

Information Technology Committee
Minutes from March 24

Present: Christine Anton, Victor Bissonnette, Basil Englis, Penny Evans-Plants, Nadeem Hamid, Sherre Harrington, Tom Hocut, Cameron Jordan, Charles Krause, Jessica Hornbuckle, Andy Bressette.

Penny Evans-Plants called the meeting to order at 11:05, in place of Curt Hersey who was out of town.

Old Business

Penny: Asked about approval of the IT Committee Charge by Faculty Assembly – It was confirmed approved.

Penny: Noted that Bryce Durbin would be sending a reminder for the TechQual survey on 3/27/16

- Hoping for a 25% response rate.
- Many other surveys are in play, potentially causing survey fatigue.

Penny: Noted that the final version of the Online Privacy Policy was approved via e-mail.

Penny: Briefly revisited multimedia in Evans since it was mentioned during the last meeting.

- A problem exists with compatibility between projectors and the control panels used.
- Jason Blalock communicated this issue to Kathy Wilson and didn't realize further action was expected.
- IT is currently researching other options – such as adding an audio switch to the panel.
- Basil: Asked why we couldn't figure out the specifics of where the problem exists and determine a solution.
- Penny: Stated that it is still being researched.
- Victor: Provided a low-cost option that might be considered if the switch option is cost prohibitive.
- Basil: Asked if the committee could work toward formalizing the approach toward classroom technical issues
- Penny: Mentioned that she had some thoughts about how to accomplish some of this through Remedy Force and better communication.
- Department secretaries were mentioned as an important resource in the communication flow.

New Business

- Penny: Talked about a new BITs track to be rolled out Fall 2016
 - Level 3+ students would provide classroom technology support during the evening between the hours of 5pm and 9pm.
 - Would include an emergency phone number
 - Students would visit the classrooms for problems that could not be quickly corrected over the phone
 - Will be reviewed after fall semester to further optimize
 - Would like to take advantage of Help Desk crossover as possible
- Penny: Discussed response to requests made by SGA
 - Asked if we could make a push toward having faculty update office hours in VikingWeb
 - Several: Mentioned that department secretaries gathered this information for office signage and asked if they could update the hours.
 - Mentioned that some faculty would never do this.
 - Penny: Expressed complications with providing secretaries access to this area of a profile but stated that she would look into it.

- Several: At this point the meeting transitioned into a discussion about issues with VikingWeb, Website usability, how forms are accessed and not being able to use the BACK button. Group agreed to submit requests for enhancements to Penny for submission to the appropriate vendor (Jenzabar, Kaltura, etc.).
- Penny: Provided a quick update on color printers in the MAC lab and charging stations for Evans and MAC.

Next meeting – April 28, 11:00.

The meeting adjourned at 11:55. Minutes respectfully submitted by Cameron Jordan.