TO: Full-Service Faculty, Administrators, and Student Government

FROM: Virginia Phillips, Secretary of the Senate

RE : SENATE MEETING

June 3, 1977, Schwebel Auditorium 4:00 p.m.

May 25, 1977

AGENDA

- 1. Call to Order
- 2. Approval of Minutes of previous meeting, May 6, 1977
- 3. Report of the Charter and ByLaws Committee
- 4. Report of the Executive Committee
- 5. Report of the Elections and Balloting Committee
- 6. Reports of other Senate Committees
- 7. Unfinished Business**

 Computer Committee

 767-11 Policy making for the Computer Center services, P. 15-29

 Motion 2

Educational Media Committee 767-15 Faculty Use of Educational Media, P. 30-31

Individualized Curriculum Program Committee
767-13 Progress report, P. 32

Research Committee 767-16 Research Committee Activities, P. 33-34

- 8. New Business
- 9. Adjournment

Matter sent on to De Dangarani De Edgae
requesting the following action:

(signed)

Date April 24, 1977 Report Number (For Service Her Colle)	
Computer (For Senate Use Univ)	7-11
Name of Committee Submitting Report	_
Committee Status: (elected chartered, appointed chartered, ad hoc, etc.)	
Appointed Committee	
Names of Committee members: Bartholow, Dastoli, Driscoll, Englehardt,	-
Feitler, Kramer, Lovas, STurm, Eyrich, Biviano, Jonas, Prince	-
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	-
Please write a brief summary of the report which the Committee is submitting to	
the Senate: (attach complete report) The Committee reports on certain	
difficulties it has experienced in providing academic input into	
policy making for the Computer Center services; and suggests	
certain actions to be taken by the University Senate.	
Do you anticipate making a formal motion relative to the report?	
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If so, state the motion: Two motions to be made as outlined in the	_
report. page 3	
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Nicholas Sturm M

Chairman (please initial)

REPORT TO THE SENATE

COMPUTER COMMITTEE OF THE UNIVERSITY SENATE

During the past two academic years, 1975-76, the Computer Committee of the University Senate has attempted to represent the interests of faculty and students with regard to computer usage and the development, modification and implementation of Computer Center policies directly affecting academic users. During this period policies which seriously affect academic users have been formulated, implemented and altered without sufficient consultation with academic users, or with the Computer Committee of the Senate. Allocation of computer resources appears not to have been in the best interest of the academic community.

If the statements of purpose, as published in the "Guide to the Computer Center," are still a reflection of priority concerns for the academic area:

- 1. Why does the academic sector of the University not have direct control or greater influence over policies which directly affect service to faculty and students?
- 2. How are policies governing computer usage established?
- 3. How can the academic sector effectively protest management policies that currently exist and influence modifications to reflect academic needs?

Problems of this nature have continued to plague this Committee as it has sought to resolve difficulties presented to it.

The Computer Committee has continued to experience good relations with the working staff of the Computer Center including the recently resigned Director and those who have represented the Director at our meetings or in other ways served to provide useful information of a technical or practical nature regarding computer function or Center operations.

During 1975-76 the Senate indicated that the Computer Committee should resolve minor policy matters by direct consultation with appropriate members of the Computer Center. We have endeavoured to do so, but have found that even when solutions are reaced with the Computer Center that others delay or perhaps even reject implementation although the proposed changes were agreeable to and considered workable by the Director of the Computer Center.

Efforts (1975-76) to modify the duration of certain accounts and to change the definition of specific classes of academic accounts were undertaken with the director of the Computer Center early in the Fall of 1975. Following extensive, but friendly and

candid, discussion based on our initial proposals and counter suggestions, we reached what appeared a mutually acceptable compromise with the Computer Center. Subsequently we found strong objections to these modifications from another office. We therefore brought our recommendations to the Senate. Objections were voiced and the proposals returned to the Committee with an indication that such policy matters were usually resolved by direct consultation, an action already pursued by the Committee. The Committee was at a loss as to how to proceed.

During the current year (1976-77) related matters have been discussed with various administrative staff and solutions apparently reached, although dates of expected implementation have now come and passed.

A particularly critical example of the problem of adequate input to policy development became evident early in this quarter (Spring 1977) when major changes (see Attachment #1) were made in (i) procedures for establishing and assigning student instructional accounts, and (ii) the availability of terminal facilities for academic users; changes which we believe were made with inadequate involvement of the academic community. A review of documents (Attachments #2 and #3) received and studied by this Committee, included as an integral part of this report, and the Committee's reflections based on these documents and verbal reports of academic users in a letter (Attachment #4) to the Acting Director of the Computer Center should provide a clearer insight into the nature and magnitude of the difficulties of reaching mutually satisfactory solutions by direct consultation.

If we are to be successful in carrying out our charge to recommend policies on academic usage of the computer facilities and to have an effective voice in such decisions, the University Senate must carefully review our charge and ascertain the extent of the Senate's voice in policy matters governing academic usage of the Computer Center.

If the Computer Committee is to be an effective voice in minor policy matters undertaken by direct consultation, it must have greater strength as a result of Senate recognition or authorization in such matters. Under present conditions in which the veto power over Computer Center policies resides outside the Computer Center, the question of whom we should negotiate with on academic policy matters remains unsettled.

To insure that academic computer usage needs are given adequate attention we offer the following two recommendations in the form of separate motions for Senate consideration:

Motion 1

That all academic project proposals shall be reviewed by the Computer Committee of the University Senate. This Committee shall recommend allocation of academic programming and analysis hours, not to exceed 1/2 of the total budgeted, to the University Budget Committee through the Vice President of Academic Affairs.

Motion 2

That the University Senate request that a procedure be developed that will clearly define the method by which policy is made regarding computer usage; such policy to include a statement requiring academic input and a mechanism for adjudicating unresolved issues.

XOUNGSTOWN STATE UNIVERSITY

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INTER-OFFICE CORRESPONDENCE

To Deans, Chairmen, and other computer users

DATE 4-1-77

FROM R. W. Jonas, Director of Planning

SUBJECT

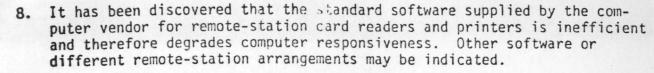
Changes in Computer Center Services



More processing is being performed by more users of computer services than ever before. This, coupled with the increasing number of terminals available on the University's computer, has led to a general decline in the responsiveness of the computer system. Many, but by no means all, of the activities contributing to this decline have been identified:

- 1. More overhead is being experienced in the computer as a direct result of its managing the increased number and variety of terminal-oriented services. The fact that terminals must be managed by the computer on the highest priority basis aggravates this problem still further.
- 2. Both the VM operating system and the CMS terminal control system are needed to provide service to academic terminals. This pair of systems may have been the wrong choice of software for academic terminals, for VM causes overhead for the entire computer system even when academic terminals are not in use.
- 3. Many persons are using academic terminals to compile and execute jobs which are essentially batch in nature. These persons are obtaining faster turnaround of their batch jobs but are badly degrading computer responsiveness elsewhere in the system. The only programs intended to be compiled and executed under CMS are those which are designed to execute interactively on a terminal.
- 4. The computer's accounting routine has not controlled the use of time on a terminal in any way in the past. This lack of control has permitted certain types of abuse.
- The amount of computer time standardly approved for an account each quarter has been so generous in many cases that it has not served as a control at all. This has been amply demonstrated by regularly observable waste of computer time.
- 6. It is presently the case that 60-70% of all batch jobs run in Class A, leading to the unrealistic expectation of fast turnaround. Furthermore, this skewed distribution inordinately lengthens turnaround for all other batch job classes.
- 7. In the past, "miscellaneous" accounts for projects with less than the best justification were approved because they had no detectable impact on computer responsiveness. These accounts are now unquestionably competing for increasingly scare computer resource.

Page 2



- 9. The deterioration of computer responsiveness caused by the above activities is causing users of the computer, in their impatience, to submit duplicate batch jobs for processing which only serves to degrade computer performance further. It is also observed that scarce computer time is being used regularly to generate "Snoopy calendars" and to play such games as "tic tac toe" and "space shot" at the expense of more meritorious projects.
- 10. A rather large amount of batch job output continues to go unclaimed each quarter. Unclaimed output suggests that computer time was utilized unnecessarily and may have degraded computer responsiveness.
- 11. Although administrative batch processing has always been performed primarily between the hours of midnight and 8 a.m., the general decline in computer responsiveness has led to increased pressure from certain administrative offices for daytime processing. Providing daytime service has only served to aggravate computer responsiveness.
- 12. Academic computer installations have been open Monday through Friday 8 a.m. to 10:30 p.m. and Saturdays 8 a.m. to 4 p.m. This arrangement has prevented willing users from redistributing their work from heavily loaded day hours to more lightly loaded night hours.

It is clear that the time is at hand to establish computer utilization policies which will restore satisfactory service for most users of the computer. An attempt will be made during this Spring quarter to restrict existing services in a way which will restore the quality and responsiveness previously enjoyed by Computer Center users. The Spring quarter will be a period of experimentation during which computer services will be limited in a variety of ways to identify the best ways to improve quality. The results achieved during this experimental period will suggest computer utilization policy to be put into effect for the next academic year. The following specific experiments are numbered to correspond with the problems identified above:

- 1. The terminal control systems CICS and CMS will only be available at mutually exclusive times. Effective Monday, April 4, until further notice, CICS will only be available Monday through Friday 6 a.m. to 3 p.m.; CMS will be available only Monday through Friday 3 p.m. to 12 p.m. and all day Saturday. These times may be varied and/or switched on short notice as necessary for further testing.
- 2. Both the VM operating system and the CMS terminal control system will be totally unavailable for an entire day several times during the Spring quarter. An exact schedule of dates will be announced soon.

- 3. Effective Monday, April 4, compilers will only be available under CMS during the hours midnight to 6 a.m. and all day Saturday. A program compiled under CMS can be executed at other times if and only if the compiled program has been stored in disk memory. Any compile which must be performed at other hours of the day can only be performed under the batch operating system VS. Users should be aware that programs compiled under VS will not execute under CMS. The details of the new arrangements for compiling under CMS will be available at each terminal through the CMS SYSTEM NOTES by the name of BATCOMP.
- 4. All computer time used on a terminal or a batch job is now being collected and charged against the time approved for an account.
- 5. The amount of time being approved for each account has been substantially reduced for the Spring quarter. Applications for additional time will be accepted when the approved time has been exhausted, but these applications will be carefully reviewed and not necessarily approved.
- 6. During the week of April 4, the priorities for batch job classes will be changed. The changes will have the effect of spreading batch jobs more evenly across all job classes and therefore of yielding different turnaround times. The revised priorities will be posted at each card reader when they become effective.
- 7. "Miscellaneous" accounts will be granted only for the most unusual needs during the Spring quarter.
- 8. Either or both of the remote-station card readers and printers in LP 406 and ESB 133 will be unavailable for an entire day several times during the Spring quarter. The days on which these devices will be unavailable might be identified on short notice. On these occasions, users may still submit card jobs and receive printouts at ESB 253.
- 9. The Computer Committee will be asked soon to develop more explicit policies for the academic utilization of the computer. These policy recommendations will be tested during the Spring quarter by applying them to all applications for an extension of time. To the extent that a user is wasting computer resources, as defined by the Computer Committee, extensions will not be granted.
- application for extension of time. Instructors must impress upon their students that this practice is deteriorating the service for all users.
 - 11. During the Spring quarter, administrative batch processing will occur exclusively from midnight to 8 a.m.
 - 12. As soon as arrangements can be made, one of the five academic installations will be open 24 hours each day Monday through Friday. An effort will be made during the Spring quarter to develop and publish information to users about which times of day the computer is heavily vs. lightly loaded. It is expected that this information, once available, will encourage users to use the computer during periods when responsiveness will be greatest.

Faculty members are asked to inform all their students of these experiments. The experimentation with computing services will last as long into the Spring quarter as is necessary to isolate problems and synthesize policies which will provide solutions. The entire objective of this experiment will be to restrict the minimal number of services for the minimal number of computer users in order to deliver high quality, responsive service to the most users.

The Data Services Committee has been most helpful in the formulation of this experiment. The Committee has provided valuable input and advice, and every effort has been made to create an experiment which is satisfactory to most users of computer services. Nevertheless, the final responsibility for conducting this experiment rests with me. Anyone who has observations, concerns, or problems related to the experiment should communicate them directly to me. Your understanding and cooperation during this time of trial will be greatly appreciated.

cc: Data Services Committee
Computer Committee

70: Dr. Ron Jonas, Director of Planning

FROM: School of Business Computer Utilization Committee

Re: Response to New Computer Center User Policy

Date: April 12, 1977

The School of Business Computer Utilization Committee wishes to formally voice a negative response to your Friday, April 1, memo regarding the new computing policies.

The timing of your decision to abruptly change the long standing computer operating policies as they affect users is not in the best interest of the School of Business Administration students or faculty. The faculty members who incorporate computer exercises into their Spring Quarter courses were neither consulted as to the adverse effects of the new policy nor warned of the pending action. To implement a policy, in such a manner, shows a lack of commitment to providing reliable computing services to the academic component of the University. The availability of computer services directly affects the content of courses and the approach that the faculty who utilize computers will take in teaching their courses. The end result is a decline in the quality of educational offerings by the University. It is analogous to locking the library during prime time periods.

We do not understand why the policy had to imposed now, in light of the IBM 148 computer which has been ordered and is due in June, according to past information. We can recall that earlier Computer Center information regarding planned Computer Center hardware acquisitions indicated that the new 3350 disc drives plus the 148 computer would eliminate user delay problems. The advent of the 3350 disc drives did not solve problems as the Computer Center personnel predicted, rather, the new equipment created more operating overhead in the system, and, in fact, contributed to our slow response problems. Thus, this latest action will further contribute to the creditability gap between academic users and those persons responsible for providing good, reliable computer services.

We appreciate your "self-criticism" as expressed in your memo, regarding the wrong choice of software and hardware. However, please don't blame the students for not picking up print-outs when under certain conditions the system automatically routes the computation results to one installation and the print-out header information to another installation. Several of us tried to solve the problem, but the Center personnel contacted stated that our request didn't have Data Services Committee approval and "several hours" of systems programming would be required. Students received their output results and were unwilling to go to another building to pick up the superfluous header print out.

It appears that the reasoning for your action as setforth in your memo is more form than substance. Each of the points made to justify the sudden, drastic action taken were with symptoms of a problem, rather than its causes. It is obvious that the major underlying cause of our present set of symptoms is inadequate usage forecasting and planning for the computing requirements of a large, modern, state University (which still has a distance to go in order to fully utilize computers as a pedagogical and research tool).

It seems inconsistant that a service organization that constructs and uses a Five Year Plan would adopt such sweeping, sudden policy changes. Has the Five Year Plan concept, which we participated in, been abandoned by the action outlined in your memo? Please advise the Committee as to whether the Center's Five Year Plan-will continue.

We recommend that you reinstate the old policy (even though there are response problems); but this time please make the changes slowly and after warnings of pending action and with consultation with the academic users.

(Do other Universities of our stature go through such periodic crises which are continually centered on one service unit?).

Dr. Gerald E. Smolen
School of Business Administration Computer Utilization Committee Chairman

cc: Robert L. Miller, Dean
School of Business Administration
Dr. Leon Rand, Director,
Graduate School
Dr. Karl Krill, Vice President
Administrative Affairs
Joseph Rook, Vice President
Financial Affairs
Dr. John Coffelt, President

Committee Members: Dr. Dean Roussos Mr. Anthony Dastoli

Dr. Stanley Jacobs

Dr. M. Rahim



YOUNGSTOWN STATE UNIVERSITY

YOUNGSTOWN, OHIO 44555

The College of Arts and Sciences

TO: Dr. R. W. Jonas, Acting Director, Computer Center

FROM: Dr. E. S. Santos, Supervisor of Computer Science, Dept. of Math/Comp. Sci.

DATE: April 11, 1977

SUBJECT: Changes in Computer Center Services

Your recent action on the restrictions of computer services to academic users has caught us by surprise. We recognize the needs to establish computer utilization policies which will provide satisfactory service for users of the computer. However, we feel strongly that the academic community, in particular, the computer science faculty, should be given the opportunity to provide input to the formulation of any policy and/or experiment which may have adverse effects on the academic users.

Since adequacy of computer services is essential to any computer science program, your experiment is having very serious effects on our program. In an emergency meeting of computer science faculty, several problems were identified which require immediate action. These problems, together with their recommended solutions, are listed below:

1. Interactive computing facilities (without compiling):

All upper-level computer science courses require the use of interactive computing facilities. Since all these courses are offered before 3 PM, continuation of the restriction of these facilities will force the cancellation of CS 895 and greatly reduce the effectiveness of other upper-level computer science courses.

Recommendation: Interactive computing facilities be made available immediately 11 AM to 3 PM and 5 PM to 8 AM during week-days and whole day during Saturdays and Sundays. To allow the students to use these facilities, applications for interactive processing should be approved immediately.

2. Interactive compile capabilities:

Study of interactive compiling is an integral part of CS 895. Moreover, since programs compiled under VS can not be executed under CMS, interactive compile capabilities are also required in other upper-level computer science courses.

Recommendation: Interactive compile canabilities be made

available immediately 11 AM to 2 PM and 12 PM to 6 AM during weekdays and whole day during Saturdays and Sundays.

3. Permanent disk storage:

Most upper-level computer science courses required the use of permanent disk storage spaces.

Recommendation: Immediate approval of applications for permanent disk spaces.

4. Computer time:

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Except for certain introductory computer science courses, a limit of five (5) minutes of computer time for each student is unrealistic. Estimated minimum computer time needed for various computer science courses offered this quarter are given below:

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CS 700	10	
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CS 820	15	
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Recommendation: Approval of the estimated minimum computer, which was a state of the estimated minimum computer, which was a state of the above computer science courses. In a state of the above computer science courses. In the used to date and the amount remaining after each run.

Further, since some students may require more than the estimated computer aminimum, provision should be made for approval of additional than the computer time when the need arises.

The above recommendations represent the minimum requirements in order to properly conduct the computer science courses offered this quarter.

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cc: Computer Science Faculty

Dr. Brown, Acting Chairman, Department of Math/Computer Science

Dr. Yozwiak, Dean, College of Arts and Sciences

Prof. Edgar, Vice President of Academic Affairs

Prof. Sturm, Chairman, Senate Computer Committee

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YOUNGSTOWN STATE UNIVERSITY

YOUNGSTOWN, OHIO 44555

To: Dr. Ronald Jonas, Director, Planning Office, and Acting Director, Computer Center

From: Computer Committee of the University Senate %.

From reports received by the Computer Committee, the recent "Changes" (Jonas, 4-1-77) have resulted in more disruption of computer services and a greater destruction of morale of academic computer users than any other action made since the introduction of academic computer usage on this campus. The Senate Computer Committee wishes to formally express its dissatisfaction about (i) the manner in which the changes were made, and (ii) the effects of the changes.

A. Manner in which changes were made. Without minimizing the importance of the effects of the changes, we wish to emphasize the apparent lack of consideration for the needs of academic users, the failure to adequately consult with a broad cross section of academic users (to determine the impact of the changes on the programs of instruction), and the failure to provide timely notice of the intention to introduce such changes.

Without attempting to be exhaustive, the following may suggest the nature of the problems:

- 1. Faculty did not have advance warning to provide for modification of course content, to alter syllabi, nor to schedule their course requirements to conform to the restrictions on interactive usage. With adequate notice and consultation many of the traumatic aspects of the changes could have been avoided.
- 2. Students of the day school are frequently employed at jobs to support their education. Careful planning is required to integrate a work schedule and class hours. The majority of the academic community, including these day students, received no advance warning of the time restrictions that were to be made and were unable to plan accordingly.
- 3. Morale of students and faculty interactive users has been damaged to an unjustifiable and unacceptable degree.
- 4. The allocation of terminal services exclusively to the administration during the prime time hours of 8 a.m. to 3 p.m. may have several other effects:

- (a) it may be interpreted by visiting accreditation teams as a lack of commitment on the part of the administration to provide adequate computer services to the academic community;
- (b) it suggests that future allocation of computer resources may be made for the benefit of administrative users without adequate consideration for academic needs;
- (c) it may lead to pressures to include the allocation of computer services as a collective bargaining issue;
- (d) it is feared by some that the computer services to the academic community may be cut again in the future to compensate for poor planning and mismanagement of computer center resources and increased services rendered to the administration.
- 5. Confidence in the ability and willingness of the Computer Center to supply the necessary resources required by the academic community has been eroded.
- 6. "It seems inconsistent that a service organization that constructs and uses a Five Year Plan would adopt such sweeping, sudden policy changes. Has the Five Year Plan concept ... been abandoned by the action outlined in your memo [herein referred to as "Changes" (Jonas, 4-1-77]? Please advise [this] Committee as to whether the Center's Five Year Plan will continue."
- B. Effects of the Changes. The changes also produced several unfortunate consequences by their nature, including the following:
- 1. Usage of the Business Library of programs which has been rapidly incorporated into many courses of the School has been severely curtailed for day students.
- 2. Reduced hours has adversely affected the utilization of CAI in several departments of the Schools of Arts and Sciences and Fine and Performing Arts. Although interactive performance has restricted the usefulness of this type of instruction in the past, valuable experience has been accumulated; poor service was better than no service for long hours of the normal academic day.
- 3. Development, completion or introduction of CAI units by faculty members has been impeded without compensating expectation for improved and predictable future service.
- 4. Slowness of approval of user accounts has generally delayed computer utilization thus far during the Spring quarter. If the pattern of usage of 1976 is indicative this will result in a serious strain on the system during the final weeks of the quarter. The opportunity for advanced students to work early in the quarter has helped in the past to balance the heavy load produced by beginning students later in the quarter.

- 5. Reportedly several accounts were closed without warning and segments of student research lost, or at least made inaccessible to the original creators of the segments.
- 6. Utilization of the CMS batch machines (created as an alternative to direct on-line compilers) has been impeded by the lack of adequate and proper documentation and the apparent failure to instruct consultants in the proper means of invoking these service facilities.
- 7. The use of class rosters to allocate student run numbers has several deficiencies:
 - (a) the approval of run numbers may be delayed while waiting for the rosters to arrive;
 - (b) the rosters are often out of date because of students adding and dropping courses;
 - (c) the rosters do not include senior citizens.
- 8. The policy of allocating only five minutes per student per course is unrealistic for many courses. For example, many simulation problems require over one minute of 374/145 computer core time to run.
- cc: Dr. John J. Coffelt, President
 - Dr. Earl E. Edgar, Vice President for Academic Affairs
 - Dr. Karl E. Krill, Vice President for Administrative Affairs
 - Dr. Nicholas Paraska, Dean, College of Applied Science and Tech.
 - Dr. Bernard J. Yozwiak, Dean College of Arts and Sciences
 - Dr. Robert L. Miller, Dean, School of Business Administration
 - Dr. Arnold J. Moore, Dean, School of Education
 - Dr. M. Jean Charignon, Dean, William Rayen School of Engineering
 - Dr. William R. McGraw, Dean College of Fine and Performing Arts
 - Dr. Leon Rand, Dean, Graduate STudies and Research
 - Members of the University Senate