MINUTES

Academic Information Technology Committee Meeting

Date: November 3, 2008
Place: Library Conference Room

Present: Deb Schroeder, Greg Anderson, Janet Wilke, Nanette Hogg, and Scott Fredrickson

Absent: Aaron Clark, NSS; Cory E Shield, Student Senate; Ken Messersmith, COE; Ross Taylor, B&T
Other: Guest: Aaron Dimock, Andrea Childress and Jane Petersen

The meeting was called to order by Faculty Senate Representative Aaron Dimock 1:05

Scott Fredrickson was elected to serve as the new Committee chair.

Ken Messersmith was elected to serve as the new committee secretary.

Aaron Dimock provided information about the standard technology package in the smart classrooms and then excused himself.

Discussion was held. Since the Tech Coordinators from each college and unit will be meeting with ITS on a monthly basis, the coordinators will be asked to “create” the standard package list. When that list is returned to the AIT committee, the committee members should then poll the faculty in their respective colleges to verify that all standard software is listed. The plan is to have the standardized package in place for the Fall 2009 semester, although ITS will attempt to have this in place for the Spring 2009 semester.

Any software unique to a college will be the responsibility of that college. The AIT committee reminds faculty that it is their responsibility to ensure the classrooms meet their needs prior to class time.

Smart classroom after hours support was also discussed. ITS will ask the Tech Coordinators for their input and to help create a list of the most common problems. This problem list will be given (along with trouble shooting solutions) to the after hours helpdesk. Other solutions will be added to a suggestion list. For example, a faculty might move their evening class to a working smart classroom that is not in use.

The committee discussed establishing a classroom clicker standard. Jane Petersen gave a short presentation concerning the two demonstrations that were made on campus, followed by discussion. The AIT committee approved the following motion: "The campus should standardize on the InterWrite PRS system". Additional, individual
faculty may select a different system, but it will not be supported by ITS or the college Technology Coordinators.

Deb Schroeder of Information Technology Services provided information to the committee about the following areas of interest:

- Blackboard course statistics sometimes shows “guests” have visited the site, even when guest access is turned off. Why?

  There may be different reasons, one could be the after hours helpdesk. Andrea Childress will recommend that the after hours helpdesk notify the faculty of a course, if the after hours call center had to access their blackboard course.

- UNO adds all students accepted, to their email creation list. This causes problems for students who are accepted at UNO but actually decide to come to UNK. Given that UNK has no control over UNO’s email accounts or system for creating those accounts, ITS is working with UNK students individually to get a UNO email account deleted so a UNK email account can be created.

- After hours call center.
  Discussion about the after hours helpdesk (call center):
  - The cost of the call center ranges from 30 to 32K annually.
  - ITS cannot hire one person for that cost.
  - After hours – 5 p.m. to 8 a.m. would require several positions.
  - One requirement for e-campus accreditation was a 24-hour help center.
  - ITS reviews all calls that go through the help center.
  - Recommendations are made to the help center to correct any misinformation.
  - An average of 5% of helpdesk calls are after hours.
  - After hours helpdesk can be accessed via phone, email and on-line chat.
  - The company is a good one; they took all helpdesk calls the day after Kearney’s tornado.
  - Any faculty or student feedback is appreciated. The feedback can be sent to the UNK helpdesk via email or phone.
  - The library now has 24 x 7 virtual reference service.

Submitted by Nanette Hogg (filling in for Ken)