Annual Report of the
Facilities, Support Services and Technology Committee
for the 2009-2010 Academic Year

April 7, 2010

The year began with three separate communications from the President of the Senate expressing concerns over the cleanliness of the classrooms, especially in Science and Manoogian Halls. Joe Sawasky invited Associate Vice President Jim Sears to discuss the matter with the committee. As it turns out, Mr. Sears had recognized there was a problem and had made Donald Wrench the interim director of Custodial Services following the departure of both the director and associate director in October. Over the next few months, Mr. Wrench became a regular at our meetings updating us on a monthly basis with the changes that he was instituting. I would also like to mention that he worked closely with Tammy Roumayah, our Student Senate representative. Together they developed a "Help Keep Wayne Clean" page on the Student Senate website. The purpose of this page was to involve the students in identifying specific rooms and areas that required attention. As part of this process it came to light that previous staffing levels had been recommended by an outside consultant. This has changed and a made in Wayne solution has been developed.

Not surprisingly we spent a considerable amount of time discussing Blackboard, Pipeline and the IT infrastructure in general. It appears that the outages that were experienced last August were the result of a combination of old and inadequate hardware, a very "buggy" Blackboard upgrade, and a level of demand that was well beyond historical norms. Although Blackboard remains buggy, the C&IT department has made major strides in improving the reliability and serviceability of the University's servers and infrastructure. The 2009 IT Services Survey was not nearly as bad as we had all expected considering the fall registration outages and numerous issues with Blackboard. Mr. Sawsaky has repeatedly mentioned that a problem that they have with evaluating software upgrades is getting input into how to test the new product. Mr. Sawasky is asking for faculty volunteers to aid in developing testing protocols for future upgrades. I would encourage all of you who are users of Blackboard and Pipeline to consider helping out. One potentially controversial issue that was raised during our last meeting involves the federally mandated requirement for C&IT to police copyright infringement. C&IT has been required to draft a policy to deal with the 70 complaints per month that it receives from RIAA and MPAA (Recording Industry Association of America, Motion Picture Association of America).