ITSGB Extra Meeting
January 16, 2016

The group did not want to wait until February to review the student survey results, so we had a one-off meeting to review the survey results and determine areas of focus. Here are the notes from this ad-hoc meeting:

Review Survey: https://drive.google.com/open?id=0Bxo_v1udTn1FNIE0NUdtM1IDUzQ
Service Rankings: https://drive.google.com/open?id=0Bxo_v1udTn1FR2xKWjhQQ2hzbms

Ideas for future focus:

+ Backup + Cloud Storage
  + What happens to storage when you graduate?
  + Easy backup solutions?
  + Cloud storage vs backup?
+ VDI, Loaner Laptops, Labs
  + Current state and plans
+ Wifi and Networking
  + eduroam
  + resnet issues
  + outdoor issues
+ Printing

February Meeting: VDI, Labs, Laptop Checkout, Etc

Some other notes taken from the commentary:
The survey is terrific. We should consider surveying every year, perhaps in the Spring.

We question the significant use of Lync indicated in table 12.

For frequency of use of google products, we should add Chat as another feature.

Campus Printing write up says:

Of those who indicated they rarely or never use campus printing services, 11 percent said they’d tried to use campus printing services and had difficulties, 6 percent said they didn’t know campus printing services existed, and 15 percent said they didn’t know how to use campus printing services.

What about the other 70%

Some members of the group think that adding signs by printers will help significantly.
Wifi:
Existing WiFi system is meeting their needs
Does WiFi plan include outside areas

There was one other note but I don’t remember what it meant. Anyone?
Send Google Drive List