

Faculty Senate Technology Council

Minutes – Tuesday, October 21, 2014 – Valley Road Conference Room 4018

1. Present: Corsetto, Gordon, Ku, Link, Meyer, Miller, Wagner, Northington-Purdie, Gordon, Florenthal
Guests: Robert Harris, Eric Rosenberg
2. Technology Council will be reporting to the Senate On November 25th regarding review and assessment of the new help desk ticketing system. We should go to meeting with facts about how effective the new system has been and how it has improved the process.
3. Eric Rosenberg demonstrated his presentation prepared for the Faculty Senate. His presentation included Help Desk software, organization of all groups, usage of WIKIs, Statistics from 9/3/2014 - 9/17/2014, how quickly tickets are resolved, and software center. How use of statistics help to make decisions about when hardware and equipment needs to be replaced. In the near future collecting information to know the hardware of a client, upgrading Go Print to UniPrint. He also demonstrated how to access the Software Center.

We will continue the conversation with Eric at the next meeting on November 11th.

4. Robert Harris discussed Quality Matters (workshop to be presented on October 31st). Quality Matters (QM) is a leader in quality assurance for online education and has received national recognition for its peer-based approach to continuous improvement in online education and student learning.

The program features:

- Faculty-centered, continuous improvement models for assuring the quality of online courses through peer review
- Professional development workshops and certification courses for instructors and online learning professionals
- Rubrics for applying quality standards to course design.

Minutes submitted by D. Corsetto