### Technology Council Meeting Minutes

**February 15, 2010**

#### Attendance:

<table>
<thead>
<tr>
<th>Name</th>
<th>Unit Represented</th>
<th>Department</th>
<th>Date: 02/15/2010</th>
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<tbody>
<tr>
<td><strong>Voting Members</strong></td>
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<tr>
<td>Carol Briggs-Erickson</td>
<td>Librarian</td>
<td>Library</td>
<td>P</td>
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<tr>
<td>Tim Trainor (Chair)</td>
<td>Faculty</td>
<td>CIS</td>
<td>P</td>
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<tr>
<td>Becky Evans</td>
<td>Faculty (teaching online)</td>
<td>English</td>
<td>P</td>
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<tr>
<td>David Wiggins</td>
<td>Faculty</td>
<td>Math</td>
<td>P</td>
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<tr>
<td>Jeff Stipes</td>
<td>Faculty</td>
<td>Technology</td>
<td>P</td>
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<tr>
<td>Debra Howell</td>
<td>Distance Education</td>
<td>Business</td>
<td>P</td>
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<tr>
<td>Phyllis Robey</td>
<td>Clerical</td>
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<tr>
<td>Clark Bingham</td>
<td>Custodial</td>
<td>Maintenance</td>
<td>P</td>
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<tr>
<td>Joe Doyle</td>
<td>Administrative</td>
<td>Administrative SVCS</td>
<td>P</td>
</tr>
<tr>
<td>Greg Marczak</td>
<td>Administrative</td>
<td>Academic Affairs</td>
<td>A</td>
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<tr>
<td>Kelley Conrad</td>
<td>Student SVCS</td>
<td>Counseling</td>
<td>P</td>
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<tr>
<td>Jean Roberts</td>
<td>Student SVCS</td>
<td>Registration</td>
<td>A</td>
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<tr>
<td>Jordan Conrad</td>
<td>Student</td>
<td>Student</td>
<td>A</td>
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<tr>
<td>Josh Miller</td>
<td>Student</td>
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<td>A</td>
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<tr>
<td>Mike Alstrom (Vice Chair)</td>
<td>CIO</td>
<td>Information Technology</td>
<td>P</td>
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<tr>
<td><strong>Non-Voting Members</strong></td>
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<tr>
<td>Julie Weller</td>
<td>Web Committee Chair</td>
<td>Public Information</td>
<td>P</td>
</tr>
<tr>
<td>Mindy Stevens</td>
<td>User Services Manager</td>
<td>Information Technology</td>
<td>P</td>
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<tr>
<td>Jason Miller</td>
<td>Technical Director</td>
<td>Information Technology</td>
<td>P</td>
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<tr>
<td>Sarah Swart</td>
<td>Instructional Design</td>
<td>Information Technology</td>
<td>P</td>
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<tr>
<td>John Mihelich</td>
<td>Lab Manager/Recorder</td>
<td>Information Technology</td>
<td>P</td>
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<tr>
<td>Lori Potts</td>
<td>Systems Analyst</td>
<td>Information Technology</td>
<td>A</td>
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The meeting was called to order at 1:30 p.m. in room 1118

Topics Discussed:

I. Welcome:
   Tina Dee - Director of MCC Community Foundation
   Ann Meilof - Director of Institutional Research and Development

II. Agenda approval:
   Debra moved to approve the February agenda. February agenda approved.

III. Minutes approval:
   Kelley moved to approve January minutes and Becky seconded the motion. January minutes approved.

IV. New Business:
   a. Community relations software project: Tina
      When Tina acquired her responsibilities, she discovered that the current donor software is inadequate. She explained that she can not perform basic functions like noting information about donors because she is only allowed 100 characters. Furthermore, she can’t flag constituents by type, meaning that she can’t match certain criteria to pull specific information. In sum, the database doesn’t have the capability to query data in a way that will allow Tina to track constituents and their interactions with the college.

      As a Community Relations Department, the duties extend beyond tracking donations. The department has stewardships planned for donors, alumni, retirees, and others. With that, there is a need to track all the different types of activities. Tina is in search of one comprehensive database for all types of constituents. The software should provide the capability to know all constituent interactions with the college.

      Tina is aware that MCC has other databases, so there should be a degree of sensitivity in the search to make sure that the database will be able to share data appropriately. And, if there is one constituent database, and it is used for community relations, some procedures or technology should attach to other software to eliminate duplication.

      Tina shared that she comes from a development background where Raiser’s Edge is the software of choice for most development professionals. The software has functions or modules that can be added that may give an advantage to other areas. For example, there are event management modules, which might be of benefit for ticketing in the Theater or help with Conference and Catering. There may be potential to serve other purposes as well.

      Tina explained that the Community Relations Department has identified some people who have needs that could be supported by the Community Relations software/database. The purpose of visiting the council was to seek input as to how to gather information to
implement a comprehensive constituent database that is as flexible as Raiser’s Edge. The goal is to implement the database by the first of the fiscal year including being totally tested and ready to go.

The council discussed the topic with Tina and made suggestions. Tina mentioned that she is open to looking at other open sources. She expressed to the council that any support is appreciated. Tim mentioned that the upcoming distribution list will be of help to identify different interests supported by the college. Carol mentioned that whatever is chosen, it should have the capability to flag where donor’s plates, plaques, or stones are located.

Mike mentioned that Tina hosts a committee that identified 70 features and functionalities that can be found in common with other everyday donor match solutions. The current database has less than half in common, so putting links together only solves one of the problems when they are facing a big list of problems that need to be addressed.

b. Planned Quality Servicing: Jason
- Value of scheduling windows of time when OIT performs system upgrades and configurations for a proactive approach to system maintenance
The overall goal of OIT is preventative maintenance for the data center. OIT currently have windows established, but they are looking to establish additional maintenance windows. Jason asked the council for suggestions on appropriate timeframes to establish additional maintenance windows.

Currently, the third Thursday of every month is reserved for patches and upgrades from 6 a.m. to 7:30 a.m. OIT have pinpointed an additional timeframe of the first Thursday of every month from 5 a.m. to 7:30 a.m.

Mike mentioned that OIT is coordinating their efforts to make sure they have an efficient streamline of patches.

The council discussed the best possible timeframes for maintenance windows. The following suggestions were noted:
1. April and July are bad months for financial services.
2. Set up a weekly schedule to perform maintenance every Thursday from 4:30 to 7:30 a.m.
3. Survey faculty to find out what time will work best.
4. Communicate ahead of time, so instructors teaching Blackboard courses can coordinate online tests and quizzes around the testing.

V. Old Business:
a. Change Technology Council By-laws to reference non-voting member from the Web Committee to the Web Master - New wording attached - Tim:

Action: Tim moved to approve changing By-laws to reference non-voting member from the Web Committee to the Web Master. Mike seconded the motion. All were in favor.

b. Rethinking current college distribution lists:
Tim printed a list of functioning distribution lists that are preceded by a (#) pound sign. They are: faculty, staff, adjunct, all students, clerical, current students, and
#custodial. The Business Department has a distribution list that doesn’t have a (#) pound sign, and the list is used internally. There are more distribution lists that do not have a (#) pound sign.

For clarity, “#all” includes all MCC employees except students. Students are not a part of the list. The label was carried over from the GroupWise system, which existed before any student email accounts were created. The concern is that people have “#all” in their personal address books assuming that it means all students.

There was confusion about all and current student lists being one in the same. Mike provided clarification. The current student list looks at actively enrolled students for three semesters.

**Discussion:** To bypass future mistakes, Becky suggested sending an email to inform everyone of who is included in “#all”. Joe suggested coupling Becky’s suggestion with an acceptable use policy. Kelly suggested getting rid of the all, and make people select groups. There were other concerns as to who has access to certain lists. In the long run, this can be something that the council can help quantify.

Tim stated that this topic will take several meetings, so he suggested going slow with the process to make sure all ducks are in a row. Tim asked the council to think about the issue and come back with personal opinions. This council was instructed to think about the benefits of deleting “all” and replacing with something else, or decide if it makes sense to further break down into sub-components. There was no action taken on this issue. Discussion will continue.

c. **Using the Mailman open source ListServ software to handle campus email subscription services:** Mike

Steve Wilson, Network Administrator, presented a demo of Mailman. The software is user friendly, for it allows people to quickly subscribe and unsubscribe. Steve addressed council concerns during demonstration.

The council discussed the next step to campus wide implementation. Before submitting for approval, the council will test the software. Steve will supervise access for the Technology Council, and Tim will moderate.

d. **Distributing instructional support software to adjunct faculty:** Tim

Discussion tabled.

e. **New Software/Equipment Request form:** Mike

Discussion tabled.

f. **Maintaining email accounts for retired full-time MCC employees**

Discussion tabled.

VI. **Sub-Committee and Informational Reports:**

a. **Instructional Technologies Sub-Committee:** Jason

The sub-committee finalized the surveys, and they will be sent out Thursday, February 25.
b. **MCCDAG: Mike**
Mike shared that MCCDAG has to initiatives that they are currently prioritizing. Student success, being the main focus, has two parts: Tracking student goals and degree verifications. This information is now included in the college application, which is currently being redesigned and will go live April 1. The plan is to gather goals information when students register for class as a mechanism to more closely measure retention and success. Coupled with this is identifying degrees. This has a direct relationship with what monies MCC receive from the State of Michigan.

c. **MCCDUG: Lori**
No report.

VII. **Announcements:**

1. Next meeting March 15 in room 1218

*Meeting adjourned at 2:34 p.m.*

*Submitted by,*

**Tim Trainor**
Technology Council Chairperson

dqc