

**ITCC**  
**236 EE**  
**September 10, 2008**  
**4 -5 P. M.**

**PLEASE CHECK BOX IF ATTENDING**

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## ITCC MEETING AGENDA SEPTEMBER 10, 2008

Call to order at 4 PM, room 236 EECH:

Meeting was called to order by Dr. Wunsch.

Approval of May 08 meeting minutes:

Motion made and passed to approve the minutes, 1<sup>st</sup> by Frank Liu and 2<sup>nd</sup> by Katie Grantham Lough.

Tentative 08-09 schedule of meetings -- including ITCC retreat feedback :

Motion made and passed to approve the schedule of meetings, 1<sup>st</sup> Thomas Vojta and 2<sup>nd</sup> by Michael Davis

Meg Brady talked about the Teaching & Learning Technology seminar to be held on April 9<sup>th</sup> & 10<sup>th</sup>. We discussed having the ITCC Open Form in conjunction with the T&LT. Motion was made and passed by 1<sup>st</sup> Ken Ragsdell & 2<sup>nd</sup> by Katie Grantham Lough to have the Open Form on April 10<sup>th</sup>, which is a Friday afternoon, in the Havener Center.

December 10<sup>th</sup> was chosen for the ITCC Retreat, Cheryl Ahrens is going to check on whether to have it in the Havener Center or somewhere else. Motion made and passed by 1<sup>st</sup> Ken Ragsdell & 2<sup>nd</sup> by Thomas Vojta. 80% voted to have the Retreat on campus if possible. 1<sup>st</sup> by Stephen Gao and 2<sup>nd</sup> by Frank Liu.

Term of Officers: One Year or Two?

Motion made and passed by 1<sup>st</sup>. Al Crosbie & 2<sup>nd</sup> by Frank Liu to table this discussion until this is checked in the bylaws.

Election of Officers

Motion made and passed by 1<sup>st</sup> Thomas Vojta and 2<sup>nd</sup> by Stephen Gao to retain current officers until an election is held next meeting.

IT Resources vs. Peers vs. Expectations:

From Mark Bookout:

At start-of-semester this fall, IT monitored service request volumes from customers which originated with the helpdesk. In the week before and the week after school started, the helpdesk routinely received

over 180 calls per day for assistance. The surge in calls to the helpdesk during this time period is normal and expected. This is about 80 calls higher (daily) than are typical during the course of a semester.

While this surge is expected, please be aware that calling the helpdesk during the week before and the first week of the semester may not result in the same service levels at other times of the semester. IT is working to provide better service metrics and support levels from data-driven analysis. Your patience is appreciated.

Adjourn:

Ken Ragsdell made the motion to adjourn at 5:15.