Meeting was called to order at 1:32 pm

In attendance:
- E. Borkowski, M. Parlett-Sweeney, F. Davis, A. Morris, R. Koopmann, S. Cotter (proxy for A. Ramasubramanian), T. McFadden, K. George

Absent:
- A. Major ’12

1. Review and approval of Minutes from 4/22/2011

2. Review of E-mail Archiving Policy and FAQ
   The committee reviewed the draft message on “E-mail Archive Timeframe Change” and the email archiving FAQ document. The College’s Counsel has advised shortening the period for archiving email from the present one-year period to six-months. The change is being proposed in order to make the retention period align with the current backup period. Before this change can occur, the Records Retention policy has to be officially changed. The draft message is what Dean McCarty and Ellen Borkowski propose to send out to campus regarding the change.

   Felmon and Tom raised a question about the answer to Question 1 of the FAQ which states that though archived email will be deleted after the (new) normal (6 month) retention period, email in individuals’ e-mail accounts will not. The point of their question was that it should be made clearer that the archiving policy affects e-mails messages maintained on ITS servers; messages retained by an individual (to a personal folder, for example) may be subject to e-discovery if the individual is subpoenaed.

   Ellen agreed to consider adding such clarifications to the FAQ. The draft email message raised no issues.

3. Moodle Update
   Mary provided an update on the Moodle pilot by handout a set of pretty graphs summarizing results of polling the pilot participants. The survey compared Moodle with BlackBoard on such aspects as 'ease of navigation', 'flexibility', etc. Without exception
Moodle won higher scores on all of the measures. There were some users who preferred Blackboard but the indices showed overwhelming approval for adopting Moodle.

The Committee agreed with ITS's proposal to proceed with a roll-out of Moodle.

Mary talked about several types of roll-outs to consider but for now ITS favors deploying Moodle for certain departments, perhaps Chemistry, Mathematics, Biology or Physics, with a large number of faulty and team-taught courses. Additionally, the initial departments will have members who participated in the pilot. Since there are only two instructional technologists to support Moodle, having pilot participants available to assist their colleagues will help the roll-out go more smoothly. And dealing with a subset of the faculty (70-80 individuals) will be less overwhelming than an campus-wide roll-out.

It is expected that the roll-out will begin in Fall term 2011. Individuals outside the selected departments can request access on a first-come-first-served basis but should not expect support until campus-wide deployment has commenced. Deployment on non-academic sites such as liaison committees, tenure committees, job search committees, will come later as the security issues are worked out.

The roll-out will be announced at the upcoming Open Forum and by email. Ken offered to open a link on the faculty/staff 'gateway' on the College web page which will direct users to information about the Moodle deployment when/if ITS requires it.

4. User Support Survey/Initial MISO Survey Results
Results from the User Support Survey were reviewed with few surprises. Areas assessed included “Support for Office Computer,” “Support for Research Computer,” “Classroom Support,” “Help Desk Support,” satisfaction with “Last Contact with ITS” and other areas. Mary expressed some satisfaction with the ratings overall but sees room for improvement; she expressed particular concern with ratings for “Classroom Support” which garnered a bit more than 15% on 'Adequate' and almost 10% on 'Poor'.

Mary also presented initial results from the MISO (Merged Information Services Organizations) Survey which “measures how faculty, students, and staff view library and technology services in higher education” (http://www.misosurvey.org/2011/05/call-to-participate-2012-miso-survey/). One area of the survey focuses on the technologies used in class and there seems to be an increased desire to use clickers, wikis, portfolios, online quizzes, etc.

One question on the survey looks at how often people back up their data. Andy surmises this may be prompted by the ease-of-use of Apple's Time Machine software.
5. New Business
   - New division representatives will be elected at Division elections held in May and June. Felmon Davis (Division I) and Becky Koopman (Division 3) will be replaced.
   - Ellen asked when the faculty co-chair was selected; this will occur at the first meeting of the Fall term.
   - Ellen will be contacting Student Forum about enlisting another student representative.
   - Since there had been no time during the term for the “Open Forums” which had been discussed previously, ITS has decided to host one of the Happy Faculty Hour events if there is still an available Friday. If possible the event will be held in the ITS offices. Mary and Ellen will see what can be scheduled.

The meeting was adjourned at 2:32 pm

Reminder: LCACT website:  http://minerva.union.edu/accsc