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