

**Technology Council Meeting Minutes
March 15, 2010**

Attendance:

Name	Unit Represented	Department	Date: 03/15/2010
Voting Members			
Carol Briggs-Erickson	Librarian	Library	P
Tim Trainor (Chair)	Faculty	CIS	P
Becky Evans	Faculty (teaching online)	English	P
David Wiggins	Faculty	Math	P
Jeff Stipes	Faculty	Technology	P
Debra Howell	Distance Education	Business	P
Phyllis Robey	Clerical		A
Clark Bingham	Custodial	Maintenance	P
Joe Doyle	Administrative	Administrative SVCS	P
Greg Marczak	Administrative	Academic Affairs	A
Kelley Conrad	Student SVCS	Counseling	P
Jean Roberts	Student SVCS	Registration	A
Jordan Conrad	Student	Student	P
Josh Miller	Student	Student	A
Mike Alstrom (Vice Chair)	CIO	Information Technology	P
Non-Voting Members			
Julie Weller	Web Committee Chair	Public Information	P
Mindy Stevens	User Services Manager	Information Technology	A
Jason Miller	Technical Director	Information Technology	P
Sarah Swart	Instructional Design	Information Technology	P
John Mihelich	Lab Manager/Recorder	Information Technology	P
Lori Potts	Systems Analyst	Information Technology	P

Guest: Steve Wilson

Minutes
Technology Council Meeting
Monday, March 15, 2010

The meeting was called to order at **1:43 p.m.** in room 1218

Topics Discussed:

I. Welcome

II. Agenda Approval

Joe moved to approve the March agenda and Mike seconded the motion. March agenda approved.

III. Minutes Approval

Joe Doyle moved to approve the February meeting minutes. February meeting minutes approved.

IV. Old Business

A. Distribution lists: Tim

The following are suggestions for cleaning up the distribution lists to eliminate confusion:

- Recommend removing #allstudents
- Changing #all to #employees
- Potential new lists: #retirees, #counselors, #chairs
- Establishing list ownership

The current distribution lists are #adjunct, #currentstudents, #clerical, #custodial, #faculty and #staff. Deleting #allstudents from the distribution list is necessary because it is not practical. Distribution lists are different from ListServ groups. A distribution list does not allow opting out. ListServ gives the option to subscribe and unsubscribe. Tim explained that distribution lists are not only created, they are maintained as well.

Discussion: The council discussed the suggestions at length. There were suggestions to create lists for the board along with retirees, counselors and chairs. Mike explained that board members are added and removed based on the content and quantity of email they receive. Adding a #board list should be mentioned to the president to see how much correspondence he wants to go back and forth. Kelley strongly advised against the creation of a counselor list because it may create time issues with all counselors responding to the same emails. The council also advised against creating a #chairs list because leadership changes often. Jason mentioned that there may be issues with a list for retirees due to account retention quantity.

Action: Kelley moved to remove #allstudents and change #all to #employees, and Debra Howell seconded the motion. All were in favor to approve the changes.

B. TechCouncil ListServ: Jason & Steve

Tim asked council to share their impressions on ListServ.

David Wiggins shared that the process is easy, but there are many email confirmations.

Jordan Conrad shared that the interface seemed cluttered. There are too many options before getting to the end option.

Mike explained that ListServ is an open source solution with an open source look and feel. More time will allow OIT to customize the interface to eliminate some of the redundancy, or they can research other software such as Lyris List Manager. The council agreed that software like ListServ is on the right track to becoming more efficient with email. The topic will remain as “Old Business” while OIT explore other options to report at the next council meeting.

C. Planned quality servicing: Jason

Council representatives checked with their respective areas to see if there would be any conflicts with the tentative planned quality servicing of every Thursday from 4:30 to 7:30 a.m. After discussion of best possible time frame with least impact, the council decided to recommend to Coordinating Council a time slot of every Thursday from 2:45 to 6:45 a.m.

Action: Becky moved to recommend a weekly time slot of Thursday from 2:45 to 6:45 a.m. with continued email notices for updates, and Mike seconded the motion. All were in favor of the recommendation.

D. New Software/Equipment Request form: Mike

Mike distributed draft handouts of the new Software/Equipment Form and How To instructions. The form has been updated to match the process. Mike asked the council to please review the form and make recommendations to move forward at next council meeting. Joe Doyle suggested increasing the line space to make room for all 13 digits of the budget codes, which is required.

E. Distributing instructional support software to adjunct faculty: Tim

Discussion was tabled because the process is in fact-finding mode.

V. New Business

A. Service Now (SNOW) implementation: Mike

Service Now (SNOW) has replaced HDO. Users can access the login screen by typing www.muskegoncc.edu/service.now. To login, users need to use their full network username and password to gain access. SNOW has the same core functions as HDO, but it greatly expands. SNOW allows users to see and track cases and access is available anywhere.

B. Windows 7 migration: John

John explained the migration plans for Windows 7. The outlook for beginning implementation is fall 2010. At the moment, the plan only focuses on computer labs. Areas of focus are the following:

- All library computer labs (L163, L165 Research, L261, L263, L265 Information Commons, L361, and L363)
- 162, 1206, 1210 (new PCs for Fall 2010)
- Room 340 classroom computer

Starting in May and ending in June, computers in Information Commons and the Library Research area will be upgraded to Windows 7 to allow testing by students, faculty and staff. Some programs were not originally designed to work on Windows 7; therefore, it will be necessary to test all software to make sure it runs well on Windows 7. OIT is currently doing a great deal of this testing now.

VI. Sub-Committee and Informational Reports

A. Instructional Technologies Sub-Committee: Jason

Two out of three surveys are in circulation. The third survey is in print and will soon be disbursed throughout classrooms. The committee is at a standstill until the completion of the surveys. They are looking at some software, but they need the survey results to point them into a more concrete direction.

B. MCCDAG report: Mike

MCCDAG is looking at an initiative to send and receive electronic transcripts. This is related to the one student number that students start with in elementary school. The goal is to become more efficient and better measure outcome.

C. MCCDUG report: Lori

Lori stated that MCCDUG is no longer meeting on a monthly basis. They see this as a good sign. Users are not having constant issues to bring to the table for discussion. Mike added that there are two reasons why users are not having constant issues. First, the channel to get topics on MCCDAG's agenda is easier, and secondly, there are more staff development opportunities available.

VII. Announcements

1. Next meeting April 19 in **room 1218**
2. Supported software list published.
3. Migration to Outlook Web Access 2007 this summer.

Meeting adjourned at 2:45 p.m.

Submitted by,

**Tim Trainor
Technology Council Chairperson**

dqc