

Facilities, Support Services and Technology Committee
October 21, 2009
Minutes

Present: J. Artiss, T. Allen, K. Browne, P. Parajuli, T. Reddy, N. Sarhan, T. Stemmler,
D. Charbonneau, J. Sawasky, D. Golodner, T. Roumayah, B. Madigan

Guests: G. Nathan, D. Hubbard

Absent with Notice: J. Whittum-Hudson

Absent: J. Lanza, S. Peters, D. Rappolee, T. Somers, D. Wildman

Meeting began at 2:00 pm with introductions.

J. Artiss presented a request from the Policy Committee to investigate concerns that have been expressed regarding the cleanliness of classrooms in State Hall and Old Main. Nobody on the committee echoed these concerns although T. Roumayah mentioned that the washrooms in the buildings with large classrooms (*esp.* Science and Manoogian Halls) tend to get a little tired looking by the end of the day. J. Artiss wondered if there were minimum standards for cleanliness and if they were being met. J. Sawasky volunteered to speak with Associate VP J. Sears about these matters and will offer Mr. Sears the opportunity to discuss the matter with the FSST committee. Similarly, D. Golodner volunteered to raise the matter with the appropriate union representative and offer them the opportunity to meet with us at the next meeting as well.

J. Artiss presented an e-mail from J. Whittum-Hudson pertaining to an apparent disconnect between the PR and development offices. Artiss requested that it be tabled until next meeting when it can be presented by J. Whittum-Hudson.

J. Sawasky, G. Nathan and D. Hubbard presented the results of the Spring 2009 Blackboard Survey, the Fall start-up issues and a discussion around short- and long-term solutions to the issues. The Spring Faculty survey was overall complimentary, however, a number of issues have surfaced with the newly installed version 9. J. Sawasky assured the committee that he and his staff are working very closely with Blackboard to resolve the issues. The question of faculty training with Blackboard arose generating some discussion but no immediate solutions. There is no training manual for Blackboard and training sessions have not been well attended. The matter of the Data Center power outage on August 31 was discussed. Mr. Sawasky explained that a string of batteries failed during a routine Monday morning check of the generator backup system. New batteries have been ordered and future testing of the generator will be scheduled for Friday afternoons. With regard to the unavailability of Blackboard and Pipeline during the first two weeks of the Fall semester it was explained as an unexpected volume issue. The current six-year old equipment was not able to handle an unpredicted spike in demand. Storage upgrades have been installed and the system is performing better than it was, however, usage during peak times has been restricted. Mr. Sawasky and his staff are going to explore various options for faculty training and system enhancements/ recommendations and will present these to the committee at the next meeting.

Meeting adjourned at 3:20 pm

Next Meeting: November 18, 2:00 pm, Rm. 1270 FAB