ITCO Minutes 11-12-07

Present: Tiff Adkins, Sue Mau, Gail Rathbun, Eric Vitz, Joseph McCormick, Marcia Dixson (for Steve Carr), Judith Garrison
Absent: Richard Strong, Linda Meyer, Lee Peitzman
Resigned: Brandon Smits, Student Representative (no replacement as yet)

Meeting convened at 4:05 pm in KT 101.

Survey results and assignments
Committee members reported their findings on how various departments and Schools schedule and get help with instructional technologies. Assignments were made again as follows:

CASA, Anthropology & Sociology: Joseph
OLS, Psychology and Philosophy: Marcia
Theatre, Fine Arts, Political Science, & History: Sue
Education: Tiff
Account, Economics and Marketing: Judith
Health Sciences: Linda

Again, the questions to ask are: In your department/unit/school how does a faculty member/instructor:

- schedule the use of teaching labs?
- schedule classroom technology in a classroom designated for a specific department?
- request assistance with computer software related problems?
- When you or other faculty have technical problems with departmental computers or computer labs, where do you go for technical support? i.e. Do you have a contact for technology related support questions within your department that you go to first?

Joseph will collect the remaining information in the table that Gail will email to him. It was suggested that a new column be added with the answer to “Does your Department have an LSP?” Findings should be emailed to Joseph.

Discussion of committee deliverables
We discussed who our audience is for the information that we are collecting. One audience is ITPC. ITCO is identifying gaps in the LSP network, and can recommend to ITPC how these gaps might be filled. It was suggested that, based on our completed findings, we talk in more detail with departments who appear to have significant service needs but which currently have no LSP (eg. Nursing, ILCS, and School of Ed) We should attempt to get some quantitative data (eg, number and type of requests/calls that the helpdesk, client support, and other providers have received from that department over a period of a year) that would support recommendations we might make.

Another audience is the faculty and staff. There is some overlap in what these audiences need. One type of information needed is at the classroom technology work station. We discussed what info should be available there and concluded that this information is available on the instruction cards fastened to each workstation, along with the helpdesk
number 1-6969. It is difficult to get faculty to consistently log off the machine when leaving the classroom.

Gail again suggested that the committee do an update of the old “Teaching and Learning Technology Support” brochure. The committee thought that we could find an alternate means of disseminating the info, as in a web site and a page in the IPFW phone directory, and in combination with some sort of “pointer” (with 2-3 important URLs and/or phone numbers) that could be distributed to individuals (rather than distributing paper brochures which are often thrown away). CELT is willing to provide web space for this. “Pointers” could be a magnet, keyboard strip, mousepad, stressball, easy button, and so on.

We divided into two sub-committees: LSP Needs analysis report, with Joseph as chair, Sue, Judith, and Eric, and Instructional Technology information with Gail as chair and Tiff, Marcia, and later Pam Zepp. These committees will report on their progress at the next meeting.

Gail suggested that we have the January 17, 2008 ITPC meeting as a goal for reporting out.

Miscellaneous
Joseph reported that 16 new classrooms were targeted for installation of technology with Crestron control units—8 will be done by January.

The next meeting will be at 4 pm on December 10 in KT 101.

Meeting adjourned at 5:00 pm