Facilities, Support Services and Technology Committee
March 24, 2010
Minutes

Present: J. Artiss, P. Parajuli, J. Sawasky, D. Charbonneau, J. Lanza, N. Sarhan, D. Golodner.

Guests: G. Nathan, T. Duszynski

Absent with Notice: T. Roumayah, T. Somers, T. Stemmler, K. Browne, J. Whittum-Hudson.

Absent: S. Peters, D. Rappolee, T. Allen, B. Madigan, T. Reddy, D. Wildman.

Meeting began at 2:05pm.

Minutes of February 17 joint meeting with FAC were approved.

J. Artiss asked if anyone had heard of any disciplinary actions that had resulted from the use of the newly installed security cameras. No one had.

In response to J. Sawasky's request for faculty assistance in developing protocols for testing the next version of Blackboard, J. Artiss encouraged interested committee members to contact Mr. Sawasky directly.

There were no issues arising from the FAC question and answer page.

T. Duszynski presented The 2009 IT Services Survey. There appears to be a significant amount of dissatisfaction, 37% of respondents, with ResNet. Mr. Duszynski explained that a computer attached to the ResNet service must have up to date software, firewall and antivirus software or it is automatically put into quarantine until the necessary software is installed. Although necessary for protection of the system this leads to much dissatisfaction with the service. This resulted in some discussion about Software Clearinghouse and a suggestion from the committee that C&IT do more advertising for this service.

The Teaching Resource Center (trc.wayne.edu) was also mentioned as a resource that faculty needed to be made more aware.

There was some discussion about the problems with connecting to the secure wireless@wayne service. Typically these are configuration problems with individuals' laptops. Once properly setup the problems should not re-appear. J. Lanza, who teaches at the Harper Woods campus, raised concerns about the lack of technical support there. In fact ,she and her class had given up trying to use the system. Mr. Duszynski promised to look into the problems. Mr. Duszynski expressed some surprise that, considering all of

the problems with the most recent upgrade of Blackboard, only 20% the respondents expressed dissatisfaction. Although there is interest in VOIP, C&IT is of the opinion that it is not yet ready. N. Sarhan expressed concerns over the slow speed of Internet connections on the third floor of the engineering building.

G. Nathan presented C&IT's draft response to the federally mandated requirement to have a policy in place for dealing with the unauthorized distribution of copyrighted materials. Mr. Nathan stated that WSU does not actively monitor downloading of files but is required to respond to approximately 70 take down notices per month. These requests originate with RIAA and MPRA. A copy of the draft is attached. Most of these occurrences originate in the residences. Although C&IT cannot identify the user they can identify the room where the download occurred. The penalties are relatively stiff; first occurrence results in a warning and a $100 fine and quickly escalates to banishment from the WSU network.

Meeting was adjourned at 1500h.

Next Meeting: April 21, 2:00PM, Rm. 292, 5925 Woodward Ave.