Facilities, Support Services, and Technology (FSST) Committee
of the Academic Senate

April 20, 2011

Minutes

Present: D. Charbonneau, V. Dallas, J. Fitzgibbon, R. Holley, B. Madigan, B. Morrow,

R. Reynolds, J. Sawasky, J. Withey

Guest: Tom Duszynski, Director, Quality, Communications, & Compliance Team, C&IT

Absent with Notice: A. Pandya, P. Parajuli

Absent: G. Alangaden, A. Cacace, D. Golodner (Liaison), S. Lee, D. Oupicky, D.

Rappolee, T. Reddy

Meeting began at 2:00 pm.

I. Approval of FSST Committee Meeting Minutes from February 16, 2011.

II. Invited Speaker: Tom Duszynski, Director, Quality, Communications, & Compliance Team, C&IT (Annual Campus IT Services Survey)

   a. Tom Duszynski presented a summary of results from the Annual Campus IT Services Survey.
   b. The purpose of the survey is to measure satisfaction and gather feedback to help improve IT services.
   c. The presentation covered three-year trends and summaries from key constituent groups (faculty, staff, students, and administrators).
   d. Regarding Blackboard, overall satisfaction levels are on the rise from 2009 and students want Blackboard available on mobile devices.

e. With regarding to Pipeline, there was an overall increase in satisfaction levels for students, faculty, and staff.

f. Full details about the three most recent surveys are available online at: http://computing.wayne.edu/plans/it-survey-results.php

III. New Business

a. FSST Annual Report

  i. D. Charbonneau distributed a draft of the FSST Committee annual report for review and comment.
  ii. The FSST Committee Annual Report will be submitted and then shared with members of the Academic Senate at the May 2011 Senate meeting.

b. Discussion of Parking Issues

  i. Ongoing concerns about the right turn on Anthony Wayne Drive were expressed. D. Charbonneau will report concerns to Parking.

Meeting adjourned at 3:00 pm.