

Faculty Senate Meeting Minutes
Monday, February 2, 2015, 3:30-5:00
STC Boardroom, Faculty Senators

- Call to Order—Dana Cotton, Bethany Blankenship, Kurt Steadman, Mike Morrow, Megan Chilson, Beth Weatherby, Susan Briggs, Glenn Bodish, Karl Ulrich, Tyler Seacrest, Estee Aikin
- Approval of minutes from January 20—Kurt moved to approve the minutes. Tyler seconded. The minutes were approved.
- New Business
 - Communications from Administration
 - Questions fielded by Chancellor Weatherby
 - During your interview, you said you'd need more context before making decisions. How do you plan to gain this context, and how long do you plan to observe/take input until you take action?
 - What is your timeline for changes you've already pinpointed as needs? As a follow up, what is the outcome for changes in IT Dr. Evans implemented during her time here?
 - January to June timeline—Scott Wade resigned as of June 30 and is training Dustin Ward on the IT infrastructure. New hires are under way.
 - July to December timeline—Chad Baver will be appointed the new director of IT. One gig bandwidth is expected by fall. See Appendix A.
 - How will you incorporate a needs assessment while considering administration restructuring?
 - The Assistant Provost position has been filled with an interim hire for well over a year. Do you envision hiring someone permanently for the position or restructuring the position of Assistant Provost to serve a different purpose?
 - The Dean of Outreach position has recently been vacated. How do you plan to hire or restructure that position?
 - First Reading CPs 21-30

- Short-term Faculty Housing Proposal—tabled until the next meeting
- Unfinished Business
 - CPs 17, 19, and 20 (S. Roberts)—Bethany moved to approve, Mike seconded. CPs 17, 19, and 20 passed.
 - Bylaws revisions Administrative Review and other edits
 - Vote on these during the next meeting
 - Credit Policy Language update
 - How do we prove that we are meeting this policy?
- Good of the order/Q & A
- Adjourn—Kurt moved to adjourn. Estee seconded. Senators made like hats and went on ahead.

Appendix A

Information Technology Services Overview

Original: December 2, 2014

Updated: February 5, 2015

Mission – *Collaboration, Communication and Service*

Foster centralized technology resources and services with exemplary support for students, faculty and staff.

Philosophy

We strive to provide:

- Great customer service and environment that is inviting to students, faculty and staff.
- Open communication with students, faculty and staff.
- Creative technology solutions to enhance the execution of the university mission.
- Alternative solutions where possible, or suggest next step recommendations.
- Technology development at all levels to maximize campus efficiencies.

Technology Services Goals

The Technology Center is recognized as the place to go on campus, to get assistance with technological needs.

Our Reputation:

- Helpful, inviting, knowledgeable and credible.
- Seen for providing creative, helpful and sustainable solutions.
- Provide resources for self-help technology needs.
- Harmony with all other departments.

Our Service Goals:

- Facilitate technology support for integration into teaching and learning.
- Provide facility resources and equipment.
- Give input and recommendations regarding software purchases for employee and/or departments.

- Show how existing technology can be used to simplify work processes.
- Provide input/insight on technologies that can be used in the classroom.
- Improve administrative process efficiencies through support of systems automation, data interfacing and simplification of user systems.
- Provide where possible, easy to understand tutorials and self-help guides.
- Provide redundancy to critical campus technology with seamless support.

Category of Services

Institutional Services

- Equipment Purchasing (computer, mobile devices, Microsoft & Adobe)
- Department Software (limited support)
- Desktop Support
- Mobile Support
- Networking Support
- Communication Tools Support
- Telecommunications
- Shared Service Computing (network printing)
- Banner Support
- Web Support and Training
- Systems Data Integration Implementation
- Conference & Auditorium Room Mediation
- Computer and Device Security

Instructional Focused Services

- Video Notation Usage
- Online Learning System
- Classroom Mediation Standards and Prioritization
- Classroom Technology Tools
- Instructional Tools (mobile, design)
- Room Mediation Usage Support (STC, Conference, Classroom)

Administrative Focused Services

- Data Warehouse Support (enrollment, financial)
 - Data Integration and Systems Integrity.
 - Retention of Student Data.
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List of Services by Individual

Computer Technician

Bill Dwyer, Computer Support Specialist II

- Front line support of all sorts for faculty, students, staff, visitors
- Answer questions, direct people to answers.
- Support and maintain hardware and software in all mediated rooms across campus, and support STC, Library computers.
- Instruct faculty, students, staff in use of labs and equipment. Troubleshoot and solve problems with lab tech and equipment.
- Loan out cameras, audio equipment, projectors, video players, screens, computer and AV peripherals, instruct in their use.
- Deliver and set up AV equipment across campus.
- Provide temporary mediation for rooms: projectors, computers, sound, screens.
- Tech support for Great Room
- Instruct/assist students, faculty, and staff in connecting to UMW wireless
- Resolve student, faculty network login issues, wired and wireless
- Advise students, staff and faculty on personally owned computer issues.
- Administer proxy server for library databases.
- Administer Library front desk computers. Administer library staff computers; maintain specialized software library staff may have on their machines for their duties.
- Administer public computers for Library, STC. Administer classroom podium computers throughout the campus. Maintain loaner laptops for STC.
- Support Smart Board equipment throughout campus.
- Interface with Faculty concerning specialized software installs, upkeep, license maintenance in STC Labs.
- Informal consulting and tech support for Beier Auditorium sound system.
- Provide meeting space for the campus and the community
- Provide printing and scanners (STC 103), 104, 105 and lobby.
- Schedule the Calendar for lab use.
- Supervise STC student workers.
- Other duties as assigned.

Desktop Support

Tom Nickles, Computer Support Specialist II

- Order new computer and mobile computing devices
- Install new computer systems
- Recycle outdated computing resources
- Remove virus and malware infections
- Create and maintain campus computer accounts
- Provide shared network drives (departmental and personal)
- Restore data from shared network drives

- Move computer systems on campus
- Install new data jacks on campus
- Install and update standard computer system software
- Regulate the assignment of IP addresses
- Install and maintain unique software for departments
- Order and install printers both networked and individual
- Troubleshoot printer problems
- Install external peripheral devices
- Troubleshoot and repair computer system's malfunctions
- Maintain the campus infrastructure by supervising the acquisition, inventory and deployment of IT-related hardware and software.
- Other duties as assigned.

Computer/Technical Support (part-time)

Daniel Thornton, Computer Technical Support

- Supervision of the STC during required evening and weekend hours.
- Supervise student workers during work hours.
- Provide service and information.
- Supports various software applications currently used by the STC lab.
- Builds workstations and loads all needed software.
- Other duties as assigned.

Web Developer/Manager

Cory Creighton, Computer Systems Analyst II

- Lead the strategic direction of our institutions web presence through collaboration with campus departments. Manage design and develop web applications to meet project needs.
- System Administrator for CMS (Joomla!)
 - Account creation and access control management
 - Backup (application files and database)
 - Performance tuning (code and database)
 - Content Provider backup. Provide general, on-call web content changes.
- Server Administrator for web server running instances of CMS.
 - Maintain configuration for multiple site instances (Production and Development environments)
 - Manage server updates
 - Manage server services to meet application needs
- Information architect of navigation system and content strategy for institutions web content.
 - Work with content providers to recommend best practices in content development and usability
 - Provide content providers with content update notices

- User research to evaluate content gaps/needs
- Develop and integrate functionality into CMS (backend development).
- Design and develop the UX/UI of Joomla! websites (frontend development).
- Design and develop the UX/UI third-third party web application for integrated user environment (frontend development).
- Consultation role for proposed third-party web application. Help develop or manage the systems and meet the need for access control, backups, configuration and training when relevant.
- Other duties as assigned.

Systems Coordinator

Sue Brammer, Computer Systems Analyst II

- Telephone system management, including system security, user assistance and training, and coordination of telephone moves adds, and changes.
- Insuring proper maintenance of voice related user databases, including the central switch, voice mail (Meridian Mail), and billing (Tru Server).
- User assistance and training for the telephone system and Banner Student Information system.
- Business process analysis with the administrative offices on campus, such as Business Services, Admissions, Registrar's Office, and Financial Aid.
- Banner utilization assistance for the modules including both form-based and web-based self- service.
- Project manager/coordinator campus telecommunications wiring.
- Management of monthly voice and network monthly billing.
- Oversee campus directory.
- Assist with wireless network.
- Provide backup for DBA.
- Banner account administrator (Security Officer).
- Other duties as assigned.

Instructional Technologist

(Vacant), Instructional Technologist

-> In the process of being reclassified as a staff position.

- Develops, trains, and supports instructional technology solutions, related technology adoption and training materials for the purpose of providing faculty with tools needed to utilize technology in student learning.
- Supports the use of video, audio, textual, graphical and other electronic media in support of teaching, learning, research and administrative purposes.
- Prepares conference center rooms for events, equipment, chairs, and power lines.
- Moodle technical support administration.
- Creates tutorials, webcasts, podcasts, videos and other digital artifacts.

- Provides customer service in all activities such as circulation of media items, overseeing customer support functions, maintenance operations and the help desk.
- Develops and teaches technology workshops on technology topics.
- Works with the Web Manager to develop and implement web design.
- Other duties as assigned.

Server Administrator

Dustin Ward, Network/Systems Administrator I

- Windows/Linux Server system administration including virtualization, load balancing/monitoring, system replication and upgrading, server security and data backup.
- Generating scripts for system support using standard languages.
- Configuring and maintaining Active Directory, Group Policy, File Replication, Office 365 and DNS.
- Maintaining the LANDesk systems and security management suite
- Off hours support of critical applications and infrastructure.
- Research and recommendation for system upgrades.
- Maintain email system including email restore
- Other duties as assigned.

Database Administrator

Chad Baver, Computer Software Engineer Systems II

- Responsible for management of the database environments in use on the campus.
- Performs updates on the Linux OS, as well as coordinating updates on the Oracle and Banner nodes.
- Maintain the overall structure of the user accounts, privileges, and directory structures.
- Manage backups for all of the database nodes.
- Responsible for user support of all administrative systems on campus. This requires regular meetings with the users to understand their problems.
- Further user support is provided by coordinating training opportunities as necessary.
- Develop and generate ad hoc reports that meets the requirements of the users, insuring accuracy of the information.
- Other duties as assigned.

Associate Director

Casey Love, Network System Administrator III

- Manage and create all Active Directory new user accounts
- Manage server updates, backups and patches

- Plan and attend meetings related campus network and capabilities
- Troubleshoot network and active directory problems
- Provide tier two Help Desk support
- Manage Student Help Desk employees
- Manage all aspects of UMW Wireless network
- Answer Help Desk calls when needed
- Supervise Help Desk and STC staff
- Manage MS 365 Environment
- Data recovery from backups and individual hard drives
- Manage computer and equipment inventory
- Help with budgeting and personnel issues
- Anti-Virus Management
- Maintain and expand wireless network system
- Other duties as assigned.

Chief Information Officer

(Vacant), Director of Information and Technology Services

-> Duties are currently being covered by temporary co-directors.

- Personnel leadership and management of ITS.
- Facilitate education, cross-training and professional development opportunities for staff.
- Plan and implement strategic Information Technology initiatives on campus.
- Ensure that IT projects support the strategic goals of the institution.
- Supervise day-to-day operations of existing IT resources to ensure all mission-critical resources are available continuously.
- Expand existing resources to meet current and projected needs of faculty, staff and students.
- Define, modify and enforce standards to ensure purchased hardware is compatible with existing systems.
- Analyze new technologies to assess their potential benefit to the campus.
- Other duties as assigned.

No longer part of Information Technology Services

Instructional Designer

Jessica Winans, Director of eLearning/Distance Learning

-> moved to Provost's Office

- Moodle functional support administration & training
- Support online student services & student success in online courses
- Maintain accurate data for online courses
- Research & training related to eLearning teaching best practices

- Provide design assistance for faculty in adapting existing courses to web- or computer-based instruction.
- Direct and assist faculty with curriculum design and development of web-based and computer-based materials for use on the Internet.
- Maintain an understanding of instructional pedagogy and curriculum development.
- Design and deliver training opportunities for UMW faculty including identification of the most appropriate media to be used.
- Provide one-on-one consultation and group workshops re: the design and development of technology-based instructional materials.
- Create and disseminate training materials and student educational materials.
- Works with the Web Manager to develop and implement web content.
- Other duties as assigned.