

University Technology Committee Meeting Minutes
Wednesday, April 27, 2011

Members Present: Facilitator (Lynne White), Advancement (Alicia Besenyei), Athletics (Kyle Cooper), Beckley Center (Susan Cheek), CAT (Steve Meadows), Division of Education and Human Performance (Andrea Campbell), Division of Fine Arts (Kevin Bennington), Division of Languages and Literature (Mitzi Litton), Division of Social Sciences (Jessica Alexander), Enrollment and Financial Aid (Christi Lamb), Registrar's Office (Susie Lusk), Student Affairs (Terri Philpott), Web Services (Jamie Boggs)

Members Absent: , Business (Chuck Becker), Computer services and Institutional Research (John Spencer), Division of Business (Susan Robinett), Division of Natural Science (David Hill), Human Resources (Marshall Campbell), Library (Steve Rowe), Residence Life and Housing (Bill Gravley), Student Government (Cassidi Hall, Karina Rahall),

Meeting called to order at 3:30 in Rahall 103

1. Agenda review
2. Approval of minutes from March 23, 2011
3. Continuing Business
 - a. None
4. New business
 - a. Appropriate Use of Copyrighted Materials Plan was reviewed. It is available on the CU's website under current students. Discussion was held regarding whether the policy should also be placed in the student handbook. Recommendations were made to include a link to the policy within the handbook but not to include the plan in its entirety.
 - b. Web Publishing Procedures were discussed. Jamie reported there have been questions on how decisions are made regarding what materials are published on the website and the location of such materials. A document was provided explaining the web procedures. An explanation of official and unofficial pages was provided. Following the meeting, the Web Publishing Procedures were posted at the Technology Services web page under the Policies & Procedures tab: <http://www.concord.edu/userfiles/files/technology/policies/Web%20Publishing%20Procedure%20Final.pdf>
 - c. Help Desk Process Discussion
 - i. Committee members are asked to continue encouraging colleagues to put work orders in through the Help Desk versus going around the system.
 - ii. Committee members are also asked to encourage colleagues not to delete without reading the automated responses they receive from the work order system. Lynne and Steve reported that Technology Services staff are working to make those notices more informative about the actual activities performed and solutions provided for work orders.

- iii. Discussion regarding work orders being closed was held. Steve informed the committee that if a work order has been closed but the person who submitted it doesn't feel the issue has been resolved, a link is available in the email that can be clicked to re-open the work order.
 - iv. Advantageous vs. disadvantageous qualities of the work order system and how it is going was discussed.
 - d. Feedback about Advising – four year course sequences for each program have proven to be very helpful.
 - e. Summer projects/scheduled outages:
 - i. Net price calculator going live in May
 - ii. Migration for faculty/staff email to Microsoft Exchange is scheduled to be up and running for fall semester.
 - iii. There will probably be some server and network access outages the week of May 23rd while the Active Directory server (which controls the single login access to university systems) is upgraded in preparation for the Exchange installation. A new spam filter will also be installed.
 - iv. Blackboard 9 installation will occur in stages throughout the summer. Faculty are being asked to use 8 for summer and 9.2 for fall semester. Faculty will have access to 9.2 mid-summer. Trainings will be provided in some way.
 - v. Computer lab computers will be upgraded to Windows 7 over the summer. Divisions have been asked to provide a list of software each division wants to have on computers in the computer labs. Software installation requests should be submitted through the work order system.
 - f. Next Meeting will be fall 2011

5. Information and Reports

- a. Project Status
 - i. FERPA waiver process is now online.
 - ii. Managed print service should be up in the fall.
- b. Help Desk Status
 - i. Link to classroom technology survey has been sent out to facultystaff listserv. Committee members are asked to encourage instructor participation in the survey.
- c. Beckley Technology Status
 - i. Susan Cheek reported that the help desk process is beginning to improve the support situation in Beckley.

6. Adjournment – the meeting was adjourned at 4:45 p.m.

Submitted by Andrea Campbell