



UNIVERSITY of WISCONSIN - EAU CLAIRE

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University Senate Technology Committee
March 11, 2019, 9:00-9:50 am
VL1128

Present: Ellen Mahaffy (A&S), Chip Eckhardt (LTS), David Nesvacil (CoB), Robin Miller (Library), Kate Kim (CoB), Joe Murphy (Student Senate)
Absent: Bob Stow (COEHS), Dan Schumacher (COEHS), Eric Stevens (LTS), Andy Hanson (NHS),

Guests: Craig Mey (LTS), Craig Ernst (LTS), Cathy Crandell (Barron), Abby (Barron), & Robin Honken (Winona State)

Meeting convened at 9:00 am.

1. Approval of February 12, 2019 meeting minutes
Minutes Approved

2. Conference call with Robin Honken Winona State on their laptop campus program. See notes below:

In 2000, freshman got laptops, took four years to get to 100%
Charge additional semester fee (e-warrior) \$485/semester
Student Tech fee is separate (per credit fee) for non-laptop technologies
Rare cases where students opt out because of special need accommodations, or if student take only on-line classes
They have a Rochester campus as well where they do not require laptops there.
They have three staff over in Rochester for IT support

Does not cover grad students

Created a new walk-in support center for laptop support (HP and Apple certified repair center)

FinAid covers the cost of laptop (\$485/semester)
Campus takes in ~\$7 million a year to pay for laptops and supporting them

Mandatory for undergrads if they take 11 credits or more face2face classes

Students get a new laptop every two-years
PC or a Mac

Some programs require a PC, graphics art require a Mac
Adobe Creative Suite runs better on PCs

They have Adobe Create Cloud licenses for 800. Adobe always has been difficult to deal with

40% PC 60% Mac for students

They let students switch for a fee

Apple extremely difficult to work with

The majority of faculty use PCs

PCs cost less with more power compared to Macs

Suggest flexibility with vendor

They use Aspen Capital to acquire laptops--wonderful to work with

If students have been there 3.5 years or more they can buy their laptop with software removed (outside of Office)

Excellence. Our measure, our motto, our goal.

They renegotiate every 3 to 5 years

Safeware--for loss prevention (they have been great). Students can buy this insurance beyond the \$485/semester

Survey students every year to decide on next laptops

HP good to negotiate with, Apple no choice--they go with Mac Pro laptop, for you to buy AppleCare+ same as ARA. They do not need AppleCare+ since they have Safeware for insurance

Want students and employees to use OneDrive (Office365)

Only a lab in Library and specialty labs such as Art (she will send contact info to Ellen)

Using Azure for HPC

Faculty/staff get a new laptop every 3 years, students every 2 years

They expect clients to store their data on the cloud

Beef up phone and email support, had to remodel area.

Staffing to support all laptops

Hired consulting firm to help initially

Add 4 fulltime staff to start--cut way back over time

Now one full-time staff and one full-time repair lead and students in central support
12 full-time staff that help, create scripts, business/admin staff, and support people

Roughly 100 students. 30-40 students for laptop support.

Removed many labs

Put out big monitors in "lab areas" for students

No teaching computers in any classrooms

Power requirements

Have power poles and charging stations--not a lot of issues.

Batteries last longer

Down to just a handful of faculty that do not allow laptops in their classes

They do NOT give laptop bags (do give a voucher to buy a bag--but students do not use them. Students carry in their backpacks.

They put clear covers on laptops

They put asset tags on all laptops

A LOT of work in managing laptops

They create the image working with a third-party (who does the imaging)

They run SCCM on PCs and Munki on the Mac-side <https://www.munki.org/munki/>

Remove admin rights--drives encrypted use MFA

Push patched monthly

Staff/Faculty have their own wireless network (vlan)

Initially they did not do as well as they could have to get all faculty up to speed.

Now they have dedicated staff to do this that work the same hours as the Library (lots of available hours)

They use Zoom and dropped ITV.

They also use TEAMS (Faculty like Zoom)

They got buy-in by president telling campus they had no choice :-)

Employers like the fact that Winona State requires laptops

No data to show this increased enrollment--but lots of other issues (beautiful campus, fewer college age students, etc.)

No students said they left because of Winona's laptop program

Make sure Admissions tells prospective students to NOT buy a laptop when they graduate from high-school.

It is an issue with transfer students

Moving to follow-me printing

Meeting adjourned 10:00 am

Submitted by,

Chip Eckart