

## ACADEMIC SENATE

### Facilities, Support Services and Technology Committee

March 25, 2009 Meeting

Members in Attendance: Joseph Artiss, Sarah Bassett, Veronica Bielat, Brian Edwards, Matthew Hurrell, Russell Yamazaki, Earnestine Young, Judy Field, Chair

Members Absent with Notice: Lisa Maruca, Nabil Sarhan, Joe Sawasky, Toni Somers

Members Absent: Terrence Allen, Ravi Dhar, Daniel Rappolee, Toni Somers, Arun Wakade, Derek Wildman

Guests: Tom Duszynski, Director, C&IT Customer Services; Patrick Gossman, Senior Director, Deputy CIO

Tom Duszynski, Director, C&IT Customer Services reviewed the IT Services Survey. This was the second time this survey was conducted and this year they ran the survey from November 19 to December 12. Responses were down somewhat from last year's survey but it was a little over a month later. Another difference this year was that only those respondents who were familiar with a particular service could rate or comment on it. They wanted to learn more about the awareness of their services, the usage made of those services, satisfaction levels and any general comments and actions being planned to address concerns that were made obvious by the survey. A copy of the survey is attached. As you review the summary results you will note that there were four dissatisfaction levels: acceptable (< 10%); low (10-20%); medium (21-30%); high (>30%). Committee members asked questions as the report was given. One response regarding traffic level was that an inquirer could access netview.wayne.edu to determine the traffic level. We were informed that the University had made an investment to acquire Iron Port, a top-of-the-line Spam blocker which is being rolled out as departments switch over to WayneConnect.

Patrick Gossman responded to the question regarding how green their services were. He said that C&IT has been consolidating servers across campus to reduce the amount of energy they consume. He also briefly explained the virtualization of servers which also reduces energy consumption. He also described the arrangement in the computer rooms in which cold units grouped together and hot units together.

One of the committee members raised the question was it possible to block wi-fi access in the large lecture halls when classes are being taught? It is difficult for an instructor to teach when students are using their cell phones and computers and it is also difficult for students trying to learn to deal with these activities going around them.

The move to the student center for some of their activities has been very beneficial and well appreciated.

Next Meeting April 22

Meeting adjourned 3:00

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Approved by the Facilities, Support Services and Technology Committee