

IT COMMITTEE

Minutes

Helena College – 9/10/2015

Council members in attendance:

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

Recorder: Summer Marston, Assistant to the Dean/CEO

UMHELENA DOMAIN

Huge project, everything tied into *umhelen.edu*. Discussed putting 'hc' instead of helenacollege. Best to do between semesters for students. Need to ensure hardware in place, then can start the process. Will want to run some parallel systems for a while.

GOALS

Discussed possible committee projects, oversight of the IT department. Goals were done on SharePoint for review done for Mike.

Discussed role of IT department. With so much going to the web, IT has a heavy workload. Josh suggested looking for ways to reduce the burden, ways to help with common, simple issues rather than having students go to IT. Suggestions included:

- Training tutors in student support center. Tutors would have to be trained before classes start. Could be done, even work study, can be paid prior to classes starting and piggy-back on tutor training. Good documentation would help prepare tutors. Students would go straight to SSC, and SSC could pull in IT if needed.
- Having FAQs printouts to give out with software, equipment, etc in the bookstore. There is a FAQ on the website to help avoid assumption that IT will provide service.
- USBs in orientation. Would be better not to have IT at orientation and instead have a tutor who can discuss support available.
- Links online to help walk students through common, simple issues.
- Training for staff/faculty. Caroline started working on this, but it got set to the side and then she left for another job. No manpower to get it going at this time. Could be a CPT capstone project. Larry / David can work on tutorials, FAQs, have in place for spring.
- Starting a Computer Club. Would need a place to set up and allow computers to stay on, but able to lock up. Would not charge, so shouldn't be problem with noncompetition. Would need a waiver. Club advisor would have to offer guidance. Offer training for all students / trainings, etc. Would be perfect to provide training and

experience for students. Displaying things like surfaces, new tech devices, etc. Jeff will look for a space where club could work. Club reps could attend orientation. Clubs can receive startup funds once paperwork is submitted.

- Ensure that faculty have contact info on their syllabi.
- Find out what faculty have off-site links and third-party tie-ins to Moodle. Make sure there is info for tutors.
- Need to have FAQs and tutors for third party. Bookstore can give out FAQs.
- Get an IT workstudy to help prepare things, could maintain through the summer and into fall.
- Have people come to IT committee if they have issues that need to be addressed.

Deliverables:

- Jeff resend IT committee mission and goals.
- Bryon is having CT roundtable in October, maybe membership drive for CT club.
- Jeff will get surveys out.
- Jeff will talk to Rick Caron about tutors providing minor IT support.