IT Student Governance Board
University of Colorado **Boulder**

MEETING AGENDA AND MINUTES
May 8th, 2014
TLC 266

Action Items *(To mark an Action Item completed, select the checkbox (double-click), right-click, and select checkmark.)*

❏ Review surveys and determine recommendation

Attendees

Present:
- Chris - Staff - OIT - Going to NY for Broadway Shows (w/ daughter, et. al.)
- Daniel - GS - Computer Science - Getting married this summer!
- Ryder - Business Major, TAM minor - Going to London for a Finance Conference
- Bill - Grad Student Computer Science - Cruise to Alaska
- Austin - CS 4th year around for 5 - NetA pp job this summer - Germany Intl Supercomputing challenge
- Andy Sayler - Grad Student CS - Summer: Teaching Software Engineering CS3308

Agenda

Marin Stanek, OIT Director of Academic and Campus Technology, Communications and Support, will give us an overview of her area. We'll also hear from folks in charge of the new Student and Technology Application Training (STAT) effort as well as the established General Desktop Support service (AKA Bug Busters).

1. [9:00 am] - Introductions
2. [9:05 am] - Logistics, news, burning agenda Items
   a. Time is okay
   b. Post meeting we should:
      i. PDF the minutes and post
      ii. Write - Summary of items from last meeting, Position Statement if appropriate
         1. Andy will do last month's meeting
         2. We'll get a volunteer for this month's
   c. Yearly
      i. Consumer experience with IT Services
         1. More effective Feedback information channels
            a. Post comments for this group
         2. Every web site with comments?
            a. D2L profiles
3. [9:15 am] - **Marin Stanek**, Director of Academic and Campus Technology, Communications and Support, Presentation on Support Services in OIT
   a. Marin showed a presentation in Prezi format. (We'll include it in the minutes)
   b. Extra notes from Discussion during Marin's Presentation:
      i. Medialab in 2nd Floor SS corner - Atlas is available to all students

      ii.   Austin says it's hard to get in or use in Atlas
      iii.   OIT will review scheduling time
      iv.   Consider Walk-in times and Media Lab scheduling to be on CU Mobile App
  c. OIT Web site feedback button-
      i.   cutting down site content is "questionable"
      ii.   Some pages get you half way there
      iii.   Does suggestion form have a Captcha (which is not accessible)
  d. Individual Input
      i.   Proactive survey focused on Fac and Staff
      ii.   We (OIT) may be looking at creating a student survey
  e. This group should consider sending "Proactive Survey" to students
      i.   We should review surveys
          1.   OIT Proactive Survey
          2.   BFA Survey
      ii.   We should look at surveys
      iii.   Timing for student surveys:
          1.   A/B Tests perhaps on timing
          2.   One idea: Right after mid-terms
  f. OIT (and University-wide) Priority: Increase grad rate to 80% by 2020
      i.   Ideas that came up during discussion:
          1.   Time Management
             a.   Expand Lecture Capture usage
          2. **Automatically** add a calendar to Google Calendar for each student

4. [9:45 am] - Student technology services from OIT, **David Elrod** ~~and Tim Cowan~~
  a. General Desktop Support
      i.   OSX, Windows
      ii.   No Hardware (except RAM and Hard disk replacement/upgrades)
      iii.   Virus, Data Recovery, Setup, Reimage, Etc
      iv.   Installs via University Licensing
      v.   Not (detailed) application-specific help
  b. STAT - Student Training on Application Technology
      i.   Device Support (iOS, Android, Etc)
      ii.   OS Support (OSX, Windows)
      iii.   Google Apps
      iv.   MS Office
      v.   Adobe CS
      vi.   Suggestion: virtual availability - Submit something or real-time
          1.   Create YouTube channel
          2.   Or possibly available via Google Hangouts
          3.   Use Infographic as information
             a.   Keep all videos very short
             b.   Curate for non cu things
             c.   Create our own content for CU-Specific things
                i.   D2L
      vii.   When did this launch: Just now, but hard and heavy in Fall 2013
      viii. Possibly expand to student employees
  c. Group Feelings:
      i.   STAT - let's see how it works.

1. - timing may be wrong - 9 to 5
2. - STAT should be available longer

   d. **Needed: Easier Printing process**
      i. <mark>Action Item:</mark>
1. Have someone talk to this group about student printing services and plans
2. $10 per student - what is the actual usage
3. Can we get it used

5. [10:15 am] - Future agenda topics. Brainstorm on yearly schedule.
   a. **JUNE MEETING:**
      i. Student Printing and Labs
1. Overview, current usability, future
      ii. Student Survey
1. Official "Proactive" survey or Custom one based on Faculty Survey

   b. **FUTURE MEETING:**
      i. Policy discussion
1. Internet access as a basic human right
   a. Accessibility
   b. Security
   c. Network openness
      ii. IAM - (lower priority?)
1. How it works, roadmap
2. Policy Concern
      iii. Enterprise Services and Google]
      iv. Operations
      v. Messaging and Calendaring

6. [10:30 am] - Adjourn