Facility IT Advisory Council Meeting

Minutes

Wednesday, September 21st, 2011 2:00-3:00pm Morgan Hall– room 204

Members Present: Elliott Haugen (ISS), Rusty Taylor (Applied Studies), Rosemary Walker (School of Business), John Christensen (School of Law), Ross Friesen (Kinesiology), Tammy Baker (Mabee Library), Jeanne Catanzaro (School of Nursing), and Leslie Reynard-Chair (Communications). Guest: Brenda White (ISS).

1. Call to Order  Leslie Reynard called the meeting to order at 2:02pm.

2. Approval of May 4th minutes  Minutes from May 4th, 2011 meeting were approved with no changes.

3. Introductions  Introductions were made of all FITAC members-including new members to the council. Jeanne Catanzaro stated that Annie Collins should be removed from the FITAC list and Jeanne will remain as a member representing the School of Nursing.

4. Committee Reports and Information Items
   b. Elliott Haugen: Current and developing issues

5. Discussion Items
   a. Appointment of representative to Technology Steering Committee (TSC-President’s IT advisory body) Elliott Haugen

   Elliott Haugen stated that previously the TSC had 2 FITAC representatives and this has changed to one FITAC representative and one Faculty Senate representative. Academic representation on the TSC also includes two representatives from the VPAA office and one from the library. John Christensen suggested that there also be an alternate appointed to cover when the primary FITAC representative cannot attend a meeting. Two FITAC members were nominated an approved as representatives to the TSC: Rusty Taylor and John Christensen. Rusty will serve as the primary representative and John will be the alternate.

   b. Discussion and feedback re. WUPRPM IT Policy-Procedure documents draft- Elliott Haugen presented the 1st policy for IT that will go to the Board of Regents that has the Technology Steering Committee driving the process. This preliminary draft has been introduced at the TSC and they are asking for input from various campus groups, including FITAC. A discussion forum in the FITAC Angel group has been set up by Leslie to accommodate the discussion/input from this council pertaining to this draft policy.

   c. Availability of tech assistance for Angel users after “regular” business hours (Leslie Reynard)
Leslie described her experience after 5pm on a Friday and was told no assistance was available until Monday morning for her. Brenda White described the current online education support provided on evening/weekends by a part-time staff person - online support only. (Monday, Tuesday, & Thursday evenings-3 hours each, Wednesday evening 1 hour, and Saturday 2 hours. Support tickets are also checked on Sundays by the Online Education Support Coordinator.) Currently there is no phone support or in-person support beyond 8-5, M-F. Elliott stated that ISS would discuss options for changes concerning Angel support. Leslie also stated that more information for students is helpful online to address requirements needed for taking an online course. This type of information can also be found on the Online Education website at: http://www.washburn.edu/main/iss/online-education.html

6. **New Business**

7. **General Announcements** Rusty Taylor announced that Turning Technologies has given the university two sets of clickers. He will be using one set in Allied Health and the second set will be given to the Technology Support Center in Bennett to be used for checkout by other faculty.

8. **Adjournment** Meeting adjourned at 3:04 pm.

Submitted by Brenda White