

Technology Council Minutes
January 24, 2012
3:00 p.m. to 4:30 p.m., LCC02 128

Present: Barbara Barlow (chair), Denise Brinkman, Dale Duvall, Meredith Keene-Wilson, Jim Lindly, and Bill Schuetz

Absent: Brad Hinson, Michael Lainoff, and Alfonso Macias

Item:	Outcome:
Tech Council Business:	<p>Minutes: Approved minutes from November 18 meeting.</p> <p>Membership: Discussed need for 2 faculty and 1 more student. Meredith will check with Jim Salt, Barbara will check with Barb Delansky. Also need a permanent recorder, Bill will speak to Tana about it.</p> <p>ALL COUNCILS Meeting: Presentation at the all councils meeting when pretty well. Some questions were asked and answered. Support for the council's plans was significant.</p>
General Business:	<p>Review of Committee's purpose for this year: We reviewed our list of the Technology Council's areas of focus (provide assistance, recommendations and oversight). We discovered the following (original idea in black, discussion held in red):</p> <ol style="list-style-type: none"> 1. Advocate for improved access to educational and administrative hardware, software, support and other technology resources. <ol style="list-style-type: none"> a. <i>Staff/Faculty: Research the ideas for centralizing hardware and software purchasing. Research options to increase training and support. Advocate for the options that seem to be doable and the most effective. – Brad and Barb working with Deans to include all lab upgrade requests for unit planning 2012-2013 in the Academic Technology plan. This is in an effort to minimize duplication and get all labs into the standardized replacement rotation. Brad was also going to speak with the deans about centralization of hardware and software.</i> <ol style="list-style-type: none"> i. Goal 1: Develop an approved software list ii. Goal 2: Develop an approved hardware list iii. Goal 3: Develop a process for adding/deleting software & hardware from the approved list iv. Goal 4: Identify where training is needed (e.g. smartphone groupwise setup, groupwise backup and cached email, Mac access to Novell drives, moodle on your iphone, or ipad etc.) This is one of our selected areas of focus for this year. v. Goal 5: Evangelize the need to store files on the network instead of on local computer hard drives. Target year 1 is to have 50% of the college with no local storage vi. Goal 6: Get IT personnel included on all grant proposals to ensure adequate planning and sustainability for any Grant-mandated IT resources or services. – It was decided that this is more of a COPPS policy that is needed. Bill and Thad to write and Technology Council to review. b. Student: Research options for providing more open lab/computing resources. Research options for providing more tutoring options for students. Advocate for the options that seem to be doable and the most effective. <ol style="list-style-type: none"> i. Goal 1: Get larger open computing lab in Library Commons Plan

- ii. **Goal 2: Negotiate with Academic departments to open their labs to other students when not in use. Target is to get at least 3 labs open that are currently closed. Post times when labs are available for open use on the lab door – This is one of our selected areas of focus for this year. Along with getting advertising out about the new open lab in 2/216.**
 - iii. *Goal 3: Enable self-service password changes and longer more secure passwords for students on Banner – this is already in the works.*
2. Providing effective, efficient and secure technology systems on the LCC IT network.
- a. Staff/Faculty: Research options for improving email and calendaring services at Lane, and advocate for the most feasible option(s).
 - i. *Goal 1: Make Groupwise reliable or replace it – happening already.*
 - ii. **Goal 2: Measure and shorten the time between when a ticket is opened and when a helpdesk ticket is closed and ensure that the end user agrees that the ticket has been resolved.**
 - iii. **Goal 3: Implement a formal process for change control**
 - iv. **Goal 4: Upgrade Banner hardware and version to provide more reliable, scalable performance even in heavy usage times**
 - v. **Goal 5: Expand support for mobile, personal computing devices owned by students, faculty, and staff – it was decided to include this as part of the training goal listed above and will be included in our discussions this year.**
 - b. Staff/Faculty: Work with IT to streamline drive mapping processes as well as ensuring prompt setup and termination of services as needed.
 - i. **Goal 1: Cleanup Novell Drive mappings so it is intuitive and consistent for all users (i.e. Drive Z is mapped to the same place on all machines, drive Y is mapped to the same place on all machines, etc.)**
 - ii. **Goal 2: Create a form for adding/changing/removing users for all systems and get departmental admins to provide it 10 days before a person is hired, 10 days before an employee transfers to a new department, and 10 days before an employee leaves the school. – This is already in progress. Tech Council will provide feedback on all the forms.**
 - c. Student: Research options for providing email services to students and advocate for it if feasible.
 - i. *Goal 1: Find out if Financial Aid/Collections work can be sent via an external email address and be legally binding so \$40K in snail mail costs can be eliminated. – This is being checked on (Helen Faith)*
 - ii. **Goal 2: If the answer to Goal 1 is no, then implement Gmail for students – This is added to our list as a possible if we have time this year.**
3. Advocate for technologies to improve learning and processes at Lane.
- a. Staff/Faculty/Student: Work with staff/faculty to identify needs to help improve learning and processes at Lane. Advocate for and help develop systems to assist in the improvements.
 - i. *Goal 1: Reconstruct Lane Website to serve prospective students, provide community information about Lane, and be a resource for prospective employees – This is already in the works.*
 - ii. **Goal 2: Create a faculty/staff intranet for faculty and staff**

	<p>information.</p> <ul style="list-style-type: none"> iii. Goal 3: Bring Moodle hosting in-house – This may not happen, it is being investigated and handled by Academic Technology. iv. Goal 4: Develop and improve digital learning options. Target: Pursue online course growth pro-actively through partnerships with instructional departments. v. Goal 5: Establish architecture for streaming media services and digital asset management. <p>1.</p>
Agenda Items for Next Meeting:	Clarification of our focus areas, and preliminary assignments COPPS Policies – REVIEW Personal Use of College Equipment policy, others as needed, and the new policy on IT inclusion in grant proposals.
Next Meeting	<i>February 14, 3pm to 4:30pm in LCC02 128</i>