ITCO Minutes 12-10-07

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

Meeting convened at 4:08 pm in KT 101.

ITCO will make its first report at the January 17 ITPC meeting.
Gail will need contributions by January 10, 2008.

Survey results and assignments
CASA, Anthropology & Sociology: Joseph still has to do these

Joseph will move the information from other committee members into the spreadsheet next week. The committee briefly discussed the Nursing computer lab which has some older computers in it. The lab is no longer used for its original purpose. Linda said that the department is formulating different plans for the use of the space now occupied by the lab. Gail commented that Carl Drummond offers OAA matching money for instructional equipment or materials, and that perhaps grant money might provide departmental matching funds.

Technology committees on campus
Gail suggested that a statement of mission and scope for each committee be put into the first ITCO report.

Instructional Technology Info sub-committee
This committee had proposed 4 categories of information (Teaching, Advising, Getting connected, and Students) and some FAQs under each category to be placed on a web page. These items would be linked to already existing information on the IPFW web site. Gail asked how the order of the FAQs should be determined to facilitate someone’s search for the info. Marcia suggested Basic to Complex and Gail suggested frequency.

The committee then discussed the feasibility of having a search engine (What about Find on this page?) available. According to Joseph, Mandi Witkovsky in Academic Support is looking into using a Google-based search engine to find things on the IT pages. It would be great if the engine could search our own help areas. There are such things as “canned knowledge packs.” Joseph added that Purdue is looking into RightAnswers.com, which designs self-service and support specialist solutions (“Our software, content, and value-added services enable clients to efficiently and effectively manage their Knowledge/Support initiatives before, during, and after installation and deployment.”) It was also noted that the FAQs as presented contained a lot of pedagogy related questions, not findable in a canned knowledge base.

Judith asked if there were any way that we could evaluate the usefulness of the information on the page we are proposing. The Watchfire software is available, but Gail said she had had difficulty getting it to work and in finding support. After discussion, it was decided that we would need more than a counter for the page; we would want to
know which questions people asked most (indicated by the number of times a particular link was clicked on—one solution is to have the link go to an intermediate page where the hit is counted and the click is re-directed to the destination page).

After putting the links in some sort of order, there is a need to identify the URLs.

Joseph brought up the expected deployment of the Luminous portal software which will make it possible for users to have a portal page tailored to their role in the university. He mentioned having a link to the “web guide to instructional technology” placed in the faculty portal. Perhaps we could get a tab.

Lastly, Tiff showed up some catalogs of promotional items on which we can place the URL to our webguide. The committee liked these items: a flash drive, a memo holder, and a stickynote dispenser. We decided to ask ITPC for funds. (We have to figure out how much – need 600 @$2.00 = $1200.)

The next meeting will be at 4 pm on February 11, 2008 in KT 101.

Meeting adjourned at 5:00 pm