University Technology Committee
Meeting Minutes 09/08/10

Attendees: Jessica Alexander (Faculty Technology Mentor), Kevin Bennington (Div. of Fine Arts), Jamie Boggs (Technology Services), Andrea Campbell (Div. of Education), Susan Cheek (Beckley Center), David Hill (Div. of Natural Sciences), Christi Lamb (Enrollment), Susie Lusk (Registrar's Office), Steve Meadows (Technology Services), Terri Philpott (Student Affairs), Amy Pitzer (Advancement), Susan Robinett (Div. of Business), John Spencer (Technology Services), George Towers (Academic Affairs), Debbie Turner (Financial Aid), Lynne White (Facilitator)

Absent: Athletics, Business Office, Div. of Languages and Literature, Div. Of Social Sciences, Human Resources, Library, Residence Life and Housing, Student Government

1. The University Technology Committee convened on September 8, 2010 at 3:30 p.m. in Rahall 103.

2. Minutes from the May 4, 2010 meeting were approved as submitted.

3. Continuing Business:
    a. None.

4. New Business:
    a. 2010-2011 meeting schedule
        i. Committee agreed to meet on the 2nd and 4th Wednesdays of the month at 3:30 p.m. in Rahall 103.
        ii. Since one of the important missions of the committee is to provide a forum for communication about university-wide technology issues, Lynne White suggested to committee members that they consider sending proxies to meetings when they are unable to attend.
    b. Fall 2010 objectives
        i. Analysis and decision about Course Management System direction by December 2010
            1. Decision requires expanded involvement by faculty; existing Blackboard users group will be used as basis for a working group to assist with analysis.
            2. Steve Meadows plans to have Moodle and Blackboard 9 available for testing in two weeks.
        ii. Rollout of new work order system
            1. Provide faculty and staff education;
            2. Develop daily/weekly/monthly status reports;
        iii. Continue progress toward coordination of technology plans and purchases
            1. Technology Services finished installing Windows Software Update Services (WSUS) over the summer which, among other functions, facilitates keeping technology inventory up to date.
        iv. Rollout of Banner Operational Data Store (ODS)/Self-Service Reporting
            1. John Spencer reported that ODS is now installed on Banner test system and undergoing data verification processes; to be fully in production by end of Fall semester.
            2. Lynne White will be working on faculty and staff education.
        v. Inaugural semester of Faculty Technology Mentors
            1. Anita Reynolds (Tech office hours: M/W 11-12, T 12-1:30, Th 10-11:30);
            2. Jessica Alexander (Tech office hours: M/W/F 9-10, W 12-2);
        vi. Other priorities suggested at meeting:
            1. Update network switches;

2. Develop style guide for consistent Banner data entry.

5. Information and Reports
    a. Project Status
        i. Wireless Network Policy
            1. Implemented: CU Wireless now disabled and replaced by CU Secure and CU Public;
            2. Tutorials and configuration tools available at Technology Services web page;
            3. Now in the process of identifying and replacing rogue hubs;
        ii. Conversion of student/alumni email to Windows Live
            1. Tutorial at Technology Services web page;
            2. Committee members discussed some email failures when sending to student email accounts. John Spencer indicated that the old system is still being supported at this time and email sent to old accounts should be automatically forwarded to new accounts. Faculty and staff are asked to report any email failures to Sid Hatfield.
            3. Committee members also mentioned that students cannot apparently copy and paste using Office tools provided by Windows Live (students receive error to the effect of no access to clipboard). Technology Services will look into this issue.
        iii. New work order system and technology support procedures
            1. Work order system can now be accessed directly by faculty and staff in MyCU (or faculty and staff can still call Help Desk and Help Desk will create work order); automatic email status updates are generated for work orders;
            2. Laptops now treated same as desktops; help desk staff should be asking for convenient time to schedule work.
    b. Classroom Technology Survey Spring 2010 results
        i. Survey of instructors about their experiences with classroom technology was conducted at the end of the Spring 2010 semester, with 37 respondents.
        ii. Currently being used to plan classroom maintenance and improvements;
        iii. Plan to repeat survey at end of the fall and spring semesters this academic year;
        iv. Spreadsheet containing complete results was distributed to committee members and will be available at Technology Committee website;
        v. Summary of results:
            1. At least half of respondents used the following tools in the classroom: projector (85%), classroom computer (85%), PowerPoints or other "slides" (79%), websites (77%), whiteboard and markers (74%), audio or video recordings from the internet (65%), CD/DVD drive on computer (56%), Blackboard (53%), and sound system (50%).
            2. Fewer than half of respondents used the following tools in the classroom: SPSS (3%), I-clickers (6%), transparencies (9%), video conferencing (12%), Smartboard (12%), Moodle (12%), textbook online materials (15%), subject-specific software (15%), presentation remote with laser pointer (21%), own laptop (24%), and VCR (27%).
            3. More than two-thirds of respondents (69%) prefer specific classrooms. Specific rooms and reasons are included in the spreadsheet on the "Room Details" worksheet, but include room size, room layout, climate control, and user friendly, up to date technology that loads quickly. Admin 208, Rahall 103, Admin 100, Admin 308, Admin 320, and Science 400 were most frequently specified as preferred.

4. More than half of respondents (56%) dislike particular classrooms. Specific rooms and reasons are included in the spreadsheet on the "Room Details" worksheet, but include noise, size, layout, outdated slow-loading technology, and lack of technology. Admin 110, Admin 303, and Admin 304 were most frequently specified as disliked.

5. Almost two-thirds of respondents (61%) experienced problems seeing or hearing in a classroom (including issues with room layout, podium location, sound system, room darkening, screen location, whiteboard location, etc.). Problems with specific rooms are listed in the spreadsheet on the "Room Details" worksheet.

6. More than half of respondents (54%) experienced recurring problems with technology in a classroom. Specific problems which reoccurred are listed in the spreadsheet on the "Room Details" worksheet, but include slow computers, projector issues, distance learning classes not starting on time, and software like Adobe needing to update every time.

7. Approximately half of respondents (51%) indicated that a problem remained unresolved in a classroom they used during the spring semester. Specific problems which remained unresolved are listed in the spreadsheet on the "Room Details" worksheet, but include slow computers, projectors that need replacing, missing remote, lighting issues, and other a/v issues.

8. Almost half of respondents (47%) indicated that classrooms are sufficiently easy to use while 53% of respondents made specific suggestions for making technology in the classroom easier to use, including that Technology Services should ensure technology and software are up to date, offer tutorials on using classroom technology, include cheat sheets in classrooms, and standardize equipment and procedures to the extent possible. All suggestions are listed in the spreadsheet on the "Suggestions" and the "Other Comments" worksheets.

c. Technology at the Beckley Center

   i. Susan Cheek reported numerous problems with technology in Beckley, including classroom and lab computers that take thirty minutes to boot up and then shut down and restart repeatedly without warning, the necessity to reinstall software updates on computers on a daily basis, and the existence of rogue software on computers – the results of which are Concord classes that routinely start late and/or experience technology issues during class. This is also having an impact on video conferencing and Blackboard online class enrollment. From the ensuing discussion, it appears that the current support strategy in Beckley is not working well. Technology Services will investigate to provide short term solutions to clean up the computers and long term recommendations for a support strategy.

6. The meeting was adjourned at 4:30 p.m.