

Technology Advisory Group Committee  
Thursday, September 17, 2009  
4:00 p.m.

Members present: Marshall Kimball (chair), Craig Howald, Jeremy Wang, John Davis, Angela Burgiss, Linda Roesch, Chris Craig

Members absent: Debbie Stoltberg

Old business:

- Minutes from the April 17<sup>th</sup>, 2009 meeting were reviewed but due to no faculty member carryover there was only discussion and no formal vote was taken due to lack of knowledge.
- The TAG description that was developed in March 2009 was discussed and reviewed with comments being that most of those items have been addressed. The exceptions were the addition one on campus student representative and one commuter student on the committee. Linda agreed to ask "Taylor" to be the on campus representative. John will ask Desiree Tornes if she would be the commuter student on the committee. These students will be asked about their participation and availability for our meeting times.
- It is unsure whether the TAG description was ever taken before the faculty for a vote. Marshall will check with Peter Thayer to see if anything is in faculty minutes. Marshall will also check with Frasier to make sure this new description gets into the faculty constitution. It definitely needs put on the website.

New business:

- John Davis gave a report of technology work accomplished during the summer months and submitted a report in writing that will also be available on the committee website. Areas covered included: Current State; Summer Projects: Disaster Recovery for IT systems; GoPrint-Printer Control System; and It Support for Administration Units.
- John stated the GoPrint program has shown a savings but not a huge one. Every 3 months each department will receive a reimbursement for the paper that is used at a rate of .7 cents per page.
- John also reported the internet bandwidth has been raised due to speed and usual issues.

- Linda suggested a list and webpage be developed listing all “smart classrooms” on campus with a list of technology that is available in each of these classrooms since there is no standard definition of a “smart classroom”. Tina Perdue could then know when someone need a “smart classroom” what rooms could meet the needs of the professor. Chris agreed to help putting this together but it was recommended this be located on the faculty resources webpage which Greg Delemeister maintains. Marshall will contact Greg to see about working with Chris Craig to put this together.
- Craig Howald and Linda expressed concerns regarding response to help desk requests. It was suggested that an email response or some type of communication be given saying the help desk ticket has been received and any reponse to the same.
- It was also suggest that more instruction and communication would perhaps eliminate some of the present issues.
- John also shared a copy of the technology survey that was given to the freshmen during FYE class with hopes of finding out more about what the students brought to campus with them. This information will be compiled and shared at a later committee meeting.

### **Linda Roesch Report**

- WebCT will move to Moodle next academic year. WebCT will cease to be used in August. This will be a big project for her this academic year and materials from WebCT will be transferred to Moodle. Present WebCt is old version and needs to be updated. Moodle is considered a better choice.
- Use of WebCT is growing and usage is up considerable.
- There is a push in technology going on and this migration to Moodle with help with the pick up and drop capabilities and the import feature.
- Rita needs to be informed that course will not be able to access Web CT in August 2010.
- Transfer of materials from WebCT to Moodle will begin in January 2010.

## Meeting Dates and Times

- Next meeting will be on Thursday, October 22 at 4:00.
- November meeting will be on Thursday, November 19<sup>th</sup> at 4:00
- No meeting in December due to break and end of the semester.
  
- Linda will check on rooms.

## Long Term Plan—John Davis

- 4 year cycle for faculty computer replacement
- 4 year cycle for staff computer replacement but that may have to change depending on the budgeted amount.
- Computer equipment is leased
- It is a fixed technology budget with some recent cuts due to enrollment shortfall last academic year.
- A 6 year plan has been submitted to Dan Bryant to move from a capital lease plan to a purchase plan to allow for savings and better/more efficient hardware replacement/purchase.
- \$250,000 is spend annually for computers and servers expenses
- \$83,000 was cut last year due to enrollment short fall
- IT funds no classroom upgrades like that in the graphics arts classroom this summer.
- Concern was expressed regarding the number of computers that can be supported by the present IT staff. They are overwhelmed with the amount of equipment and the number of staff people available.
- Priorities need to be established using faculty input.
- It was suggested that we involve the faculty in trying to get the IT department expanded with more personell to help in the technology area.

## Additional new business:

- Linda suggested Chris develop a page on where people can find help with various technology issues, i.e. the help desk. Perhaps by doing this we can eliminate part of the frustration by both IT and the faculty.
- Jeremy suggested developing a compact page that will list “where to go “ information for quick reference. Items like help desk, John Davis for specific questions, Chris for website questions could be dealt with.
- Chris is willing to do a flash video and put it on the website to help people navigate the new sites better and show everyone where to find information.
- Angela will take care of reserving rooms in the Library area. Bev and Linda can also do this.
  
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Items for next agenda:

- Improving communication regarding technology issues
- Help with communication about the new website and Zimbra
- Planning training sessions for new technology areas