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Minutes -- Information Technology Committee
September 25, 11:00

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Present: Christine Anton, Lynnwood Belvin, Victor Bissonnette, Christopher Diller, Faraj Daoud, Penny Evans-Plants, Nadeem Hamid, Tom Hocut, Basil Englis, Cameron Jordan, James Ross, Jerry Trammell, Preston Willis, Jeremy Worsham

Nadeem Hamid called the meeting to order at 11:00, and reviewed the charge/mission of the IT Committee.

<u>Old Business</u>

Penny Evans-Plants lead a discussion of the results of the TechQual+ survey that was administered to students, faculty, and staff during the Spring 2012 semester.

Background: the TechQual+ survey is made up of 12 questions that access three important areas of technology services on campus:

1. Connectivity and access (internet, network performance, wireless network performance)
2. Technology and collaboration services (web sites, classroom technology, mobile device support)
3. Support and training (staff quality, timeliness of support, communications with support staff)

For each question, participants were asked to rate: a) the idea/desired level of performance/support, b) the perceived/actual level of performance/support received at Berry, and c) the minimum level of performance/support that would be acceptable. In any area of technology service where the average **perceived level** is less than the average **minimum level** we should pay special attention to finding out why users are not satisfied with technology in this area and develop an action plan to address services in this area.

There were only two areas that this was the case: students frequently reported problems with wireless coverage and connectivity, and students and faculty reported difficulty with using and navigating VikingWeb.

Action Plan – Connectivity:

- There are many new or updated access points on campus: e.g., several of the dorms and the Library have been updated
- Clara, Pilgrim and Friendship will be updated soon; Centennial and Morgan-Dearfield are in the plans for later
- The architecture of networking on campus has been streamlined in such a way that will improve performance across campus
- There have been many communications with students informing them how to connect any type of personal computer to our wireless networking; it's important that students learn to connect to Berry (secure) rather than to Berry Guest (insecure).

Action plan – Collaboration (VikingWeb)

- We are updating look-and-feel of VW – the student and faculty tabs are being reorganized to make it easier to find things.
- We are creating a consistent location for important forms – we are integrating forms that have been stored on berry.edu with those stored on VW
    - Basil Englis – can we use a search engine? It is difficult to find forms on VW.
        - Cameron Jordan – Google indexes berry.edu, but not VW.
    - Chris Diller – how/why are we changing VW… are we getting data from other schools that use it?
        - Penny Evans-Plants – we focused on survey results to guide our thinking. We will be working with consultants to plan content changes to VW.
    - Several faculty and students – VikingWeb is often quite sluggish in its response speed; we often have to wait 5-10 seconds or more for it to respond after we have clicked something.
        - Tom Hocut – It would be helpful if we could see your workstation performing so that we can figure out where the problem is.
    - Basil Englis – we have a number of faculty who do not use VW; we should find out why.
        - Nadeem Hamid – has used Moodle.org because it is so easy to use.
        - Basil Englis – we need to study functionality issues before investing in content updates for VW
- We are also developing a mobile app for accessing VW data

Action plan – Support

- We are developing a new ticketing system that will organize how we assign and resolve work orders
- We will review our training for Bits workers and lab supervisors to make sure that they can provide services effectively
    - Basil Englis – can we have more stability in software over time?
        - Penny Evans-Plants – many software updates are outside our control and come along frequently
    - Basil Englis – can we have a "hotline" system for getting support when we have problems in the classroom?
        - Penny Evans-Plants – we already have two work-order assignment systems: non-crisis work orders go out by e-mail, and crisis work orders are done by calling the technician and sending them to the site immediately
    - Victor Bissonnette – Sometimes, classroom computers need routine updates and we cannot perform these because we are not administrators on these systems. How should we handle this?
        - Penny Evans Plants – go through the regular work order system.
    - Chris Diller – can we get more help with the continuity of technology – e.g., transferring VHS to digital?

- - Penny Evans-Plants – we have to handle this on a case-by-case basis
- Student requested more lab hours, so we have found ways to increase our student worker hours to supervise labs. We have two new labs in Science, and we will have a printer station in Krannert soon.

Other agenda items were tabled until the next meeting in October, and the meeting was adjourned at 12:00.

Minutes respectfully submitted by Victor Bissonnette.