Forum

Monday 4th March 2013, 12:00 – 13:30
Meeting Room 6, Imperial College Union

Present:	Doug Hunt (Chair), Tom Wilshere (UG FoE), Jonathon London (UG FoNS), Nicholas Ng (PG FoE), Tolu Ajomale (PG ICBS), Paul Allatt (Deputy Director of ICT), Heather Chisholm (Project Manager / Business Analyst), Julie Voce (E-learning Services Manager), Saul Batzofin (Infrastructure Programme Manager), Matthew Williams (Network and Infrastructure Manager), Chris Roberts (Head of Technology Operations), Brendan Maguire (AV Development Manager), Mimi Weiss Johnson (Senior e-learning support officer), Zoe Richardson (Representation Coordinator), Natalie Kempston (PG FoM), Came for AOB: Petr Hosek (PG FoE)
Apologies:	Jason Parmar (UG ICBS), Helen Pennington (PG FoNS)

	Item
1.	Actions from previous meetings
1.1	<i>Will windows 8 be installed on all College computers?</i> Faculty Operating Officers were made aware that Departments can pay \$500 to obtain a license that will allow their students to install the software on student owned computers. It was noted that the computing department owns this license.
1.2	<i>Spotify being installed throughout computer clusters</i> This has been deemed a bad idea by student reps who are concerned that this may lead to PCs being over-subscribed. College owned computers are deemed hard enough to access as it is.
1.3	<i>Panopto</i> Information regarding this has now been disseminated to students via the representation newsletter. Students have been updated which rooms have technology installed to support this.
1.4	<i>New survey platform</i> A prototype for this is now available, which means that all the different surveys undertaken throughout the university are in one space. Initial feedback has been positive but further feedback will be sought in the coming months. The full system is unlikely to be in place by the end of this academic year.

<p>1.5</p>	<p><i>SOLE</i></p> <p>A pilot undertaken by Earth Science and Engineering showed that fewer than 10 students out of approximately 100 used their mobile phone to complete the survey. There have been some issues with Blackberry phone users' ability to access this service. Current question is whether to wait for the new survey platform before unveiling this across the board. This will be discussed with the student survey board and should be put into place by September.</p>
<p>1.6</p>	<p><i>Student e-mail and Office 365</i></p> <p>An internal project is underway to evaluate how beneficial the introduction of Office 365 would be. Further consideration is required.</p>
<p>1.7</p>	<p><i>MobileEcho - Access home directory using mobile technology</i></p> <p>Currently approximately 300 users who are mostly staff members. Few issues reported. Not heavily promoted at present as still under development. Students expressed that they would be interested in using the service.</p>
<p>1.8</p>	<p><i>Ethos updates</i></p> <p>Information about the Sports Imperial gym Ethos' usage on an hour by hour basis may soon be available on the College's mobile application so students can decide when to visit based on the most recent usage figures. The aim is to have half hourly updates available of those entering. ICU will work with ICT on this project.</p>
<p>1.9</p>	<p><i>Google chrome's availability on campus computers</i></p> <p>Now available on lecture theatre machines too. Doug will let Electronic and Electrical Engineering (EEE) and Aeronautics know that this is now the case.</p>
<p>1.9.i</p>	<p>Faculty printer drivers</p> <p>Physics and Life Sciences have been experiencing issues with these. Can also take a long time to log onto the system. On-going issues with the script were reported by ICT who are looking into solutions.</p>
<p>1.9.ii</p>	<p><i>Wireless hotspots</i></p> <p>Two funding bids have been made – one to cover all areas of all the campuses, another to cover teaching areas only. Wireless access is currently dependent on the funding in each department. High usage issues in certain areas of the South Kensington campus have caused low speeds and low connectivity. ICT has requested that areas in which this is an issue be reported to them. Computer laboratories were reported as being very busy.</p>

2

ICT Topics

2.1

Panopto lecture recording – Brendan Maguire and Mimi Weiss Johnson

'Panopto Q & A for Imperial College Students' sheet handed out

Currently heavily used by students. This is anticipated to increase in the future. Current provision of Panopto compatible hardware varies between teaching rooms. Facilities vary with some offering video, audio and screen recording whereas others have screen and audio only. This can be due to departmental preference.

17 lecture theatres are in the process of being installed and 30 will have been over the summer. Installation is being prioritised to those departments which have the greatest demand for the service. Students wishing to prioritise a specific room should put their request to their faculty's e-learning implementation group. ICT aims to increase the speed at which these facilities are installed and aim to have completed these in two years rather than three. Students with issues accessing recordings should contact their department rather than ICT.

There have been a number of wireless microphone issues which are being sorted by ICT. New batteries have been provided, charging stations and increased training has been provided. Students are asked to report any issues to the service desk.

Issues raised of lecturers adjusting the volume on the microphones and suggestion of guides being produced made. Academics can no longer turn the microphones off. Each venue and the equipment in it vary, so producing a guide would be challenging. Established that courses not using Blackboard software will still be able to use Panopto.

Cameras currently installed are designed to provide an overview rather than close-up detail. This has led to issues with video quality when filming chalk boards, white board etc. Idea of multiple cameras within a lecture theatre, with students able to choose which view is best mooted and accepted as a good idea. Idea of high definition cameras operation by student volunteers mooted but rejected as unworkable. It was reported that other universities were facing similar issues and no solutions were known of.

A question was raised asking when Postgraduate students will get access to Panopto. Issue of campuses such as Hammersmith having small teaching rooms with few facilities raised. It was reported that there are a number of areas on the St Mary's campus which do not have a wireless internet service. Provision is due to be increased soon.

Issue of files being hard to locate were raised. Departments determine folder structure within the departmental folder. Students were advised to speak with Department in the first instance about re-organisation and that academics' consent was needed before recordings can be made available.

<p>2.2</p>	<p><i>Tutor Feedback – Heather Chisholm</i></p> <p>Two key issues - information regarding students being out of date and an insufficient number of meetings taking place. Idea of a personal tutor logging system introduced. A number of previous systems used within Imperial were removed as they were unpopular with staff. Leeds for Life raised as an example of good practise.</p> <p>Students expressed tutors often do not know much about their tutees and there is significant variation in their involvement. Benefit of having information regarding a student’s involvement in clubs and societies, and other areas raised, particularly as tutors are used as a sources of references for future employment. The issue of how much information about students is known to the College was raised, although the benefits of detecting those who are going off the rails were noted.</p>
<p>2.3</p>	<p><i>Students Hall network – Matthew Williams</i></p> <p>Bandwidth has been increased to 10GB per 24 hours. In process of making amendments to the firewall in College to prevent illegal downloading following a number of issues. By the start of next term this should have been completed. We discussed student requirements for networks facilities in Halls. Students preferred connection in Halls to be on the College network. There are alternatives to other services offered via the commercial network supplier e.g. music and games, which can be easily found over the internet.</p> <p>Gaps in wireless coverage noted as being partly due to departmental requests to avoid wireless in certain areas, for example in particular lecture theatres. However those present agreed that regardless it is required.</p>
<p>3</p> <p>3.1</p> <p>3.2</p> <p>3.3</p>	<p>Student Topics</p> <p><i>Increasing the home directory’s memory on College owned machines</i></p> <p>Mechanical Engineering representative has raised concerns that the hard drive capacity is not large enough. Students with this issue were requested to speak to their department as if this is a widely-held need provisions can be improved. Doug to contact reps</p> <p><i>Computer towers being placed on desks</i></p> <p>Students have requested whether the computer towers could be placed under the desks rather than on them. It was raised that the placing of towers is determined by the department, although furniture constraints are a determining factor. Doug to contact reps</p> <p><i>The need for high definition cameras in departments that write with chalk</i></p> <p>This was covered in ICT’s topics</p>

3.4

How to fix ICT problems in lecture theatres – Brendan mainly answered this question

ICT issues in lecture theatres expressed. A support sheet was noted to exist in most lecture theatres and a new quick start guide has been created. Training is already in place.

Issues about overhead projectors timing out were expressed.

4.0

AOB – Petr Hosek

It was raised that the need to change your password every year was too frequent. ICT explained that this was a recommendation by auditors and that the cost implications of alternative identity management system were too high. A single log-on system e.g. to log on once a day is a proposed change.

Chrome on Linux isn't officially supported for use with Outlook Web Access (OWA). This results in the 'light' version of the interface being displayed. This is an issue with Exchange 2010 and 2013 (the latest version). There are workarounds, but ICT can't vouch for how effective the OWA interface will be if the workaround is followed:

<http://weblog.etherized.com/posts/183>

Chris Roberts agreed to look into this further.