

University of Minnesota Morris Digital Well

## University of Minnesota Morris Digital Well

---

Planning Committee

Campus Governance

---

3-25-2015

### Planning minutes 03/25/2015

Planning Committee

Follow this and additional works at: <https://digitalcommons.morris.umn.edu/plan>

---

#### Recommended Citation

Planning Committee, "Planning minutes 03/25/2015" (2015). *Planning Committee*. 70.  
<https://digitalcommons.morris.umn.edu/plan/70>

This Minutes is brought to you for free and open access by the Campus Governance at University of Minnesota Morris Digital Well. It has been accepted for inclusion in Planning Committee by an authorized administrator of University of Minnesota Morris Digital Well. For more information, please contact [skulann@morris.umn.edu](mailto:skulann@morris.umn.edu).

## MINUTES OF THE PLANNING COMMITTEE

25 March 2015

**Present:** Jon Anderson, Michael Eble, Jim Hall, Seung-Ho Joo, Sandy Kill, Brook Miller, Lowell Rasmussen

Chair Jon Anderson called the meeting to order at 1:02 pm.

Minutes of the 17 March meeting were presented. M/S to approve as amended. Motion Passed.

Visitor: Mike Cihak, Instructional and Media Technologies

- Mike presented via PowerPoint explaining:
  - The Mission Statement of Instructional and Media Technologies
    - IMT at UMM unites academic programs, modern technology service and end user support to accommodate physical and digital learning environments to the teaching and research mission.
    - We accommodate physical classrooms, online learning, with technology (modern, if not state-of-the-art) to provide services to accommodate students and faculty.
  - Six primary service roles:
    - Equipment check-out and support
    - Support venues off campus for academic and nonacademic activities
    - Management of the Help Desk
    - Instructional Technology for teaching and learning
    - Media Production and webcasting
    - Technology for learning spaces (classroom technology)
- What IMT does and what it's asked to do:
  - Equipment support, such as for the Music Discipline Recital Hall
- Question: What contacts do we have for electronic recycling?
  - Jim Hall: We send all to TC campus – they have a source.
- Question: Do we have a contract with Mobiz or some such service vendor?
  - Yes, especially warranty support. Also have vendor support.
  - We also have an engineer on staff.
  - Noncomputer waste goes through campus recycling.
- Help Desk: First point of contact. Support for all kinds of questions.
  - It's a Service Now system
  - Hours of operation: 8:00-4:30, but service is evolving; service hours will be extended with the advent of the Learning Commons.
    - Question: Relocate Help Desk to the Learning Commons? Are there other opportunities for extended hours of service?
    - Consider the Coffman Union Help Area – called the “Tech Stop”; has extended hours.
  - MC: There is a location issue; we don't want to have help desks everywhere. Also, average staffing would be 2.5 FTE – we currently have 1.0 FTE (inadequate!)
    - Consider that there are 2 devices per person on this campus; we get calls about all of them.

- Wherever the Help Desk is located, there will be a presence in the Library – Help Desk services is the Main Area for Growth
- Back to Service Now:
  - Questions could be anything; e.g., “How do I make an appointment with my advisor?”
  - Are these calls recorded? Does anyone look at these?
  - We have ongoing analysis, and can see trends developing; e.g., what are the top 5 things on each shift? These things are monitored and available to all Help Desk personnel
  - Analytics covers campus broadly for trends and needs.
  - Could we leverage Twin Cities for certain types of calls?
  - Help Desk does preventive as well as break fixes.
- IT Teaching and Learning:
  - Lecture capture, Recording Strategies, Grading, etc.
  - Maximize Faculty time with students
- Media Production and Webcasting
  - High Definition video production
  - Webcasting
  - Distribution
  - Closed Captioning is emerging
  - Faculty using media production for class assignments
- Digital Media Lab
  - Students are great consumers of technology
  - Visualize, synthesize, develop, promulgate
- Could Moodle be available on cell phones?
  - Yes, in Kaltura, but there are some exceptions.
- How to charge for services?
  - Academic work is priority. For outside projects there is a charge.
  - PBS/Pioneer Public Television is charged for services. All productions have our logo. Income goes into infrastructure.
  - Athletics: some sort of cost recovery – time is limited
- How does Media Production serve nonacademic campus customers?
  - An example is providing equipment support for Studio Arts. Maybe IT owns the equipment and manages it.
  - We have black room, green screen, white screen, etc.
  - We have a mobile unit for live-stream and on-demand; e.g., public lectures, sports, etc.
  - Promo videos on YouTube (there have been some small efforts by U Relations) – IMT can produce these
  - UMTC is pushing the use of YouTube – Kaltura may not be the answer
  - Public Lectures: all are recorded with Permission Agreements signed – especially where there are research issues.
- Question: We are the Planning Committee, so what is your opinion of how technology is changing and how Higher Education uses it?
  - Students are using their own devices instead of lab machines
  - IMT sees more support for personal devices
  - But we still need labs for specialized software. Digital Media Lab has 12 stations, shared storage
  - So, how do we collaborate with personal tech?

- Use University network – but How? First, we need all campus communications to be digital. Ultimately, we could have interactive classrooms.
- Jim Hall: MCSA forum: Computer labs are going away slowly, especially general use labs. Specialty labs have specialized software and a central machine that can display on the individual's screen. Virtualization using the Cloud. Active learning classrooms.
- Question: Is there a new version of Moodle coming? Will it have collaborative capability?
  - MC: It's evolving.

Jon A. will talk more with Mike Cihak.

Meeting adjourned at 2:02 pm.