Learning and Research Technology Workgroup
Meeting Notes
Friday, February 1, 2019
Education, Building 02, Room 024 at 9:10 – 10am

Present:	Patricia McQuaid, OCOB	Bruno Ribeiro, CLA
	Andres Martinez, CSM	Scott Hazelwood, CENG
	Patrick O'Sullivan, CTLT	Alison Robinson, AVP for ITS
	Jennifer Klay, CSM	Kathryn Hammer, ITS
	Jeff Nadel, CENG	Jesse Vestermark, Kennedy Library
	Teresa Cameron, OCOB	Shannon Joesting, ITS – Guest
	Peter Schlosser, CLA, Academic Senate	Amy Schwartz, ITS – Guest
		Dale Kohler, ITS - Guest
Absent:	Catherine Hillman, CTLT	Thomas Gutierrez, Physics Dept
	Cesar Torres Bustamante, CAED	Sean Hurley, Chairperson, CAFES
	Colleen Twomey, CLA	Gregory Scott, CSM

Next meeting: March 1, 2019 at Building 02, Room 024
9:10 – 10am

I.   **Approval of Meeting Notes from January 2019**
Pat McQuaid moved to approve January 2019 meeting notes and was seconded by Andres Martinez. Approved.

II.   **IT Services Service Catalog**
Alison Robinson introduced the service catalog effort that is underway in ITS. The project has both a service catalog and web component. Shannon Joesting, with ITS, described the current status of effort; the team is conducting a survey to validate personas and how users prefer to interact with the Service Desk. Faculty are invited to join a focus group if they would like to be more involved in the project. Discussion continued about Faculty's goals on campus and preferred methods of interacting with the Service Desk. Chat is becoming increasingly popular across tech. Feedback was provided about the current ticketing system. Online support on the weekends would be helpful for online classes. Workgroup members are encouraged to forward the email link to the survey to other Cal Poly Faculty and Students. The survey deadline is Wednesday, February 6th.

Shannon and Amy Schwartz, with ITS, can return in March to share examples of the design. The target schedule for first roll out is early Summer 2019.

III. **CCR Program**

The program focus shifted in the past year to better align with funding and campus needs. Dale Kohler, with ITS, described ITS' role in the program. ITS helps facilitate ordering, budgeting, and distribution to the colleges. Budget allocation is based on FTE Faculty per each college in the Fall Quarter. There are three order cycles per year and eight computer models available to Faculty. Each college determines how to administer their allocation and which computer models (of the eight in the program) are available to Faculty. Each college also determines the replacement eligibility for Faculty in their college. This year, $700,000 was provided for computer replacements.

Discussion continued about classroom technology and the ideas that are being explored.

IV. **Continued Discussion about the LMS**

There was some discussion about how to proceed. Feedback from CLA that Faculty's excitement about a change may depend on the benefits and advantages of the change, and level of effort on the Faculty's part. Conversation continued about how to present a change in a business case, i.e. cost and savings, California community colleges use the same LMS, simpler to support, etc. Will Faculty have an option to preview LMS options in a sandbox or video?

Next steps (carried over from January 2019):
1. Determine which platform Faculty can use to look at a new LMS.
2. Need to make a case for looking at a new LMS. Questions about who presents the case? CTLT can help get faculty-support. Topics that surface in Learning and Research can be taken to the Information Technology Management Council.

V. **Next Meeting: Friday, March 1, 2019**