

Information Technology Team Meeting

Date: 6/10/2009

Time: 3:00 AM

Location: EGF 510 TRF 662

Chair: Stacey Hron

Recorder: Holly Deschene

Next meeting date: 6/17/09 @ 3:00 **Rooms:** EGF -510 and TRF 545

Members Present: Holly Deschene, Stacey Hron, Jennifer Sundberg, Sue Dalager, Joanne Johnson, David Olsen, Karleen Delorme

Members not present: David Olsen, Wyndle Kinney, Juan Barrios, Scott Foss

Agenda

1. Strategies for Strategic Plan
2. GL Tickets
3. Reload
4. Network Assessment
5. Backup
6. FY 10 Equipment review
7. PO
8. EGF Testing Center
9. Summer wiring projects
10. Summer project updates
11. D2L Upgrade

Team Minutes

- **GroupLink Tickets:** Krystol still doing the most tickets. Everyone seems to be using the system. Keep up the good work!
- **Wireless:** Scott is still working on EGF wireless. He ran into snags and therefore TRF wireless has not been worked on yet.
- **Reload:** GWAVA is the company that makes Reload. This is a server running an exact copy of our GW server. This will be complete disaster recovery and back up system and have the ability to restore individual messages. Servers have been ordered.
- **Backup space:** More space has been purchased.
- **NCTC has purchased redundancy for Red Condor the spam filter system**
- **Network Assessment:** Marco came and assessed the network in TRF and EGF. He will get back to Stacey with a report on recommendations. **Action Item: Stacey will make sure to get the report and share with the team.** Share Pointe has also been considered. Campuses running Novell or GroupWise are becoming the minority and the future discussion of going to Microsoft may be needed.
- **FY 10 Equipment review/purchase:** Stacey said we need to start looking at the tech plan and find out what we need to replace, labs... etc... **Action Item: Sue will look over the plan and report back to Stacey next week.** New computers have been ordered for the TRF laptop cart. Action Item: Juan and Dave will report to Sue on their thoughts on the quality of the laptops.
- **POs:** **Action Item: Everyone needs to check Pos again and have delivery of equipment in our hands by June 30th.**
- **EGF Testing Center:** Joanne has created testing computer image and will be contacting Pearson View to ask about installing high stakes testing software. Cameras are not installed yet.

- **Wiring this summer in EGF:** Stacey spoke with Bob and told him that he could have 1 work study for the time we have them. She mentioned that Wyndle and the rest of the team have full plates.
- **D2L Upgrade:** Problems with IE explorer 8.0. D2L and MNSCU are aware of them.
- **Summer Projects:** Sue will look into GroupLink again for the asset tracking. Stacey suggested contacting Julie Olson to help with data entry of assets.
- **Strategies for Lead Measures:** Student Measure: **Action Item:** **Stacey will check with Scott on whether or not we can send a follow-up request for surveys not completed.** The team discussed other strategies that could or would be implemented as a way to increase student's likelihood to recommend NCTC IT services to others and in turn recommend NCTC as a whole to others. - Incentives for students to complete Group Link surveys, and increase their use of Group Link in general were discussed. - It was suggested to that students could be entered into a monthly drawing for prizes. **Action Items:** - **Verbally tell students that they will be receiving the survey and ask them to complete it.**
- Create a card to explain how to log into GL. - Make sure that the student is always the contact for the ticket even if technicians create it themselves. - Create online survey for the Net promoter score to direct students to once their question/problem has been answered.

Adjourn: 4:00 PM