

Technology Council Meeting Notes  
April 13, 2016

Present – Carla Lowery, Lynn Dobbs, Amber Handy, Lisa McDaniel, David Brooking, Dana Walker, Marty Hatton, Rich Sobolewski, Jennifer Moore, Nicole Patrick, Barry Smith, Rodney Godfrey, Tammie McCoy, Nicole Welch, Gail Gunter, Melanie Freeman, Scott Tollison, Richard Holden, and Jessica Henry

Minutes were approved for the 09/09/2015 meeting with a motion from Rich Sobolewski and a second from Lisa McDaniel.

1. Carla announced that a Request for Proposals is posted for our campus portal vendor and ends on May 11, 2016. There was some discussion about moving all services into the portal. Melanie Freeman asked if PeopleAdmin could be placed into the portal once a contract is finalized. Pros and Cons of having Canvas in the portal was discussed as well.
2. Student Technology Survey results
  - a. Campus Wifi was the biggest concern with 45% indicating this was a pressing issue
    - i. Rodney said campus has 1 GB bandwidth and students currently have to login each time they use the service which causes some dissatisfaction. There is a plan to change Wifi next year pending budget approvals.
    - ii. Faculty and staff use a different Wifi network and stay logged in at all times.
  - b. Other issues students raised were older computers on campus, outdated software, Canvas difficulty in navigation, faculty need Canvas training, and different credentials for the various sites (Canvas, portal, etc).
  - c. Most students owned their own computer (96%) upon enrolling at the W, take online courses (81%), and connect at various locations on and off campus. The majority of the students connected to the Internet at home (78%).
  - d. The majority of the students responded positively to the W moving to Canvas and have not used the 24 hour support line.
    - i. Amber suggested that the 24 hour support information be included in the syllabi and will send out an announcement to faculty.
  - e. The majority of the students are connecting multiple devices to the Internet via Wifi at one time. This further shows the reliance on Wifi by students.
3. Faculty Technology Survey results
  - a. Advances in Technology on campus include: switching to Canvas, instructional technology in some classrooms, smart boards
  - b. Pressing needs include: the need for more or newer technology in the classroom, newer or updated computers, and continued infrastructure enhancements
  - c. Training needs: Canvas, instructional technology (flipped classrooms, webcams, Office Mix-up, video steaming, Excel)

- d. A third of the faculty indicated their primary mode of teaching was face to face, a third online and a quarter are hybrid. Several faculty indicated they use Canvas for their face to face courses as well.
  - e. Faculty had mostly positive comments about Canvas, but some of the negative comments included the dislike of the testing. About half of the faculty have used the 24 hours support and had mostly positive feedback.
  - f. The majority of faculty indicated they have 2 or more wireless devices connected on campus.
  - g. Additional comments: support for the IT staff, training and support, and proctoring.
4. Staff Technology Survey Results
- a. Advances in technology: Wifi, transcript process, online change of major form, HR processes, OrgSync, Banner upgrades, smart boards, TracDat, Early Alert, and Canvas
  - b. Pressing needs include: Wifi, training for new technology, Internet speeds, DegreeWorks, more online forms for students
  - c. Training Needs: Banner, Canvas, Excel and PowerPoint
  - d. The majority of staff indicated they have at least 1 or more devices connected to Wifi.
5. The committee agreed that wifi is a concern for campus. Student's wifi logins time out after 20 minutes of inactivity and some faculty and staff are still using MUWNet, the student system. There are plans to request money in the 2016-17 budget to enhance the current wifi system.
6. The committee concluded that faculty wanted/needed more Canvas training based the faculty and student results. Staff wanted training on Banner and Excel.
7. The committee agreed that faculty should be informed to include the 24 hour tech support info in their syllabi and provide information on how to set notifications in Canvas. Amber Handy will notify the faculty of these two items.
8. Carla Lowery will post an announcement in Canvas on how to set the notifications.