



MEETING AGENDA AND MINUTES

March 13th, 2015

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

- End of School year celebration?
- Bigger room next time
- Bill's presentation next month
- Dan Jones comes and talks about Accessibility efforts
- Request reply on Policy Statement (from Dan?)
- Policy statement on VDI/compute access - Austin on point

Attendees

Present:

- Ryder Dale - Undergrad - Business - Graduating in May
- Bill Casson - Grad - CS - Returning
- Austin Longo - Undergrad - CS - Graduating in May and going to Solidfire
- Claire Garrand - CoChair - Undergrad
- Andy Sayler - Grad - CS - Returning
- Chris Bell - OIT
- Jack Pierce - <See Below>
- Rochelle Scott - Presenter

Agenda

- 1. Introduction of Jack Pierce, OIT employee newly in charge of Student Technical Services.**
 - a. New OIT member of group - reports to Chris in Support, focus on fledgling "Student Services" effort
- 2. Need ITSGB Volunteer(s) to Present at CUSG Legislative Council**
 - a. Next School Year
- 3. Bill's class project using Student Survey Info**
 - a. Bill's class is going to data-mine the student survey data and present it to this group.
- 4. Review of Last Month's meeting**
 - a. Labs, Loaners, VDI, and More
 - b. Do we want to do anything with that information?
 - c. Do students need laptops?
 - d. Do students have laptops?
 - e. How do we increase student access to laptops?
 - i. Loaners?
 - ii. Discount Sales?
 - iii. Repair Center?
 - iv. Financial Aid?

- v. Laptops vs other Mobile Devices?
- vi. Hardware to support minimum set of services
- vii. Concerns:
 - 1. Students with broken laptop
 - 2. Students who cannot afford a laptop
- viii. Make easier to repair
- ix. Laptop Checkout
- x. Extra assistance for people to obtain their own hardware
- xi. Key factors of a new program:
 - 1. Accessibility
 - 2. Duration
 - 3. Timeliness
- xii. Possible recommendation from group
- xiii. Longer Term Loaner program
- xiv. Hardware repair service
- xv. AUSTIN WILL DRAFT FIRST VERSION and send out to group (Goal: two weeks)

5. OIT Communication Discussion with Rochelle Scott, Assistant Director of Communication at OIT

- a. Rochelle Scott - With OIT since 90s, CU grad, Asst. Dir. of Communications
- b. 2 Person Communication Team
 - i. Services
 - ii. Operations
- c. Twitter
- d. Only subscribed by students who already know it exists
- e. Lots of “ads”/”spam”
- f. Channels
 - i. (Pasted in from Rochelle’s presentation. Was reformatted at pasting)
- g. Example: MatLab
- a. OIT did the “typical” approach
 - i. CU Boulder Today
 - ii. OIT Web Site
- b. Group Brainstorms:
 - i. Emails with targeted subjects
 - ii. Group emails with VERY GOOD headlines
 - iii. Student Ambassadors - Peer - Face to Face
 - 1. Email to groups
 - iv. Departmental contact
 - v. Match up OIT services (and Software Licenses) to departments
 - vi. Add OIT message on Syllabus
 - 1. Suggested text from OIT
- c. Rochelle - please keep us in the loop on efforts - contact at ro@colorado.edu