Citrus Campuswide Information Technology Committee

CITC Meeting Minutes November 11, 2008 AD 206

Members Present
Linda Welz - Chair Marcy Morris
Leigh Buchwald Gerhard Peters
Patti Gonsalves Jim Pierce
Paula Green Debbie Vanschoelandt
Nancy Martin ASB Student Senator

Handouts
• S.W.O.T. Information

Call to Order
Linda Welz opened the meeting.

Preparation for the Technology Plan
We are starting to create our base line Technology Plan. Other groups on campus will be doing the same thing. The Technology Plan will have an annual review. The plan should be responsive to the college. Linda talked to Dr Spinetta to come up with a strategic plan. Dr Spinetta is a consultant that has been hired to help with the overall college plan. The first thing would be to create a scenario of how the college will be going forward, getting the facts in line. It would be good to have a couple scenarios. Asking the question, if the college does this we will do this. We need to look at what direction Instruction and Student Services is going.

The one thing we have to do is keep the infrastructure up and working. We have a 5 year plan that Leigh put together last year. It is to keep up the network, wiring, telephones, etc.

Linda wants to do a S.W.O.T. analysis. She used the handout to explain to the committee how it would work and how we are going to use it. To start the brain storming poster paper was hung on the wall and the members were given post-its to write down strengths and weaknesses, and then post them on the paper on the wall. This process brought up a lot of ideas to use when working on the Technology Plan. Linda outlined the steps moving forward. Next month we will exam the opportunities and threats. The list of suggestions is attached

The meeting adjourned at 3:45 p.m.

The next meeting is December 9, 2008 at 2:30 p.m. in AD 206.
CITC Meeting November 11, 2008
Strengths – Weaknesses – Opportunities – Threats

**Strengths**

Students able to apply online
Easy access to registration process
Online student services

Library Catalogue access and materials

Good selection of software for students on campus
More accessibility programs

At the beginning of the term, all problems were resolved
Computers in class always work

Wireless

Infrastructure upgrade plan in place & funds

Video Conferencing

Innovative

Making rapid improvements in Technology

Student Portal

Updated operating system

Good detail of campus-wide information on website

Information of technology services for students

Banner SIG consultants

Telephone services

Web presence, Blackboard, citruscollege.edu
Offsite support
Citrus Alert

Network speed
Network bandwidth
Many computers on campus
Availability of computer throughout campus
Convenient hours of labs for students
Smart classrooms
Quantity of Smart classrooms

Closed protected network

Helpful
Friendly staff
Helpful staff
Patient staff
Responsive staff
Linda is always calm
Friendly TeCS staff – always helpful
Flexible staff (helpful)
Support
Helpful staff in computer labs
Responds to questions quickly

Weaknesses

Telephone Switch Upgrade $
Telephone – No caller id
Virus -> NAC

Need New Wireless Sites

Student Transcripts
  Too many steps to get transcript

Satellite Phone

Banner not accurate
  Banner too manual
  Reports coming out of Banner
  We should be able to drop students online

Infrastructure underground conduit ED hill
Physical pathway bottle necks

When the college website crashes it takes too long to fix
  Downtime issues
  Off hours reporting of downtime issues
  Weekend call number
Faculty need more control over their office computer
   Software upload

Outside video for Safety and security

Single point of failure for communication

No policies, procedures
Lack of standards the college can use for technology
Purchase standards for Technology

Last year it took months to fix some problems
Not enough staff to keep up with Footprint requests
Tech staff not available for long periods
Not enough staff
Not enough TeCS staff
TeCS doesn’t know all

Who provides service?
   Disconnect between TeCS and A/V
   Facilities or TeCS
Communication between Purchasing and AP – Escape

Clarify items online

Tech to English translation
Communication with TeC Services can be difficult

Not enough email memory
Need clearer guidelines for mass emails
Web page program limited
Need a more dynamic and current home page
Format limited web page
Website needs to be refreshed
Online classes production facilities lacking
   Podcasting video casting
   No equipment no campus standard
Adding more info online
   Including more information of each building and its services on website
   Locations, who housed where?

Infrequent opportunities for training

Generator backup for servers
No backup power for servers
Upgrade server room
Funding for reliable replacement
Issues with CI Tracker
CI Tracker cumbersome to pull data from

Accuracy of R25
Need to link Wingspan & Blackboard
No SARS history data
Connection to the bookstore
Interface between CurricuNET & Banner

Availability of Open Labs
Software availability is inconsistent
Update consistency
03-07 update programs

Slow-processing computers in classroom settings
Problems logging off from computers

Need to increase student usage of web registration
Pay online

Disaster recovery