Information Technology Team Meeting

Date:	3/6/2009
Time:	10:00 AM
Location:	EGF 306B TRF 545
Chair:	Stacey Hron
Recorder:	Holly Deschene

Next meeting date: 3/13/09 EGF 306B and TRF 545

Members Present: Sue Dallager , Holly Deschene, Stacey Hron, Scott Foss, David Olson, Juan Barrios, Jennifer Sundberg, Windle Kinney

Members not present:

Agenda

1. GroupLink Tickets
2. Spring Break Projects
3. Rummage Sale
4. D2L Course Survey info.

Team Minutes

- **GroupLink:** The number of tickets created and closed has increased.   You should use common sense and best judgment to determine if a ticket should be created. Some tickets were created for transferring the wrong phone call or giving directions. The group did not think it was necessary or standard practice to create tickets in those cases. Duplicate GroupLink tickets are being created when the submit button is clicked more than once. If a mouse is faulty and you need to click it again, another ticket will be created with duplicate information, but a new ticket number. Be careful not to submit more than once. It has been reported that surveys are being sent out before information regarding what was done on the ticket is sent. This is a GL issue.

  Phone numbers in GroupLink are incorrect. **Action Item: IT staff should assist employees with changing the numbers themselves.** User needs to sign into GL and then click their name in the top left of the window and then manually change their phone number and save.

  An email will be sent out to the college announcing that GroupLink is now being used by Facilities… and other departments. Then a generic email will be drafted and available to all GL groups. **Action Item: Create generic email and send out to depts.** This email can be sent out to users who request assistance via regular email. This should help to get more people submitting GL tickets and not just sending requests the old way through email. This will ensure better accountability and data collection.

- **Bags for laptops in TRF:** 10 bags for the new laptops were brought over from EGF and put under the counter in TRF. **Action Item: Juan will get bags out to those users who received the new laptops.**

- **Spring Break Projects: Scott Action items:** Find out the status of the Cisco equipment for Nursing. Put together list of fiber optic patch cables needed and get them ordered. Work with Bob putting in DVRS around the campus. Update Access point software and do other network updates. Call Dave Dumbeck regarding DARS and the cap server. **Action Item: Scott and Stacey** will sit down during spring break and discuss a CMS for the web. **Jennifer Action Item:** work with facilities on using GroupLink. **Juan Action Item:** Juan will transfer all computers from 603 that have been replaced and put them into the Biology, Chemistry, and Physics labs. **Sue Action Item:** Finish up employee machines. **Holly Action Item:** Install update software on Mini Mac in IT, clean up faculty/staff machine and take note of software, run updates, put together training materials and prepare presentation for students in Kim Philipp's class.

  Please Note! This is just a partial list of spring break projects that were brought up at the meeting today.

- **Cafeteria computers:** Complaints have been coming in that the computers in the TRF Cafeteria are dirty. It was suggested to get keyboard covers to help make it easier to clean them. It was also suggested for IT staff to check in

the cafeteria after the lunch hour for anything that needs to be cleaned. This includes keyboards, and monitors, and computer bases.

- **Rummage Sale:** Juan asked Stacey when the rummage sale for TRF would be. <mark>**Action Item:**</mark> **Stacey will check on the date for the rummage sale and get back to Juan.**

Desire 2 Learn

- Course Surveys will be done the March 16th-27th. IT staff has been asked to be available if students have trouble logging into D2L or accessing course surveys.