



## AITC

### MINUTES OF THE MEETING OF FEBRUARY 16, 2018

*Approved: [March 2, 2018]*

#### **CALL TO ORDER:**

The Chair called the meeting to order at 12 noon

#### **ROLL CALL:**

Roll was taken.

Voting Members: Clarke, Coleman, Dahlquist [absent], Gonzalez [absent], Kaplan [absent], Keegan [absent], Markovic [represented by Diego Bonilla], Moore, Norris [virtual], Stark

Non-Voting/Ex-Officio Members: Heather [absent], Miller [represented by Jen Schweider], Perez [absent], Koropp, Singh [absent], Houston, Pokhrel, Hammersley

#### **GUESTS:**

Teresa Parker (IRT)

Ryan Jones (Social Work)

#### Open Forum

Ryan: Master of Social Work application issue

Ryan informed us that application to the Master of Social Work (MSW) went online recently and that there were a number of problems that the committee should be aware of. The online application utilizes the OnBase platform with a Unity client. On a desktop it works fine, but over the web there is a problem, namely that the OnBase “times out” before an applicant has time to fill out the entire (lengthy) application. The reason is being resolved but the underlying issue was that Social Work got IRT to do all of this in a hurry and as a consequence there was not enough time to really do proper user testing. The lesson is that it is important to build a strong testing phase into the planning process before rollout, to prevent this sort of issue for others.

Diego: SmartPlanner

Previously Diego had reported that faculty had been quite pleased with SmartPlanner. Upon closer analysis he has found that some are happy with SmartPlanner but others are frustrated. Most importantly, he notes that those that had a bad experience initially were “tainted” by their bad experience, and many were reluctant to try the product again.

Rachel Clarke: ITCs and SSWD accommodations

Previously we had discussed the fact that some areas on campus contained insufficient or no proper resources for students with disabilities, e.g., JAWS reader on computers, etc. Last meeting Binod reported that all ITCs had been informed that they needed to make sure their respective

environments were fully compliant. Rachel reported today that there was some uncertainty among some of the ITCs as to what constituted “compliant”, i.e., what needed to be checked off? Teresa is the new interim director of communication for IRT and she is working hard on communication issues; she will work with the ITCs to make sure that they are clear on what needs to be done.

**APPROVAL OF THE AGENDA: YES**

**APPROVED MINUTES OF FEBRUARY 2, 2017: YES**

5. Calendar Issue; Folsom Hall issue

Christine Miller sent us an email informing us that both of these issues had been resolved.

6. Mediasite outage

Mediasite was down on campus for roughly a day. This was the first major outage for this product. It turns out that the Mediasite servers were down all over the country so it was not a local issue. We are awaiting information from Mediasite as to the cause of the outage.

7. Makerspace involvement

Amy Kautzman sent an email in response to the query by Chair Coleman. She informed the committee that she was eager for faculty involvement in the planning stages of the Makerspace and was awaiting approval of the mechanisms from the President’s office.

8. Changes to Help Desk

[This was actually discussed during item 5 but is presented here to be consistent with the agenda]

Teresa Parker is the new person in charge of communication and responsiveness. She is working hard to greatly improve the responsiveness of things like the ticketing system and help desk. Ron noted that the ticketing system is much improved: it now issues a receipt promptly and the receipt no longer simply provides a “ticket number”, rather it summarizes the ticket issue. This makes it much easier to keep track of which issues are outstanding, and which issues are resolved.

9. Institutional Repository [Rachel Stark]

Rachel mentioned that there is currently discussion about institutional repositories for information. She was encouraged to provide us with more details at the next meeting.

10. Next AITC meeting will be Friday, March 2, at noon, in Riverside 3014.

**ADJOURNMENT:** The meeting was adjourned at 12:50.