Faculty IT Advisory Council Meeting

Minutes

Tuesday, November 15th, 2011 2:30-3:30 p.m. Cottonwood Room, Memorial Union

Members Present: Elliott Haugen (ISS), Vickie Kelly (for Rusty Taylor-Applied Studies), John Christensen (School of Law), Jeanne Catanzaro (School of Nursing), Rosemary Walker (School of Business), Leslie Reynard-Chair (Communications), Shaun Schmidt (Chemistry), Shiao-Li Ding (Music), Guest: Brenda White (ISS).

1. Call to Order Leslie Reynard called the meeting to order.

2. Approval of October 12th minutes Minutes from the October 12th, 2011 meeting were approved with no changes.

3. Committee Reports and Information Items None

4. Discussion Items

   a. WUPRM IT Policy/Procedure, Final Draft review-Discussion/approval– Elliott Haugen asked for comments on the final draft WUPRM policy on Computing and Information Technology Resources (ITR). Leslie Reynard stated that a copy has been placed in the Angel group for FITAC. Several FITAC members have made comments via the Angel discussion concerning this draft policy. Elliott stated that this policy has removed any reference to ISS, reflects more the role of shared governance, and added more responsibility to the Technology Steering Committee. The previous concern from FITAC that there needed to be more information/education of this policy was addressed in 6.1 Core Values. The following sentence was added: “The University shall promote awareness and training about the responsibilities of ITR users, providers, and support personnel.” He also stated that the policy has been forwarded to Faculty Senate for review/comment. Final draft of the policy was approved by FITAC. This policy will be presented at the Board of Regents meeting on Dec. 9th, 2011.

   b. Technology Requests deadlines: Changes to Mac and PC specs: Elliott Haugen asked FITAC members if they had any suggested changes to the basic configurations for both Mac and PCs. Those suggestions should be sent to John Haverty in ISS. Last FY Technology Requests funds covered $200,000 for PC/Mac replacements. Several members asked about the replacement cycle for lab Mac/PCs. They would like to know where lab units are in the replacement cycle and which ones are due for replacements in FY 13. Elliott stated that the future of computer labs at Washburn should be a future discussion of FITAC. John Christensen stated that Nancy Tate was gathering a group (on 11-15-11) to begin discussion about labs. John Haverty was in attendance at that meeting. Elliott stated that the deadline for technology requests is earlier this FY for departments. FITAC will again assist with reviewing requests to be filled. Elliott stated that the $ amount for funding will likely be $600,000 for FY13.
5. **Old Business**

a. **Update on Angel issues that have been occurring (Brenda White)**

Brenda White gave a summary of the “Access Denied” message that faculty/students/staff have received sporadically since Oct. 7<sup>th</sup>, 2011. Angel hosting support made several adjustments to our Angel environment in order to resolve this occurrence. On Nov. 10<sup>th</sup>, ISS Systems & Networking Asst. Dir., Kevin Halgren spoke with Angel support technicians giving them more information on the issue using tracking/tracing software. After this communication, Angel support made more adjustments to our Angel environment (servers) and reports from users receiving the message on a regular basis seemed to have lessened. Online Education support at Washburn continues to gather any information on similar messages/reports and forward them to Angel. At this point, Online Education support believes the issue has finally been resolved.

b. **Tech assistance for Angel users after “regular” business hours (Leslie Reynard)**

Elliott Haugen and Brenda White stated that alternatives to the current online education support model are being reviewed in an effort to better support those working in the learning management system (Angel) after “regular” business hours.

6. **New Business** None

7. **General Announcements**

A new Technology Support Technician was hired to specifically support Macs (replacing Aaron Hall). Laurie Mersmann will start Dec. 12<sup>th</sup>, 2011.

Next meeting will be announced by Leslie Reynard-Chair and likely will be a different day/time.

8. **Adjournment** Meeting adjourned at approx. 3:30 p.m.

Submitted by Brenda White. Approved 1-25-12.