LMIS Meeting Minutes, October 15, 2009

Members present: Mark Cain, Jane Carlin [both Mark and Jane arrived after the CTO search meeting], Alyce DeMarais, Joe Granville, Pierre Ly, Jennifer Neighbors, Mark Reinitz, Wayne Rickoll. Visitors: Dan Burgard, Cindy Riche

M/S/P Approval of the minutes of October 1, 2009 meeting.

Chair Jennifer Neighbors reviewed the charges sent by the faculty senate. Some of the charges will be discussed in today's meeting.

1. Work in consultation with the Curriculum Committee to develop mechanisms to
       integrate information literacy programs throughout the curriculum.
2. Assist Technology Services in training and transitioning faculty to Moodle.
3. Evaluate the performance of the new Tech Help Line.

M/S/P Approval of the proposal to provide external hard drives to all faculty for the purpose of data backup. Alyce will take the proposal forward to the Budget Task Force.

Update from Cindy Riche on Educational Technology: Cindy provided a great overview of Educational Technology (ET). She noted the main focus of the ET group is to support educational technology across campus and directed us to the group's Web page: edtech.pugetsound.edu. She described personnel reorganization and new hires, including Scott Lamb (digital media services manager), Kyle Cramer (ed. Tech. for the humanities, and a new position to be filled soon (ed. Tech. for the social sciences). Cindy highlighted a number of services and features of ET including CMS Web site consulting, video services, and electronic classroom support.

Regarding electronic classrooms, Wayne wondered about decisions regarding screen placement in electronic classrooms (many rooms have screens directly in front of the white/chalk board). Cindy noted that ET is working with Facilities Services and others on planning for new buildings/rooms. Alyce noted later that we can work with faculty, ET, and facilities to reposition screens if possible. Mark questioned why ET provided support for all aspects of electronic classrooms *except* the computers located in the rooms. This can be awkward for faculty and other users of the rooms as well as the support staff. Dan asked about wireless connections to projectors. Cindy noted that the technology exists (Bluetooth) but there are substantial problems associated with using the technology, especially with video feeds, so we are not implementing this now. We will be upgrading the projectors as the technology improves, as funds allow, and with new construction.

Cindy discussed the ongoing conversion to Moodle as our Learning Management System through an "organic change model." She noted that all courses are now automatically loaded into Moodle, via registrar data and faculty are welcome to begin using Moodle. LMIS members can assist with the migration to Moodle by spreading the word. The goal is to have all faculty using Moodle by December 2010. The committee encouraged Cindy to publicize, and stick to, this deadline.

The committee agreed to spread the word about the organization of and services offered by ET. Jane noted that the library has linked to ET (and other support organizations such as the Center for Writing, Learning, and Teaching) on the library Web site.

Information Literacy Integration throughout the curriculum is one of the topics of interest to the committee, and one of the senate charges specifies to work with the Curriculum Committee to develop mechanisms to accomplish this. We developed a working group to begin work with the Curriculum Committee (Jennifer Neighbors, Jane Carlin, Alyce DeMarais). Mark R. asked what the end product of this work will be. Jane suggested we will develop materials, to take to the Curriculum Committee, that address integrating information literacy throughout the curriculum. These materials may include addressing information literacy in department/program curriculum reviews, including information literacy in the Curriculum Statement, etc. Mark R. asked about the process for curricular change and Alyce gave a brief overview of the process including taking any suggested changes to the curriculum statement to the full faculty via the senate.

Discussion of Tech Help commenced at 10:00 a.m. Briefly, Mark Cain reported that tech help is getting better but the company must achieve certain service levels, including in user satisfaction, by the end of 90 days. Mark C. noted two areas of concern:

1. Satisfactory resolution of 75% of all calls (currently at 52%).
2. Cultural fit with Puget Sound (quick, personal resolution)

The company is running their own satisfaction surveys and Technology Services may conduct their own surveys. Mark C. noted that Technology Services is "as concerned and dissatisfied as you are" and is committed to resolving the best tech help environment for Puget Sound.

Respectfully submitted by Alyce DeMarais.