

tech committee minutes 02-10-09

Minutes

1. Call to order
2. Review of previous minutes/action items
3. Set Agenda
4. Discussion
 - a. HelpDesk use policy
 - b. Student technical support
 - c. IT status Report

Committee Recommendations

1. OC HelpDesk should serve only faculty and staff
2. The OC HelpDesk email should not be able to be accessed only VCCCD accounts or other accounts that are registered in the portal
3. Students should access technically related help via the functional service provider, whether it be faculty, tutoring center, ambassadors, STEM center, or a FAQs webpage
4. A student help email should be created for Student Services
5. A Student Service rep should be available at each technology committee

Action Items

1. Determine the representation requirements at tech committee – Linda
2. Investigate and report on current Student Services support for technically related issues - Kitty
3. Generate report on Smart Classroom implementations – Nate
4. Speak with Student Services about representation - Nate

Agenda Items for Next Meeting

1. Finalize TaskForce memberships
2. Review Smart Classrooms

3. Examine HelpDesk efficiencies
4. Determine role of student representation