April 17, 2013 – FLITE Technology Meeting Minutes

Chairperson: Scott Garrison

Present: Scott Garrison, Josie VanAvery, Kristy Motz, Kriss Tessin, Randall Schroeder, Mike Johnson, Rick Bearden, Leah Monger.

Topics for Discussion

Student complaints regarding FerrisWiFi on social media – Randall
Randall noted that he and Emily have received complaints through Twitter as well as the suggestion box about FerrisWiFi and that it is not reliable. There are frustrations regarding this issue with confusion between public and FerrisWiFi.

Kriss noted that he could discuss with the IT department to perhaps come up with a solution.

Scott suggested placing an article in the Torch paper explaining the wireless at FLITE. Kristy suggested that she could share the wireless information with orientation leaders and the FSUS instructors.

Mike noted that he is not aware of any particular outages but he would take this information to his next meeting to inquire as to what might be the problem.

Rick noted that there have been LDAP drops (authentication) lately that has created problems with access to MYFSU, etc.

Action: Scott will contact the Torch to assist with communicating the confusion between public and FerrisWiFi as well as other coming changes to FLITE.

Email/Calendar System - Leah
Leah voiced concerns regarding the evaluation of the systems under consideration and noted that the evaluation process is somewhat flawed. John Urbanick has requested both the Microsoft and Google groups to return to Ferris to answer Ferris questions. The various subcommittees will have time to meet with the two vendors. There is a meeting for the entire committee group on Friday, April 19. Leah noted that they will need to have some sort of local server as well as the cloud. She also noted that faculty, staff, and student email all need to be on the same domain and that currently, Google is handling all external mail for ferris.edu by routing student mail to Google and faculty/staff to Lotus Notes.

Other business/roundtable

BRCL Update
Scott has a list of questions from Ken Plas that need to be addressed in order to set up the contract.

Kriss noted that the BRCL is awaiting all aspects of the new renovation and the move to come together.

Room 405
Scott noted that Andrew mentioned that there were Skype audio and Tegrity issues in room 405 but that it is at about 95% complete. Also noted was the open houses coming up next week when the FCTL will host a FLITE 405 Open House for FLITE personnel and building partners on Monday, 4/22/13, from 2-3 PM and on Tuesday, 4/23/13, from 10-11 AM.

Action: Josie will send a reminder to FLITE/FLITE Partners.

PaperCut
Rick noted that we are in the bug resolution mode. He also noted that we need a license adjustment follow up but the printing, copying, and fax are working well. Complaints seem to be minimal but some students didn't understand that they could transfer value to accounts because somehow they missed the communication.

Scott noted that we should make more of an effort to advertise changes within the library with the Torch paper and other avenues so we may reach more students.

Mobile App

Leah inquired as to whether the mobile app was updated.

Rick noted the shifting of books makes it hard to advertise the mobile app and we need to reach a steadier state before advertising too widely.

Action: Kristy and Rick will check with Mari on whether the maps are up-to-date for updating on the website.

PC replacement

Mike noted that IT is at 80% complete campus wide and working at the target completion of May 3. Also noted is that PCR '14 will start in the summer with the units who are here in summer (A&F, etc.). AcAf will wait until fall when the faculty is back.

Discovery System
Leah noted that Emily will be implementation manager and she will be attending an Ex Libris tech seminar. All documentation is completed and the purchase order is in process.

Sierra
Kriss noted that he is correcting bug fix requests with Sierra as they come through and expecting bundle 65 and a new version soon.

News Items:
Scott mentioned that all items need to be sent to Kristy and Randall for site, Facebook, Twitter, etc.

Springshare:
Randall noted that Emily received a note from LibAnswers and the products are set up. They now need to figure out how to start working with it. The domain is askflite.ferris.edu.

Scott noted the next meeting will be in 405 if available.

Next FLITE Technology Meeting

May 22, 2013 / 10:00-11:00 a.m.