University Technology Committee
Meeting Minutes 02/09/11

Attendees: Jessica Alexander (Div. of Social Sciences), Kevin Bennington (Div. of Fine Arts), Kendra Boggess (Dean's Office), Jamie Boggs (Technology Services), Andrea Campbell (Div. of Education), Marshall Campbell (Human Resources), Kyle Cooper (Athletics), David Hill (Div. of Natural Sciences), Steve Meadows (Technology Services), Susan Robinett (Div. of Business), Debbie Turner (Financial Aid), Lynne White (Facilitator)

Absent: Advancement, Beckley Center, Business Office, Div. of Languages and Literature, Enrollment, Library, Registrar's Office, Residence Life and Housing, Student Affairs, Student Government

1. The University Technology Committee convened on February 9, 2011 at 3:30 p.m. in Rahall 103.

2. Minutes from the December 8, 2010 meeting have not yet been distributed for review, so will be approved at the next meeting.

3. New Business
   a. None

4. Information and Reports
   a. Project Status
      i. Winter Banner Finance update (needed to process FAFSAs) is installed on test system and currently being tested by Financial Aid office; expect to install on production system by 02/18/11.
      ii. John Spencer is currently working on implementing the Common Data Set for providing institutional information in a common format to information publishers like the College Board, Peterson's, US News & Report, etc. This effort will reduce the number of unique reports that have to be produced annually.
      iii. Jamie Boggs is working on implementing an online process for FERPA waivers that will enable students to grant waivers using online forms within MyCU and will enable campus offices to check online whether or not a student has granted any waivers. The goal is to implement by the beginning of April, in time for early advising.
      iv. Deno Sweeney and Jamie Boggs have implemented a couple of user interface improvements for faculty in MyCU, adding class registration and course drop information to the advisee list in CourseWeb and providing the advisee grading summary in alphabetical order. Faculty and staff are encouraged to use the Service Request system to let Technology Services know about MyCU suggestions.
      v. The Academics web server is currently experiencing problems which prevents the publication of new content. Steve Meadows reported that he should have this fixed in the next couple of days.
      vi. Upcoming projects include the implementation of a net price calculator for prospective students on Concord's website (required by the HEOA by June 30) and the rollout of Banner Reporting and Analytics into production by summer.
      vii. Marshall Campbell reported that the WV Legislature is considering a comprehensive bill that will impact university human resources, including the possibility of requiring a common online human resources system. This is potentially a significant future investment Concord will need to plan for (probably in the $50,000 range).

        viii. Lynne White reported to the committee that the annual review of Concord's Appropriate Use of Copyrighted Materials Plan will need to be conducted by the committee this semester.

  b. Help Desk Status

      i. Improvements continue to be made to the online Service Request system, including the addition of Project/Task tracking, implementation of a backup process, and automated daily/weekly/monthly reports on service requests and staff activity.

      ii. Lynne White informed the committee that the automated message that is sent when a service request is closed includes a link to a simple one question survey with comment field regarding customer service satisfaction. The current survey response rate is about 5%, so faculty and staff are encouraged to use the survey to provide feedback to Technology Services.

      iii. Steve Meadows reported that the Service Request system will be made available off campus to faculty and staff in the next few weeks, following installation of a new server that is on order for the system.

5. Continuing Business:

  a. Course Management System recommendation

      i. Lynne White distributed the results of the Learning Management System evaluation activities, which included three proposed options:

         1. Migrate to Blackboard Learn V9 (annual software cost increase of $10,410 in year 1, $20,210 in year 2, and $27,610 in year 3 for self-hosted system; no additional staffing required);

         2. Migrate to Moodle V2 (annual software cost decrease of $18,890; staff retraining and reorganization required with potential for part time staffing increase);

         3. Migrate to Moodle V2 and Blackboard Learn V9 (annual software cost increase of $10,410 in year 1, $20,210 in year 2, and $27,610 in year 3; staff retraining and reorganization required with potential for part time staffing increase).

         4. The evaluation also included software cost information for a "managed hosting" Blackboard system, which could potentially eliminate the need for Concord-purchased hardware and Blackboard administration responsibilities at Concord, available for an additional $15,600 in year 1, $10,100 in year 2, and $7,500 in year 3.

      ii. Upon a motion by Steve Meadows with a second by David Hill, the committee voted (with the Division of Social Sciences opposing and the Division of Languages and Literature not represented) to recommend Option 3 with the following modifications:

         1. The Division of Natural Sciences will provide installation, maintenance, backup, security, customization, and upgrade support for the Moodle server, for the existing and future Natural Sciences courses as well as for instructors from any division who wish to migrate to Moodle or create new courses in Moodle.

         2. The two existing Moodle servers will be combined into one single Moodle server.

         3. The Division of Natural Sciences will implement backup and security on the Moodle server in accordance with Technology Services direction and standards.

4. Technology Services will upgrade the existing Blackboard server to V9 upon approval of funding.
5. Technology Services will provide installation, maintenance, backup, security, customization, and upgrade support for the Blackboard server.
6. Technology Services will integrate both the Moodle and Blackboard servers into MyCU and active directory over the summer and enable automatic account creation and roster enrollment from Banner in both Moodle and Blackboard in time for the Fall 2011 semester.
7. Technology Services will use existing staff to provide student and faculty support and training for both Moodle and Blackboard using the existing Help Desk and Service Request system

iii. The committee made no recommendation regarding how to fund the software costs ($29,300 for 2011-12, $39,100 for 2012-13, $46,500 for 2013-14). Steve Meadows indicated that the current annual cost of $18,890 is part of the Academic Affairs budget. Suggestions made at the meeting included paying from a general academic fund, charging a new student technology fee, or recouping the costs from "expected profits" from growth of graduate programs.

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