

October Minutes

Attendance:

Name	Unit Represented	Department	Date: 10/10/2007
Voting Members			
Kamlesh Sanghvi	CIO or designee	Information Technology	P
Tim Trainor	Faculty	CIS	P
Becky Evans	Faculty(teaching online)	English	P
	Faculty	Life	
Jeff Stipes	Faculty	Technology	P
Sue Meeuwenberg	Distance Education	Business	P
*Carol Briggs-Erickson (Vice Chair)	Librarian	Library	P
Connie Mundinger	Clerical	Academic Affairs	P
	Custodial	Maintenance	
Joe Doyle	Administrative	Administrative SVCS	P
Rosemary Zink	Administrative	Financial SVCS	P
Kelley Conrad	Student SVCS	Counseling	P
Jean Roberts	Student SVCS	Registration	A
	Student		
	Student		
*Scott Oneal (Chair)	Technical Director	Information Technology	P
Non-Voting Members			
Teresa Sturuss	FIT Implementation Oversight	Academic Affairs	A
Julie Weller	Web Committee Chair	Public Information	P
Patricia Werly		Information Technology	A
Mary Ann Williams	Recorder	Information Technology	P

***Appointed, Approved and Assumed duties 10/10/07**

After assembling, an edited page 4 of July 18th minutes was distributed to group.

I. Welcome and introduction of guests

The regular monthly meeting for the technology council met on Wednesday, October 10, 2007 in room L167/169 with Carol Briggs-Erickson as chair. There were no guest present.

II. Agenda Approval

With no additions or corrections, agenda is approved as entered.

III. Minutes approval

The minutes were approved with the addition of the newly submitted page 4.

IV. Membership, Chairperson, and Vice chair

Carol announced that Kathy Pollock would not be able to attend the meeting this year due to scheduling conflict. It is suggested to check with Maria Anderson for replacing her. The two students Sandee Crouse and Beth Postema have both asked to be removed from council. Connie will retire at end of year. Work will begin to look for replacements.

Kam expressed his appreciation for being able to serve as chair for the first year and vice-chair for the second. However he would like to step down to ex-officio and nominate Scott O'Neal to take his place as a voting member.

Carol asked for nominations for Chair and vice chair. Becky Evans was nominated but declined. Joe Doyle nominated Scott O'Neal as chair, he accepted, all approve. The group thanked Carol for doing a great job as chair. Carol was nominated as vice-chair, all approved. Tim thought this would set the precedent for the following year. The current chair is replaced each year and the chair steps down to vice-chair leaving only the chair's position to be nominated and approved each year.

With all nominations and approvals done, Scott assumed chairperson's role.

V. Old Business

1. Laptop security policy

Kam continues to keep this item tabled until things have slowed down a bit and he is able to complete the research he needs to do.

2. Clickers in classrooms

Kathy emailed a note to be shared at meeting. The next sub-committee meeting will be October 23rd to compare how the two systems work from the instructor's point of view. A list of features for the committee to assess will be emailed to council within this next week. The committee will create a short survey to give to the students so they may share their point of view.

Tim: Noted the sub-committee is still testing. There is now a new player in the game which seems to be worth looking into. Further reporting on clickers is tabled until next council meeting.

VI. New Business

1. HDO Jobs (Long-term/short term projects)

Tim: HDO is working well for what it is suppose to do. Does not believe HDO works well for Long term projects and for problems that are solved with work arounds but not really cleared up. How do we handle this situation?

Scott: If it takes longer than 3 days to solve, the ticket should be moved to a project, placed on waiting or hold.

Tim: How does this get moved from HDO. Believes project should be handled differently. Right now there is a project working on Vista and he has requested an update meeting so he would know where the project is. His concern is that how does the creator of the HDO ticket know of the progress of this time of project. It is suggested that the user has a way to flag the ticket as a project.

Scott: There is a project server that once the paper is created, the project is moved to this server. Updates are posted to the project and everyone involved with project is updated.

Tim suggested that I.T. has a checklist where they can follow procedure on every project whereby the creator of the project will be in the loop. Sue asked if Tim should have taken a different route in handling his project. Scott noted that I.T. staff is trained to look at HDO tickets and if it will take longer than 24 hours to follow-up with the user. Becky asked if there was a way for user to put their request as a project. Jeff noted that early in the semester they were receiving an error message that person that was logging into system was already in use. John gave a work around but issue has never been completed solved. Sue also wanted to know how to add a screen shot to HDO. It would be helpful to do this.

Scott said he would bring the support techs together and there would be discussion this item and he will report back to group. *Note Mary said the message that goes out to the user upon opening HDO ticket says your case has been reviewed or closed by a technician. This statement could lead user to think the case is closed but it isn't.

2. Strategic Plan/Tactical Plan

Kam has distributed the I.T. Strategic plan to council for review and would like to set aside some time in November to update. Christine will help us update when ready.

Question: When will I.T. be replacing Mark, Instructional Design specialist? Kam said there is an interview on Monday. There was another interviewee but he did not fit in with I.T. staff.

VII. Subcommittee and informational reports

1. Datatel

Rosemary reiterated the student module going live on July 1st, with registration starting on July 7th. Good start-up. The training committee is working together now to set up training for the entire campus. This training will help all who come in contact with the students answer questions. They will know where to go for whatever the specific question is and/or who to talk with. This will be presented to cabinet next week. Winter registration will begin on November 12th so everyone is gearing up for that. Priority registration begin on the 1st. The winter schedules are on the web.

Question: Tim asked who do you go to if there is a problem? Rosemary said that one should start with Jean Roberts. Tim said he did that and she send him to Judy Eistedt. His problem is that he has two CIS classes there, however, one is for XP and the other is for Vista but it does not say this on the Internet. Rosemary said go to Vice President Ferrentino for more help. Kelly said there should be a way to put more notes in. Rosemary said it is good that Tim is checking his classes and encourages all instructors to do the same.

Jeff asked if there would be more training. He said now is probably time to go back around and address the things that are wrong. Rosemary said yes. Sue acknowledged Pat for running queries for online classes.

2. CIO Update

Whitney was here to do training last month for Blackboard. Kam has training CD. Some of the projects completed by I.T. staff are:

- v Moved Graphics lab from 244 to SHE and has now 10 PCs and 10 MACs
- v Set up a new Vista lab was set up in room 363.
- v 2nd Annual Tech Expo was held on campus
- v 500 people came
- v Received suggestions to move to 2nd wk in December because a lot faculty have class
- v Thinking about partnering with Chamber of Commerce which will lead to attendance and participation from more community members. Noted that chamber tried to do one last year without much success. Kam has met with them, will continue to see what happens.
- v MCC is fully wireless. In August- there were 210 connections; September-834 connections. This shows that students are back on campus and they have brought their laptops with them. The cyber-lounge had the most connections with 155 total.
- v VOIP project is complete There is training every 2 week on Outlook, advance features.

Sue asked if someone could show her how to check voice mail via Internet.

Scott said that may be a part of the VOIP options but we did not buy this feature.

Kam: Faxes are next. There are issues at the moment routing the faxes. There are Ques set up on a few lines; registration, admissions, and switchboard and the way it works is-you have 5 lines and when that 6th person calls in, the call goes in Que and as soon as line is available is routed. One can customize the message the person in Que hears. This also gives the manager of the department many reporting features. The manager can evaluate how long person is on phone, who is answering the most calls, how long a person waits for line to be answered.

Announcement: Priority registration will begin the first week in November and will be based on the # of credit hours earned including transfer credit up through Summer.

Kelly: The first two weeks all registration will be done via webadvisor.

Kam: We are working with CTL to set up training on how to add grades into webadvisor. Great news: Internet speed has increased. We have upgraded from 9 mg to 15 mg. We may have to revisit this later. Our Blackboard server is now housed on campus. We continue to curtail SPAM. There were 2.7m emails coming into campus and only 246,000 passed so 90% of the emails coming in are SPAM and our spam software is doing it's job.

Carol asked if there is a wireless access printer available.

Scott said there is not something available to students. His suggestion is to have students save to their 'H' drive and relocate to the Information Commons and print there.

Note: The Council's meeting start time will now be 1:30 p.m. With no further business or discussion, meeting adjourned.