**Educational Technology Resources and Policy Committee**

**Meeting of 2009 February 20**

**Minutes**

Present: John Bruggink (Biology), Mike Burgmeier (Library, Secretary), Greg Cloverdale (Education), Dave Donovan (Physics), Keith Ellis (Art & Design), Felica Flack (ADIT), Mark Flaherty (Music, Chair), Chris Kirk (HPER), John Limback (Academic Computing), David Phillips (ASNMU), Judy Puncochar (Education), Matt Smock (IDMS)

Motion to approve the minutes of February 6, 2009: Donovan/Bruggink. Minutes approved.

**Chair Report**:

The deadline to apply for the TLC Student Award is Friday, February 27. The committee will evaluate applications at the first meeting following spring break on March 13.

**Academic Computing Report**:

None

**IDMS Report**:

None

**New Business**

**Faculty Laptop Issues**:

Today’s meeting was designed as an open forum for faculty to air problems they have been experiencing with laptops. Limback began the discussion by reporting statistics concerning HelpDesk requests and the types of problems reported most frequently. Limback indicated they plan to publicize some of this data in the future.

Ellis reported KeyAccess products have been cutting out, even while connected to the network. Limback mentioned that we have been exceeding our user licenses for Photoshop and they have recently purchased additional licenses which should alleviate the problem. Limback will check on the use of other keyed software to see if additional licenses are necessary.

Puncochar outlined a dozen or more problems she has been experiencing with her laptop. A number of people offered suggestions to help troubleshoot some of these problems and there was discussions about the advantages and disadvantages associated with the suggested solutions. Puncochar recommended that there be some kind of workshop or streamed video about the issues she highlighted.

Limback mentioned that he has received input from faculty suggesting that the HelpDesk come to their offices to assist with problems. Limback explained that they currently provide this kind of service but there is a charge associated with it.

Discussions turned to ways to help faculty deal with computer problems. It is important that faculty report any problems they are experiencing to the HelpDesk. It was suggested that the services of the HelpDesk be better publicized and that faculty are made aware that they should take their problems to the next level of staff support if problems persist. As mentioned previously, the development of brief video clips on key problems should be made available on the web.

**Good of the Order**

None

Meeting adjourned 12:00 p.m.

Respectfully submitted,

Mike Burgmeier, Secretary