

**TAG Committee
Meeting Minutes
September 24, 2007
Monday 11:00
Presidents Conference Room
1st meeting of the Academic year**

Present: Debbie Stodberg, John Davis, Dave Mader, Laura Little, Phillip York - Stu Rep, Frank Diller, Angie Burdiss

Absent: Jim & Dave

Announcements:

- Blackboard Webinar – will be held on Sept 27 from 11:00 – 12:00 in the Presidents Conference Room

Old Business:

- Public Fax Machine for student use – discussion about this and where one should be located.
 - Angela will check with Doug Anderson about having one available in the library and report back to the group
 - Angela will also check with Career Center to see if one is available there and report back
 - Discussion followed about other areas of campus that would be likely areas for students to use a fax machine such as the mailroom.
- Projector/laptops for students – there are a limited amount available for this and the professor of the dept would need to check them out for the student
 - As laptops recycle back into the IT dept there will be additional computers available for such things
 - This would not be lenders to take home over weekends/vacations
 - Laura does loan out Projectors & laptop for seminars/workshops
 - Debbie will get a copy of the form for the next meeting

New Business:

- Subcommittee has been set up for outsourcing of Help Desk – PerceptIS offers 24/7 service year round – They have set up help desks for Arizona State, Maricopa Community College and University of Illinois at Urbana
- Tier level of service – they are at tier 1, our staff will be at tier 2
- IT dept will help develop scripts of situations for them to work from
- They can provide remote desk top – and work directly on our computers from a distance
- This will give more professional service to the campus
- Will eliminate all the problems of students who are tied up with classes, projects, other academic commitments and are not as trained as a professional full time help desk could provide.

- They can staff-up at the peak times such as the beginning of the semester
- Subcommittee consists of:
 - John Davis
 - Angela Burdiss
 - Frank Diller

John stated that there will be a restructuring of the IT Dept – Vickie will be going on medical leave, Jonathan will be moving over as a PC Technician with Gary

How do we think Faculty will respond to new type of help desk? John will finalize and start notifying campus of the changes taking place.

Laura

- Helix rolled out
 - this will replace Cdigix
 - 147 digital files so far
 - Mostly used by Modern Language, PA program
 - Firefox works best with this
 - Any email that Mike gets for Helix should go to Laura
- Point clickers
 - over 300 on campus now
 - does have Mac version
 - these should be ordered

- Smartboard training on Wednesday from 4:00 – 6:00

Other issues will be covered at the next meeting

Adjourned

Next meetings:

Oct 22, 11:00 – PCR

Nov 12, 11:00 - PCR