



MEETING AGENDA AND MINUTES

January 16th, 2015

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



Attendees

Not Recorded

Agenda

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_v1udTn1FNlEoNUdtM1lDUzQ

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

1. Ideas for future focus:
 - a. Backup + Cloud Storage
 - i. What happens to storage when you graduate?
 - ii. Easy backup solutions?
 - iii. Cloud storage vs backup?
 - b. VDI, Loaner Laptops, Labs
 - i. Current state and plans
 - c. Wifi and Networking
 - i. eduroam
 - ii. resnet issues
 - iii. outdoor issues
 - d. Printing
2. February Meeting: VDI, Labs, Laptop Checkout, Etc
3. Some other notes taken from the commentary:
 - a. The survey is terrific. We should consider surveying every year, perhaps in the Spring.
 - b. We question the significant use of Lync indicated in table 12.
 - c. For frequency of use of google products, we should add Chat as another feature.
 - d. Campus Printing write up says:
 - i. *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.*
 - ii. What about the other 70%
 - iii. Some members of the group think that adding signs by printers will help significantly.

- e. Wifi:
 - i. Existing WiFi system is meeting their needs
 - ii. Does WiFi plan include outside areas
- f. Send Google Drive List