



Committee Name:	<i>Learning and Research Technology Workgroup</i>		
Date of Meeting:	<i>October 1, 2021</i>	Time of Meeting:	<i>9:00 – 10:00</i>
Location:	<i>Zoom https://calpoly.zoom.us/j/6376243894</i>	Minutes Prepared by:	<i>Sarah Jones</i>

Attendance at Meeting

Present

Sean Hurley, Chairperson, CAFES	Alison Robinson, AVP for ITS	Bruno Ribeiro, CLA	Gregory Scott, CSM
Heather Cribbs, Library	Scott Hazelwood, CENG	Yongcheng Zhan, OCOB	Patrick O’Sullivan, CTLT
Trish Brock, Director of Research Compliance	Keri Schwab, CAFES, Academic Senate	Sarah Jones ITS	

Absent

Joe Cleary, CAED			
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Meeting Agenda

- Welcome and Introductions
- Approval of June meeting notes
- Solicitation of any computer issues that have arisen since the beginning of the quarter
- Update regarding the ITS centralization transition
- Key future agenda items for the committee

Meeting Notes, Decisions, Issues

- Welcome and Introductions
- Approval of June meeting notes: Gregory Scott approved the minutes with Heather Cribbs seconding, all in favor.
- Solicitation of any computer issues that have arisen since the beginning of the quarter
 - a. WiFi issues in several buildings. Alison confirmed the vendor identified a bug in the operating system, a workaround was put in place. The patch will be applied in the next few weeks.

- b. Student noted issue in virtual lab. Unsure if the problem persists. Alison suggested reaching out to the help desk located in the library for this type of issue. If the problem persists Gregory to reach out to Alison.
 - c. Internet ports in offices. Alison confirmed there should be one active port in every office, if port is not active user should submit a ticket for assistance.
 - d. Campus Pass discussed. Overall, the system is working well, it is difficult to check each person and students are known to use a friends pass. A request was made for a roster. Alison reviewed the technical requirements for this request and advised the committee that the development task for this request is heavy. It was suggested that Patrick pass this request to the Provost for prioritization.
 - e. ITS staffing discussed. There are 27 vacancies in ITS: 10 vacancies in zone support, 10 analyst programmer vacancies, and 7 mix of leads and other roles. ITS is currently recruiting and will be offering remote work.
 - f. Class schedule and student photo location discussed. Committee members confirmed these items are in My Portal, Academics tab, no change from prior years.
 - g. Overhead projection units being left on. This issue can be added to the Staff/Faculty weekly newsletter.
 - h. Alison presented [Web and Support Center Metrics infographic](#) to get an overview of the Cal Poly community's engagement with web resources. There have been 3,500 tickets closed, 4.88 customer satisfaction (388 responses). Zone support is currently working on staff to provide Sunday hours and eventually evening hours as well. Link to Support Center provided in Chat: <https://calpoly.atlassian.net/servicedesk/customer/portals>. Committee asked about access Support Center directly from My Portal. See action items for Alison to get clarity to provide to the group.
- Update regarding the ITS centralization transition: Alison provided update. As of 7/1/2021 appropriate administrators changed. Now ITS is beginning the process of coming together as a new organization. This includes onboarding, inventory collection, as well as creating a risk and opportunity matrix. IT staff have come together to make sure things work for faculty & staff. ITS is working to implement Service Desk ticketing system across all groups/divisions, the data collected in Atlassian will help in resource distribution. Management roles (4) have been filled by on-campus IT staff (not employed by ITS before centralization) furthering career growth at Cal Poly (Arthur Hubner (CSM), Bobby Walls (Student Affairs), Jarrod Plevel (CAFES), Lynne Harrington (Academic Affairs)).
 - Key future agenda items for the committee
 - a. Research Computing - Cost center for campus computing. Alison advised that a consultant was hired to assess the cost of ITS services to assist in the establishment of rates. A&F needs to sanction the rates before they can be used for auxiliaries, research, etc.
 - b. Laptop support for students (BYOD). Bruno is currently speaking to CLA about this. BYOD roadmap needs to be built. Alison advised the committee that network speeds depend on wiring; infrastructure/network improvements are at a funding request status.
 - c. LTI subcommittee. Patrick would like a workgroup/subcommittee to look at requests quarterly.

Action Items

Action

Provide clarity around accessing Support Center from My Portal. Message in News Bytes re: SMS & Support Center, change to occur 10/7.

Alison

X

Next Meeting

Date:

November 12, 2021

Time:

9:10-10:00