Campus Technology Committee October 18th, 2013

Agenda (Changed to Admin. Conference Room 5-101)

Approval of previous minutes


Response to Assessments: Restructuring of Support department

Discussion: The Industrial Internet

Members Present: Mike Meyer, John DeLay, Pat Patterson, Connie Balanay, Sandra Sanpei

Meeting opened 1:15

Minutes approved

Campus Survey as part of assessment package-national academic survey for IT designed to determine range of expectation and provision

Compared to all other CCs HCC is rated lower

Training and support are the principle issues but other areas are problematic

Results this year very close to those from last year but slightly improved

Support and Computer Lab were planned to be combined before Mike arrived, after the reorg. It went from Vern to Zane and was implemented as planned and ran for two years but is not working

Plan next month to break up the lab and service desk, IT will take part of the 3rd floor in Zane’s old office for the service desk

Students are doing the work now in terms of taking in requests but this will shift to a single trained Staff member with a procedure to follow regarding response

Concern that the person handling requests be able to discern the status of the request will be addressed

Customer education is also a component of the service desk

This will be implemented in the Spring semester in conjunction with the move back into building 7

Committee members will relay this information to their units and get feedback.

Kay will run the lab with several student workers as part of a defined position

Question for faculty- What should the lab be in terms of resource for students

Difficulty of open labs serving the same purpose as the specialized labs on campus

Useful for students without computers and offers extra hours but running a lab with staff is no longer a principle function for IT particularly after switch to Office 365
Students will have access to certain printers perhaps with a quota Can be a resource for faculty unfamiliar with technology, Can serve for classes to come to do group exercises Need to address needs for post-script printers Bldg 2 401 is currently virtual desktop lab to reserve for classes although it has been put into the possible classroom pool, may be most useful as a bookable computer classroom and be more effective Library may be converted into a learning center of sorts in the future as librarians increasingly serve as search specialists Student needs for printing often based on that faculty refusing to accept electronic documents Mobile devices are increasingly a way to turn in assignments etc. Academic support should be dealing with students in computer lab. With the move to virtual computing entire campus becomes a computer lab. Computer lab began as separate entity, labs demand faculty time for specialized software ITS to put emphasis on training and back end support Require students to have laptops and could work with private company to get them discounts Some faculty resistant to virtualization Spring will be start of rollout for virtual desktops Need to get faculty feedback Industrial Internet-GE-Smart machinery, internet of things and big data, increasing efficiencies, no downtime is big cost savings The nature of CTE jobs is going to change drastically in the next 4 or 5 years as a result Office 365 project Presentation will be shared-See presentation for details-READY FOR TEST ACCOUNTS Integrates with Sky drive and Google drive-faculty should be migrating content in the cloud New campus domain using UH login and synchronized automatically with UH directory 90 GB of shared storage total with recommendation for Sky and Google for personal data storage SharePoint Online allows for collaboration and content presentation as a categorized searchable database, sites and site collections, term stores, tracking Exchange and Lync allows for campus email, ROOM SCHEDULING, text messaging, conferencing, not adopted by system Office 365 online demonstration Presentations will be available online.
Meeting adjourned.