

## **ITS Staff Meeting – May 2, 2013**

Present: Jim Cook, John Urbanick, Jennifer Thede, Ralph Williams, Susan Cherry, Scott Thede

Absent: Jim Maat

### **Residence Hall Wireless Update - John**

Craig Roach, Dave Coleman, and students and employees from Housing investigated the wireless issues in some halls having trouble. The results of the investigation are to: replace equip in closets to improve speed; replace any older wireless technology in the rooms. The students have various personally owned devices in hall conflicting with our wireless; IT will work with Housing to remove that in halls we provide managed wireless. We will figure out ways for more communication/education for students so they know how to select the fastest wireless; also going to visit the Bradford restrictions we have in place. A good living environment for students makes them want to be here, and we need to educate them more on the technology available. They target halls for this work are Taggart, Ward, Merrill, Travis, Brophy, McNerney.

### **Orientation Readiness - John**

John told the group that Orientation will be moved under admissions instead of the dean of student life office. Jason Daday will be in charge; John asked John Duman in STS to reach out to Jason to make sure STS is in sync with the Orientation activities and assisting where needed. EAS should think about refreshing servers and applications services so they are at top speed and ready for the many students who will be use the technology during orientation. Susan is finishing 3 brochures for STS communications.

### **New PC Replacement strategy - Scott**

PCR is at 95% completed; waiting on some faculty and others to finish their computers. For PCRFY14, the warranty expiration date used is June 30, 2014; there will be about 260 computers. This summer will be focused on non-academic affairs computers, which is about 100. The goal is to have all the non-academic affairs computers finished in early August and the academic affairs computers will be done in December. Notifications and delivery of new computers will be timed closer together.

### **Emergency Messaging Update - John**

Jim Maat and his team have been evaluating emergency messaging along with other departments at the University. The product selected was RAVE for text msg, social media, web updates, voice to text, broadcast msgs, email and more. You can use RAVE to deliver the message to many of channels with one interface. The product integrates with Banner and Active Directory. Jim Cook said this would be a good topic for a Learn & Lunch; John said we could present on it in fall.

### **IT Satisfaction Survey Review - All**

Scott went over the survey results. 428 surveys were completed; taking the survey took about 5 minutes for most people. Response groups: Faculty and staff are the ones who responded most; majority were from Acad. Affairs with Admin & Finance being second. Arts & Science has responded the most out of the colleges. Overall stats: IT service has improved from last year. It is important to note that one of our internal goals was to stop the downward trending in customer satisfaction. And thanks to all of the employees in the department we have turned it around. Great Job!!!

### **All IT Services Mtg - All**

This is scheduled for June and the theme may be celebrating our successes!

## **ADJOURNMENT**