Faculty IT Advisory Council Meeting

Minutes

Wednesday, February 22nd 2:30-3:30pm Lincoln Room, Memorial Union

Members Present: Floyd Davenport (ISS), John Christensen (School of Law), Leslie Reynard-Chair (Communications), Shaun Schmidt (Chemistry), Rosemary Walker (School of Business), Jeanne Catanzaro-phone conference (School of Nursing), Guests: John Haverty (ISS), Brenda White (ISS).

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

2. Approval of January 25th, 2012 minutes  Minutes from the January 25th, 2012 meeting were approved with one correction-removal of second “s” from Presents in the Members Present heading. Brenda will make the correction.

3. Committee Reports/Announcement  Floyd reported that ISS hosted the Educause Learning Initiative 2012 Online Annual Meeting on Feb. 13, 14 & 15 in the Technology Learning Center-Bennett 102. Turnout for the sessions was low. Recordings of the sessions are available for viewing by contacting Brenda White in ISS for information on how to access the recorded sessions.

4. Old Business
   a. Floyd Davenport reviewed the final approval of technology requests and funding after recommendations made from FITAC. Floyd stated that they took the FITAC priorities and unit priorities and made the following changes. Both Randy Pembrook and Nancy Tate reminded everyone that this funded is not intended for ongoing support contracts. They will also be reviewing for future years the funding categories and ISS is tasked with reviewing the PC replacement model for future years funding.
      - Items #23 Adobe Learning Suite & #24 webcam were placed back into the funded items as suggested by Rusty Taylor of requests that would directly support distance learning. Some members still thought that items under $500 should not be submitted through this funding.
      - Partial funding of item #61-$40,000 funded this year and a recommendation to fund the remainder $47,500 next year.
   b. FITAC recommendations re. Hardware and/or computer components (Haverty) –John Haverty handed out the current PC & MAC hardware configurations and asked for input on any changes. John stated that last year FITAC recommended up to 4 Gigs on the hardware as a change. John has removed any brand name mentions in the RFP (Dell, HP). He also stated that this year the vendor will be imaging the systems and this will be included in the RFP. Floyd mentioned that the PC replacement model will likely change, but those changes are not ready to be implemented in the coming year (ex. looking at including mobile devices?). Floyd asked why a mouse was not included in the laptop quote. John stated that a mouse or bag is not included, but docking stations are included in the laptop quote-if requested.
Leslie asked what happens to the old computers that are being replaced and whether these could be utilized for needy students. John indicated that the old systems are evaluated and Washburn Institute of Technology is given the opportunity to use them. Those units that are not functional are sent to recycling. John also mentioned that students could be directed to the auction site to see if there are any units there for purchase. They would need to purchase an operating system also. Leslie thought that this might be a potential grant proposal to submit for assisting students with the purchase of a computer.

John also mentioned that the Microsoft campus agreement will be changing on April 1st, 2012. The box set for Microsoft Office will over $99 at the Bookstore. Bookstore pricing has not been set at this time.

John is working on the RFP. Purchase will go to the Board of Regents for approval at the May 2nd, 2012 board meeting with potential arrival of units in July-earlier than last year’s delivery in August.

c. **Update on print quotas or controls for general-use computer labs**

Floyd mentioned that the conversation on campus about labs in general has begun. A group led by Nancy Tate is assessing the labs on campus-hardware, software, age, location, contact, teaching labs? and printing. John Haverty said that they may be looking at piloting a virtualization lab this summer. It was suggested that they look at data to see use of labs or spikes in use.

d. **Update on Angel tech assistance for online students “after hours” (White)**

Brenda White reviewed some changes that ISS will be implementing to assist in the improvement of support for online education. Currently they are working on providing the technology support technicians with more information on common scenarios/issues/resolutions for online education/Angel to help resolve users’ issue first and assist with when to escalate it to an online education support specialist. In a phase II for improving online education support, perhaps during the summer 2012, they will be looking at new ways to improve support possibly through “live chat” or phone support added in the hours after 8-5, M-F. Phase III improvements will include adding another 1 FTE to the online education support staff. Hours and specific duties still to be determined. This new position will be filled after July 1st, 2012. Shaun suggested that they look at data within Angel to identify when usage is high. Leslie suggested that they communicate the hours of support on the website and within Angel (LMS). Brenda indicated that there is some information in both locations about support, but would look into how it could be improved.

5. **New Business**

a. What is FITAC? (White) Definition for FITAC for the website was discussed. Leslie volunteered to draft a description, send it to FITAC for review and forward to the VPAA and the Technology Steering Committee for review/approval.

b. ISS will host another online program on March 19th 12-3pm in the Technology Learning Center on “Managing the Online Learning Environment,” inviting online instructors primarily. Since turnout for the previous online conference was low, suggested avenues for promoting this event was through FITAC members, academic units, Deans and chairs of departments.

6. **Adjournment** Meeting adjourned at approx. 4:00 p.m.

Submitted by Brenda White.