

# Information Technology Team Meeting

**Date:** 10/9/07

**Time:** 2:30 PM

**Location:** EGF 106 TRF 545

**Chair:** Stacey Hron

**Recorder:** Holly Deschene

**Next meeting date:** November 6th- 2:00 (tentative)

**Members Present:** Sue Dalager, Scott Foss, Wyndle Kinney, Joanne Bachmeier, Dave Olsen, Holly Deschene, Stacey Hron, Jennifer Sundberg, Karleen Delorme

**Members not present:** Juan Barrios

## Agenda

1. Computer setups for employees
2. Help Desk Solution (GroupLink)
3. Iprint client on Vista
4. pCounter
5. Resource 25 update
6. Project Management team
7. Up coming training sessions-GroupWise – survey results
8. D2L update
9. Proctor/test scheduling update

## Team Minutes

- **Computer Setups for employees:** Sue sent Juan the laptop setup from EGF for him to have a guide and so EGF and TRF are on the same page. Stacey said that Work Station only should be put on all employee laptops but not student labs. – Sue mentioned not knowing when equipment comes in that she has ordered for TRF. She is requesting that she is notified when items are received.
  - **Action Item:** Stacey suggested creating a spreadsheet of all purchased equipment and when anything is received then whoever receives it they can mark it on the sheet.
- **Action Item:** need to finish installing GW 7.0 and office 2007 on both shared machines in IT.  
**Action item:** Stacey will send out an email to staff.
- **Project management:** Podcasting is the project and we are working on getting podcasts up from Travis Ryder.
- **Test Proctoring:** Minor changes have been made to get a better idea of scheduling use. Students love the online scheduling.
  - **Action Item:** Joanne reported that the admin machine in EGF for high stakes must be reformatted and started from scratch.
  - EGF did 133 proctored tests last week.
  - Jennifer suggested that the tech support from Pearson should just do all set up to get things rolling.
- **Resource 25:** Scott is leaning towards scrapping it. No additional user accounts or other items that need to be done, have not been done by Karen from MSCU. Questions arose regarding tech support since things have been delayed so much already. Karleen stated that there is a lot of setup that still needs to be done before going live. Karleen has documented everything from the meeting with Karen about what needs to be done and what needed to be done when she was here and nothing on the list

has been completed. Replicated data is going to become a problem. Stacey has emailed her as well.

**Action Item:** Stacey will call Karen from MNSCU boss to get to the bottom of this. Scott mentioned looking into Facility master II. Karleen mentioned that the division chairs were the ones that wanted R25 in the first place to use during class scheduling.

User accounts are not even created—Scott and Karleen can not even clean things up without Karen from MNSCU doing her part

- **GroupLink:** Wyndle has been looking into E-help Desk from Grouplink. It is a web based helpdesk solution. The company has been very responsive to our needs. Wyndle has sent Stacey quotes. We can customize our help desk ticket requests, such as D2L help, web requests, and so forth. Then the tickets would be routed to the corresponding technician. A link shows up in GW to make submitting tickets easy for faculty and staff. The product uses the LDAP accounts for easy integration. Email correspondence. **Action Item:** Wyndle will set up another demo for our next meeting. Stacey mentioned the asset tracking portion of the software—it will be in the next update of the product. Set up is usually about 2 hours. We can get the server pre-configured. **Action Item:** all team members should be thinking about questions that we want to ask the company regarding the product.
- **pCounter:** Kiosks are in and are being set up. **Action item:** Stacey will contact Bob Gooden to see where he is at with the installation in EGF. Wyndle mentioned that students are not receiving notifications when they reach the end of their paper limit. Sue Olson from EGF would like to have the low paper limit raised to notify students sooner. \* Stacey has made the changes to notify students when their account reaches 1.50 or 50 pages.
- **IPrint client on Vista:** Students are installing the IPrint client which currently does not work with Vista. Once installed, the client can not be uninstalled and messes up the pCounter tracking. Rollback is the only way or system restore. Currently the solution is to install direct IP which will not charge students for their printing.
- **Compugard on Vista machines:** **Action Item:** Stacey will contact Juan about getting the compugard product for Vista. Need about 9-10
- Jennifer reported that today they are making an offer for the High Stakes testing, so maybe in a month and half, to 2 months she will become full-time IT. ACT came and approved the new location. November 1 is the move in day for the new testing center.
- **Cafeteria cyber area in TRF:** by today or Wed. it should be ready to install computers. More students are using the cafeteria since the new improvements.

#### Library Update

n/a

#### Website News

n/a

#### Desire 2 Learn

- **D2L:** All is good. Karleen mentioned to let students know that they must use a wired connection and save after every question. **Action Item:** Karleen will right up something and put it in the Pioneer News as a reminder and send it to Julie Olson.

Don't need a D2L technology committee this year. Mike Normandin will be chairing a Distance education committee.