Faculty IT Committee for AS&E

Chair: Michael Roberts

Present: Michael Roberts, Barbara Parmenter, Paul Bergen, Kyle Pope, Mitch McVey, Scott Sahagian, Laura Gee, David Kahle

Date and Time: January 21, 2015, 11AM-12 PM

Plan for this meeting: Review ITS reorganization and autonomy of faculty websites

Topics:

1. Update on ITS reorganization: IT access for all campuses coming together, with one TTS unit. Scott Sahagian is overseeing the streamlining of processes in the IT service performance program, although specific metrics not enumerated. Per Kyle Pope, the 24/7 service desk is outsourced and up and running. Time to reply is short, knowledge base articles are available, and they are handling about 2800 calls per week. On-site support still focuses on issues when a phone call can’t resolve the issue, or for support of specific software packages. Offsite support is scalable, so more resources can be brought to bear as needed. Previous staff levels would not have allowed ITS to provide 24/7 support, hence the off-site vendor. Also, software licensing has been expanded, more hours for classroom support have been added. The aim of the reorganization of these support services is to realize $2M in IT savings. Future objectives include MOOC capacity, recorded lectures, and advanced online learning.

2. Discussed need for effective communication of updates in resources available, like the Adobe software and statistical software availability.

3. 574 Boston Ave update: whiteboard projection can be done in seminar rooms, videoconferencing will be expanded, including mobile carts and on-site IT support.

4. 200 Boston Ave update: looking to put common videoconference space on campus with registrar control, Scott will investigate development of that space at 200 Boston Ave.

5. External consultant’s assessment of learning spaces included a survey, focus groups, and a review of all resources. Flexibility but consistency was the overall theme of what was expected for learning spaces. Standardization of interfaces is coming, no further details available currently. Surprises from report include limited usage of spaces on Friday and Saturday evenings, and the discrepancy between enrollment per class and capacity of rooms.

6. Follow-up on webhosting for faculty and autonomy with this process: ITS is trying to find the “right solution” for faculty autonomy with webhosting. Web service costs and security are the primary concerns. Future focus is on
developing services which are sustainable, and Wordpress is recommended as a solution in the interim. ITS will report on future developments regarding this issue

7. **Next Meeting’s Plan:** All members invited to attend Learning Spaces meeting next week, then make end-of-year transition plans.