ACADEMIC SENATE

Facilities, Support Services and Technology Committee

October 15, 2008 meeting

Members in Attendance: Terrence Allen, Joseph Artiss, Veronica Bielat, Brian Edwards, Lisa Maruca, Joseph Sawasky, Lothar Spang, Derek Wildman, Russell Yamazaki, Ernestine Young, Judy Field, Chair

Members Absent with Notice: Sarah Bassett, Toni Somers

Members Absent: Ravi Dhar, Matthew Hurrell, Daniel Rappolee, Arun Wakade

Jon Frederick from the Parking Office joined us to respond to a question regarding handicapped parking. He informed us that we were ADA compliant and then provided an explanation on the situation in Structure 3. Structure 3 is a small parking facility that does not have an elevator. This means that all handicapped parking spaces have been assigned to the first floor and includes 1 van accessible space and 14 additional spaces. Two additional spaces are located at the back of this structure to accommodate patients using the Speech and Audiology Clinic. Guests using this structure with handicapped credentials are directed to these spaces. Mr. Frederick informed us that he was a member of the University�s ADA Committee.

We learned that at this time utilization of the South Village Parking Structure is about 50%. He said this would increase as other units are moved into the adjacent building and as winter arrives. He is currently working with the DIA to provide overflow parking to accommodate two new exhibitions that they are hosting.

When asked if parking rates will increase in the foreseeable future, he said yes since his operation is a cost recovery unit. Budget considerations and the economy will impact this decision. Usage of the structures is down now (estimated 5-10%) perhaps due to the economy and the price of gasoline. Consideration will be given to how this would impact students.

New software has been installed that will provide better tracking and when folded into the Banner system, expected Winter 2009, will be able to generate analytics on the use of the structures to help make more informed decisions on the usage of the structures, track violations and do billing.

Then a question was asked if the Parking Committee was still in existence and what was the status of the various systems functioning. He said it was and there was a meeting scheduled for November. We asked if he would share their minutes with the Committee.

The Committee received an assessment of the current equipment in Manoogian Hall general classrooms from Rod Fiori, Computing & Instructional Media Support. Actions taken included replacing burned out bulbs, cleaning the projectors by removing chalk dust and stating that regular cleaning will be performed on Fridays and Saturdays. One classroom needs to have a projector installed and an order will be placed shortly. Discussion focused on why was all of this effort being expended on such old technology and how much teaching time is lost to tracking down a working overhead projector. It was also noted that the new media carts do not solve this problem since only six carts will be in Manoogian.

Discussion then shifted to the first of several items referred to the Committee from the joint meeting with the provost, chairs of the academic senate committees and the Policy Committee. (See attachment)

The first topic was the dependability and responsiveness of BlackBoard. Joe Sawasky explained that C&IT has made tremendous strides in improving the performance of Blackboard in the last year and a half. In the past year a new application server was added to improve system performance. Additionally, monitoring tools, utilizing �robots� at many campus locations, are deployed to perform a Blackboard transaction- 24 hours a day, every several minutes. If the transaction fails or is not handled in a timely

manner operations staff are alerted to intercede and resolve the problem. He said that status of the various systems that C&IT support can be determined by visiting http://computing.wayne.edu/systemstatus/ Additionally, overall system reliability and performance history can be reviewed by visiting http://computing.wayne.edu/cit/citscorcecard/index.php . The reliability of Blackboard is now running at >99.6% and the average response time of the application for monitored transactions is <2 seconds. System performance indicator trends are showing the results of significant improvement efforts. The question was raised if a FAQ for Blackboard could be expanded dealing with both how to use the system for teaching/learning and how to resolve technical problems. A rich source of online information about using Blackboard for faculty and students maybe found at http://computing.edu/blackboard. Additionally, the Technology Resource Center (http://www.trc.wayne.edu) is available for Blackboard help.

As more of the next-gen students populate our campus, the question was asked if standards of similar to robustness Facebook could be used as a model for Blackboard. This was seen as an interesting idea.

Mr. Sawasky indicated that C&IT has enhanced enterprise support for Blackboard, as it is one of WSU�s very key technology services. He also said that C&IT was preparing to rollout another campus-wide IT survey in November, as was done last year, to gauge faculty, student and staff satisfaction with various IT services.

Some members are having trouble connecting their new iPhones to the WSU wireless network when they are on main campus. This issue will be addressed. As a result of this question we learned that we are part of a Apple Beta group working with the authentication of services on the iPhone.

Sawasky communicated that after extensive evaluation and testing the University would be migrating to the Zimbra email system within the next year. This is a more robust and versatile system than the current Mirapoint webmail system. He thanked the Academic Senate/FSST testers for their help in evaluation of the product over the Spring and Summer.

Joe Artiss raised the question about rehabbing the old computer equipment that may be collecting dust in many offices and make them available very inexpensively for students. Brian Edwards then said as part of this could there be an investigation in how to repurpose equipment that is collecting dust in some offices now that the project it was used for has been completed. Follow-up on this will be done.

Meeting adjourned 3:00