<u>**Minutes of the Computer Committee meeting held on 11th November 2019 at 13:00pm in the Godwin Room, Old Court**</u>

Present: Jason Randall, Allison Lewis, Ian Elliott, Charlie Weiss, Aylmer Johnson, Jason Carroll, Catherine Reid, Ben Cole (UCS)

Apologies: Qi Guo, Rouchelle Sriranjan

1. <u>Declarations of Interest</u>

None

2. <u>MMA</u>

The previous minutes were agreed.

3. <u>Draft report to Council</u>

JR asked CR to speak briefly about CamGuides which will be mentioned in the annual report.

CR explained that CamGuides is a transition resource which was formerly aimed solely at Masters Students but now encompasses Undergraduates as well. CR has worked collaboratively with other librarians from across the University where it was her role to ensure the project was delivered and on time. The "new" CamGuides involves students discussing their experiences within Cambridge University and how school work differed from academic work. They also discuss the skills which they have developed such as time management, critical thinking, essay writing and University life in general.

Although there was a very low budget for this project there was a small grant from the Cambridge Centre for Teaching and Learning. Existing software was used and the Cambridge University Language Centre created the home page along with the filming of the students. The project was launched back in August 2019 and is now owned by Cambridge University Library where it is hosted although it is part of a larger project called Cambridge Information Literacy Network which consists of a large group of librarians across Cambridge working on various sub-projects.

Tutors in Clare are aware of the resource and some have recommended it to their students. CR also used it in the Academic Skills session at the start of term. JR asked if it was Clare specific but CR replied that it was aimed at all students in all subjects within all colleges. It is an open resource so it is available to anyone in the world. JR suggested linking out to it from our own website and CR thought this was a good idea. JR also suggested putting the link into any future Tutorial emails sent to students.

4. <u>IT Department update</u>

Three weeks ago we started to receive numerous complaints about the quality of wi-fi within the college which was eventually escalated to UIS. We were not the only college to report these issues and subsequently the University has discovered that the issues were caused by a recent software update so they called in their supplier (Aruba) to investigate further. They are now actively managing the problem although there is no permanent fix yet. This temporary fix appears to have resolved the issues being experienced here in Clare and a permanent solution should hopefully be applied in the near future.

We have been listening to comments about the wi-fi in our fringe areas and as a result we have seven new access points which will be rolled out to various locations. N staircase was recabled last week as this was not previously a student staircase and access points will also be installed in Castle End, St Giles. Access points in both G2 and Q9 have been upgraded.

The University thought that their network was being actively attacked by student PCs but this was found to be caused by a wi-fi driver on Lenovo hardware and also by those running Avast anti-virus software. This temporarily led to some students being barred from the network.

We are having problems with our new hardware which although installed since May has only fully been used in anger over the last month. Both servers have started crashing intermittently and we are currently talking to our suppliers to find a solution. JR suspects a hardware issue.

The upgrade of staff PCs to Windows 10 is ongoing and is being performed by IE.

Ongoing wi-fi upgrades are being carried out by AL.

AL is upgrading osTicket and has a test server up and running.

JR is performing various OS upgrades on our servers.

The new CCTV server will be installed later this month.

5. <u>UCS Report</u>

BC has been unable to recruit anybody to provide help within the FML at peak periods so CR said that she would send an email out. Both JR and CR need to work out how to prepare for next year as the major rush is now over now. AL suggested using a signing pad similar to one that the College Nurse uses to alleviate the ongoing contract printing issue and JR also suggested the use of eSigner as a potential solution. CR has a Freshers wash-up meeting tomorrow so she will discuss this further with Housekeeping when this takes place.

6. <u>MCR Report</u>

RS was unable to attend but she sent a brief report to JR.

The MCR are currently in discussion with Kings to have their website refreshed and patched.

There had been issues with the Formal Hall booking website but this is no longer an issue since Upay was implemented.

The MCR continue to maintain the punt booker website which is working well.

7. <u>AOB</u>

CW asked if cloud storage was available for students to which JR replied that there is plenty e.g. OneDrive is available when they sign up for Office 365.

<u>Date of next meeting</u>

Monday 20th January 2020, 13:00, Godwin Room