



IT COMMITTEE

Minutes

Helena College – 3/12/2015

Council members in attendance:

- Bryon Steinwand
- Jeff Block
- ~~Jessie Pate~~ *excused*
- Josh Bennett
- Rick Odermann
- ~~Shelly Kaiser~~ *excused*

Recorder: Summer Marston, Assistant to the Dean/CEO

STUDENT SURVEY

Adding questions about if online/face-to-face, the primary devices students use, add N/A to all questions.

FACULTY SURVEY

Discussed question layout and having titles at the top. Add N/A to all questions.

ADJUNCT SURVEY

Deferred.

HELP DESK

Employees log in, creates a ticket and adds their account. Emails to IT (not reply emails) will also create a ticket/account. Username is HCE and regular login. <https://ithelp.umhelena.edu> Add 'wireless' to Network for request type. Add 'printer' to 'hardware'. Discussed adding a survey to the end, attaching a file like a screen shot or something. IT gets additional info like IP address, serial numbers, etc. IT can filter by keywords to assign to a specific person. The helpdesk@umhelena.edu is actual email, but will be tied into UMH IT email.