

CIT meeting minutes 2/1/17

Present: George Mangalaraj, Rich Cangro, Fuyuan Liang, Abha Singh, Chuck Malone, Chris Carpenter, Brian Bellott, Victoria Baramidze, Carol Webb, Kanu Priya, Binto George

1:00pm – call to order

1. Introduction of guests and agenda
2. Approval of December minutes – minutes approved
3. Introduction of director of user services – Rebecca Slater
 - Contact info - Director, University Technology
 - University Technology - User Support Services
 - Stipes Hall 126
 - Telephone: (309) 298-1177
 - R-Slater@wiu.edu
 - a. Open to discussion and suggestions
 - b. Upcoming projects
 - i. Focusing on standards and processes to improve customer service
 - ii. Support center – developing tech knowledge base for first level customer service workers
 - iii. User aides for classrooms
 - iv. Remove unused buttons on panels in conference/class rooms to make less confusing for users
 - v. Discussion on video conferencing preferences
4. Stephen Frazier –
 - a. Offers thanks for strategic plan assistance
 - b. Will be presenting to the Provost soon
5. Data center
 - a. CIO recommends committee come visit the data center
6. Appointing member to Technology alliance
 - a. Reviews new technology for campus
 - b. 2-year term
 - c. Brian Bellott volunteers
7. Needs assessment survey
 - a. To be distributed in the next few weeks
 - b. CIT will review and provide feedback prior to distribution
8. Next tasks
 - a. Continue participating in alliances
 - b. Future guest speakers/tasks
 - i. Dawn Sweet suggested to present on integrating tech in the classroom
 - ii. Committee needs to reach out and learn about faculty needs
 - iii. Data center tour
9. Committee member interested in reviewing past technology competency standards
 - a. George will check with past CIT chair for past work regarding point “F” under duties: “Assess technology proficiency standards for students at WIU and their impact on enrollments, transfer students, instruction, graduation requirements etc. every four years.”
10. Adjourn – 1:45pm

Respectfully submitted by Rich Cangro