

## Handheld and Mobile Computing Constituent Group - Minutes

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~40 people

- UK Survey – Mobile Life Report – Introductory Stats
  - Source: Yougov.com
  - 9% of 19-24 years olds are addicted to their handhelds
  - 9% has have their phone stolen
  - Only 14% of 18-24 would turn off their phone completely when having sex
  - 70% of all 11 year olds had mobile phones
- Reduction in variety of devices?
  - Will likely diversify and stratify based on operating systems
  - Open source Linux phones will provide new opportunities
  - Will handhelds end up like mainstream computers where there are only 2 options: PCs and Macs?
- Podcasting
  - Abilene Christian University —two research groups of faculty and students—doing research about educational uses on handhelds. See: [http://www.acu.edu/news/2007/070823\\_iPhone.html](http://www.acu.edu/news/2007/070823_iPhone.html)
    - Web site: ithinked.com
    - University based funding—not grant
  - Bowie State University —pilot project to develop interfaces to LMS, ERP and deliver to iPhone and another device
    - Seeking federal grant to fund wireless and handheld project
    - Three focuses: academic, student life and visitors centers
    - Could help with low income students that can't afford laptops
- Support of devices
  - Approximately 25% of attendees officially support handheld technology
  - University of Louisville has a full-time support person for handheld since using in medical program
  - Theft can be a problem
    - Executives can lose and causes problems with leakage of confidential information
    - Also eDiscovery issues arise
    - Some universities are forwarding phone numbers for executives to non-smart phones when traveling overseas to avoid possible data loss
    - Little experience in room with remote wiping of laptops or handheld devices
  - Service level agreements
    - Especially for state universities
    - Some universities standardized on one device (e.g. Blackberry) and then created SLA for that one device
  - Interfacing of components
    - Challenges of interfacing Bluetooth to all devices
    - Smaller keyboards are challenging to older generations—maturity of voice to text? User interface needs breakthrough
- Handheld applications

- Has anyone developed mobile specific versions of web applications or WAP sites?
  - Flashlight being used
  - Company: Ravewireless is mobile-fying web sites—gives you API for site
    - Rave alerts is one component
- UT Austin is creating some targeted sites and has developed some guidelines for mobile development
  - <http://www.utexas.edu/web/guidelines/mobile.html>
- Is there any evidence that students are using mobile sites?
  - Limited contact from students or support requests
  - Potential in the note taking systems for students
- Mobile blogs are popular
- The smaller the device, the more personal people feel about it and want to configure it to their needs
- Incentive program
  - Canadian university is trying to do an incentive program to get students engaged
  - Hard to get mobile carriers to work on affordable pricing
- Partnering with cell carriers
  - Antennas on campus—Universities are paid by vendors through lease
  - Some are trying to get around carriers by using campus wireless rather than cell coverage
- Text messaging popular
  - Especially for emergency notification
  - Any problems in sending messages to large masses? Are there delays in the first and last receipt of message?
    - Varies based on campus, setting, coverage, etc
    - Not a broadcast medium—FIFO
    - 10,000 students = 1 hour quoted by vendor
    - Actual testing? Purdue did some testing—9000 in 20 minutes using vendor product; VT sent about 12,000 in 40 minutes
    - Need to ask vendors during selection process—varied answers
    - CMU uses AlertNow—voice and text messages—actual messages sent in batch mode (5000 in first run, etc)—entire population of 6500 in 30 minutes
    - Concern that early receivers will begin texting friends and causing problems
    - Concerned that cell towers will be clogged
    - Text messaging can't be only way to deliver message—other options?
      - Needs to be a multifaceted approach
      - Email, text, voice—and hope that those that receive will spread message
      - VoIP options also being used
  - Students are not all opting in to service
    - No constituent group attendees using a service that's not optional
- Policies about limiting sensitive data on laptops or mobile devices
  - Enforcement is a challenge—some are using scanning tools to check (PC or network)
  - Some are trying to get people to use central storage and VPN to access
    - Especially need to ensure old stores of data are removed
  - Some are trying to ensure data storage is done with encryption
  - Some are setting up a procedure so that the notification charges are paid by the violating department/unit
- Wireless connectivity on campus
  - NYU is using encrypted wireless connectivity

- Some are requiring authenticated login to University wireless
  - Some still treat authenticated users as being off-campus in terms of firewall
- Guest wireless
  - Many giving guest accounts
  - Some have web app where anyone on campus can sponsor someone else
- IRS Rules
  - One university has placed a freeze on devices
  - Some are changing to stipend so contracts not owned by university
  - Some are buying service under corporate account and then charging back to individuals for \$10/month
- NY Times article—sales of iPhones and iPods led to purchase in Mac computers on campus
  - CMU is seeing this plus having to support parallels on the Macs, making it more complicated
- Medical schools are seeing good usage of handhelds
  - Specialized software available
- Everyone encouraged to use listserv to share throughout the year