Meeting was called to order at 12:57 p.m.

In attendance:
- J.Boggs ’18, E. Borkowski, T. Buma, N. Letourneau ’18, F. Maloy, D. Mosquera, G. Reich, S. Sargent, D. Snyder

Absent:
- none

1. Review and approval of Minutes from 02/09/2015
   a. In section 2b, need to take out the reference to Physics.
   b. The 02/09/15 minutes are approved with the requested change.

2. MISO Survey results
   a. A Committee member commented that the MISO survey is quite lengthy. Can ITS/Library look into allowing a participant to stop the MISO survey, save it, and come back later to finish? There is also no sense how long the survey is when one starts.
      i. The MISO survey instrument is run out of Bryn Mawr and they use a software product called Qualtrics. The MISO survey combines the evaluation of IT and Library services together. Faculty, staff, and students get a separate tailored survey. ITS/Library can inquire with Bryn Mawr about the additional functionality requested (i.e., stopping/coming back later, a progression bar). In 2011, when ITS/Library started using this survey instrument, every question was used and the survey was significantly longer. It was shortened in 2013, when the survey focused in on “importance” and “satisfaction” questions—e.g., what areas are important to you and are you satisfied with those services?
   b. The MISO Summary page handout is modeled after Connecticut College’s data display model that highlights services used most often, most important satisfaction, and highest satisfaction. However, asking faculty frequency of use isn’t necessarily helpful. A faculty member could use something once, but using it that one time may be extremely important. This summary page is what could be posted publicly on the ITS website.
      i. This Committee can internally review the “lowest satisfaction” data. ITS/Library could pull out the top ten computing and top ten library items in terms of importance and satisfaction for this group. It is agreed by the Committee members that this is a good approach.
ii. Does ITS have a sense of wireless satisfaction? One Committee member was using the network in December when the students were gone and was experiencing problems with the network. ITS is aware of the issues and sometimes problems “with the network” are hard to isolate as there are many factors involved. New equipment has been ordered and the bandwidth will be upgraded.

1. One of the challenges for ITS is that students aren’t sending ITS complaint emails, or there is an assumption that things are okay. ITS needs to get the message out that students need to contact ITS when there are problems.

2. Are students’ hitching on to Union’s network with their personal mobile devices? Yes, students’ devices, like their phones, are connecting to Union’s wireless network as they walk around the campus.

3. Does ITS have a sense of what our infrastructure looks like here compared to others? When Ellen first got here, Union was in the bottom third regarding the number of available wireless access points and total available bandwidth to the Internet. An outside firm was hired to do a full review of the network and eight different configuration recommendations with costs resulted from that review.

   a. The most critical need was addressed first—a new student network in the residence halls. This was done through a partnership with Apogee. However, ITS has not heard much from students. One of the student reps replied that sometimes the network in the dorms is spotty, but he has not contacted Apogee. He will encourage other students to complain when they have network issues.

   b. An additional three Network loops were also recommended from the review. ITS was able to get one Network loop through a strategic plan implementation grant so College Park Hall now has network redundancy in place with the loop.

   c. Regarding the MISO Summary page, does the Committee think ITS should put this data up on the ITS website?

      i. It doesn’t say much. The only thing we should address are the statistically significant movements in the data. There is no indication of what really needs to be addressed and what is fluff. Does ITS have spreadsheets? The data needs to be analyzed further to measure significant statistical changes. The number of responses is crucial for that determination. There were 116 faculty that responded.
d. One Committee member inquired if there is a reason to preserve collapsing Library and IT service evaluation into one survey?

   i. For Frances, it gives her data as a new person–where do I start? Bryn Mawr does all the legwork compiling the data. There are other survey tools – TechQual or LibQual – that we could possibly use, but with the current MISO survey we can compare data across participating schools. MISO does provide a spreadsheet for longitudinal data. ITS/Library will do more to see if we can get better representation of some key areas.

3. New Business: none

The meeting was adjourned at 1:49 p.m.

Handouts:
   • Draft of minutes from 02/09/2015 meeting
   • MISO Summary page examples

Reminder: LCACT website:
https://its.union.edu/about-cio/committee-academic-computing-and-technology