

Technology Council Meeting Minutes

November 16, 2009

Attendance:

Name	Unit Represented	Department	Date: 11/16/2009
Voting Members			
Carol Briggs-Erickson	Librarian	Library	P
Tim Trainor (Chair)	Faculty	CIS	P
Becky Evans	Faculty (teaching online)	English	P
Maria Anderson	Faculty	Math	A
Jeff Stipes	Faculty	Technology	P
Debra Howell	Distance Education	Business	A
Phyllis Robey	Clerical		P
Clark Bingham	Custodial	Maintenance	P
Joe Doyle	Administrative	Administrative SVCS	A
Teresa Sturuss	Administrative	Academic Affairs	A
Kelley Conrad	Student SVCS	Counseling	P
Jean Roberts	Student SVCS	Registration	P
Jordan Conrad	Student	Student	A
Josh Miller	Student	Student	P
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	P
Jason Miller	Technical Director	Information Technology	A
Sarah Swart	Instructional Design	Information Technology	P
John Mihelich	Lab Manager/Recorder	Information Technology	P
Lori Potts	Systems Analyst	Information Technology	A

**Minutes
Technology Council
Monday, November 16, 2009**

The meeting was called to order at **1:30 p.m.** in room L167-L169

Topics Discussed:

I. Welcome:

Don Bogema represented for Jason Miller, and Caleb Fiori represented for Jordan Conrad. Nate Ayers will represent students on the Instructional Technologies Sub-Committee.

II. Agenda approval:

Phyllis moved to approve the November agenda and Becky seconded the motion. November agenda approved.

III. Minutes approval:

Error noted and changed in October minutes. Phyllis moved to approve October minutes and Becky seconded the motion. October minutes approved.

IV. Old Business:

a. Maintaining email accounts for retired full-time MCC employees

Mike discussed the pending action with Mary Smith and Diana Osborn. Mary's only concern was sending emails to and from the internal distribution list. This capability should not be provided to retirees. Diana thought this was a good idea to coordinate with the new Director of Foundation. The council will not move forward on this action until Mike can discuss the action with the new director. Topic will be revisited at the January council meeting.

V. New Business:

a. Software/Equipment Requests: Mike

The current process is as follows:

1. Someone fills out request form.
2. Gets it signed.
3. Request gets approved or not approved by appropriate VP.
4. A budget code gets assigned to the approved request.
5. OIT prices and acquires requested software/equipment.

The following issues have been identified with this process:

1. Surprises can occur when requests cost more than expected.
2. Way for people to be kept-up-to-date on the request's current status.

Mike is in the process of investigating what's wrong with request management and fulfillment in OIT. OIT is looking for some guidelines that will help streamline the process of software and equipment requests to eliminate unnecessary delays. A current ongoing delay is incomplete request forms. When the *Software/Equipment Request* form is incomplete, OIT must backtrack for the necessary information. Additionally, Mike is researching ways to track incoming requests and approval statuses. Mike asked the council for suggestions on how to arrange the request form to better serve software/equipment needs.

Discussion: The council discussed the issue at length. The *Software/Equipment Request* form flows outside of the budget process, so it can be difficult to track certain requests to budgeted line items. Tim suggested including a spot on the form for cost. Jeff stated that he could plan better if he knew the breakdown of Labs and where they stand in terms of life cycle schedules and license renewals. Becky stated that there is confusion as to how to order and who is responsible for placing the orders. Additionally, there is confusion between OIT responsibility and department responsibility, which leads to incorrect ordering. There was a consensus that there is no set procedure. The expressed concerns warrant more discussion, so the council will revisit the issue in January. Tim noted the following three topics for the January agenda:

1. Re-evaluate *Software/Equipment Request* form; what can make the form better; how can the form be integrated with the current budgeting process.
2. Lab and personal computer upgrade cycles.
3. Improving the status tracking system.

b. Technology Council Policies and Web pages on College's Web site:

1. Post and maintain email, wireless and network access policies.
2. Post minutes and agendas from 2008-2009 academic year and current year.

Tim mentioned that in his search to find policies for email, wireless, and network access, he found (on the Website) references to old agendas for the Technology Council, which has not been updated in a year. Tim informed the council that he plans to coordinate with Julie Weller to update all council agendas on the Web. He is missing the March 16, 2009 agenda and minutes. Members were asked to please check their archives for the material. Becky Evans had on-hand an agenda from March. Dee will scan agenda and return to Becky. Sarah mentioned that Sue Meeuwenberg put together a binder of all archived materials for the Technology Council and passed the binder to Deb Howell.

Tim is still trying to locate policies for email, wireless and network access to post on the Website. There is an email policy in the Student Handbook. Sara mentioned that there is a Blackboard policy online.

c. Excessive emails:

Tim asked the council to think about the problems with excessive emails and the use of “#all” to discuss at the next council meeting.

Discussion: Tim directly asked Josh and Caleb if there is a problem with emails. Josh mentioned that he gets burdened with emails that do not pertain to him, and they fill up his inbox in a week. Becky mentioned that her son complains about excessive emails. She said that the problem may stem from one person sending to “#all” and not realize that students are included. In turn, students start to treat all incoming messages as SPAM, and they could possibly miss important information. Students do not realize that there is a second step to delete the deleted emails. Mindy mentioned that she created a document explaining the steps to totally delete messages. There was a suggestion to share the document during student orientations. Discussion will continue in January. Tim encouraged council to email him any ideas, and he will add them to the agenda.

VI. Sub-Committee and Informational Reports:

a. Instructional Technologies Sub-Committee (Don)

Don Bogema provided an update on the sub-committee. The sub-committee representatives are: Jason Miller, Nate Ayers, Dale DeVries, Maria Andersen, Sarah Swart, and Don Bogema. The committee is formed and ready to address the action items developed by the council. Don mentioned that the committee will try to devise a policy and procedure for faculty to get their desires for technology and software into a system so it can be assessed. The committee will meet for the first time within the next two weeks. Jason will keep the council up-to-date.

b. MCCDAG: Mike

No report.

c. MCCDUG: Lori

No report

d. Network Access Policy: Mike

Mike mentioned that this topic should be handed to Jason Miller. Mike did share that he recently acquired some documentation from the American Standards Institute on Information Security. This will help outline some guidelines that adhere to best practices as outlined by ISSO

27002, which is a guideline particularly for Network Access Control and Protection of Information.

VII. Announcements:

1. No December meeting.
2. January meeting is scheduled for January 25.

Meeting adjourned at 2:24 p.m.

Submitted by,

**Tim Trainor
Technology Council Chairperson**

dqc