

Minutes of the Technology Committee meeting, September 14, 2011

Members Present:

George Towers, Associate Dean
Jim Johnston, Natural Science (for David Hill)
Steve Rowe, Library
Andrea Campbell, Division of Education and Human Performance
John Spencer, Computer Center
Kathy Mills, Helpdesk
Jamie Boggs, Advancement
Kevin Bennington, Division of Fine Arts
Mitzi Litton, Division of Languages and Literature
Susie Lusk, Registrar
Jessica Alexander, Division of Social Science
Susan Cheek, Beckley Center
Steven Meadows, CAT
Cindy Khanlarian, Division of Business
Christy Lamb, Admissions

Topics Presented / Reports

Managed Print Services – Meadows reported that Managed Print Services is in effect. Network lasers are all that are covered. Printers covered have a “PC#” sticker. Most printers are reporting some of the newest models users have to call and request toner/solid ink. We anticipate cost savings in both supplies and CAT human resource hours in repair work on printers.

IVN assistance - CAT has implemented proactive IVN support this semester. Alvin White has been tasked with personally visiting all 8-4 IVN classes and student workers after 4. CAT monitors classes and auto reconnects them if they see problems. CAT staff have visited the Erma Byrd Center to check on equipment. The Deans’ office and the CAT are investigating the possibility of placing speakerphones in classrooms.

SPSS - SPSS was reordered, however, IBM who now owns the software has reported they did not receive the order. S. Meadows is working with IBM and the Business Office to solve this.

Survey – G. Towers informed the committee of the desire to craft and distribute an IT survey and solicited input from the committee.

Helpdesk – K. Mills reported that phone support (x5291 or 304.716.0055) is to be used for “show stoppers” which is defined by IT equipment is creating a situation that means classes cannot continue, or you cannot do your job. The campus community should use the online

workorder system (<http://workorder.concord.edu>) for all other IT support needs. Technicians are radio dispatched for “show stoppers.” Technicians use cell phones and/or other technology to check their workorders. The workorder system has been upgraded to the newest version to alleviate some issues experienced by the campus community, such as increased license capability to include unlimited student use. K. Mills is working on creating a FAQ over this semester. A. Campbell offered a handout for student use on CU IT services.

Password Security - Passwords are no longer changed by student workers to increase security. Self service password change has been improved by remove case sensitivity. Towers demonstrated the Self Service password change utility. All users will be required to answer/update 5 security questions. This information was presented to Faculty Senate and the Academic Affairs committee. G. Towers requested all present to disseminate information to their functional areas.

Academic Web presence – *Consistent, Accurate, and Current.* These are the goals of a new academic web server and content. G. Towers presented a template site based off the Geography Program as a suggested replacement to the current dated, sometimes-tumultuous presentation of Concord’s academic areas. The current presentation of the Academic areas requires knowledge of internal structure such as “Travel Management” is in the Social Sciences Division and not the Business Division. The new layout will be program (alpha listed) based instead of division based. Four basic needs were identified and will be presented with the new layout. 1) Definition of Statement ie explain to High School Students what your program is. 2) Program of Study. 3)Include descriptions and 4)progression. CU Webmaster (Jamie Boggs) will create the pages instead of page maintenance by divisions. Old pages and the old server will be retired. J. Boggs would like to send email stating we will take down pages that have stale content. The new system will be CMS (Content Management System) based instead of the current, legacy system that uses basic FTP access. IT services will provide the redirection so that legacy <http://academics.concord.edu/xyz> urls will forward to the new CMS based system <http://explore.concord.edu/>. Each faculty member will have a CU style consistent page and will have the opportunity to link to faculty maintained information, special projects, facebook etc. It is desirable for faculty members to have a photo on their site. J. Alexander suggested that faculty have the option to “opt out” of the photo without a generic “placeholder” picture.

Issues and other comments -

J Johnston reported poor wireless coverage in Science S102 and the Biology areas.

J Alexander reported similar problems in A110 and A310.

The Blackboard 9 migration was discussed with the goal of BB9 production in Spring '12 with the possibility of Fall '12.

The Hiring committee has been formed for the Instructional Technologist and will be reviewing the applicants.

Discussion of recreating the Blackboard Users Group.

BHEC issues.

1. Classrooms issues (Slow, Other institutions unplugging equipment)
2. Need for New Computers?
3. Cannot watch Streaming Video
4. Some rooms can not play DVD
5. Faculty need assistance.
6. Printing very difficult and doesn't always work.

Some licenses have been purchased for Adobe Connect and will be assigned in the near future.

Future items -

Lab printing

Beckley printing

Faculty evals

Technical support for non traditional students and technology orientation

Access to library info and how it relates to curriculum

Future meetings

Meet every two weeks

Next meeting Sept. 28th 3 pm

Minutes prepared by Steve Meadows. Minutes approved at the Oct. 12, 2011 meeting.