Present: Ron Del Vecchio, Rich Connell, Dan Svedarsky, Jeff Sperling, Andrew Svec, Corby Kemmer, Stephanie Helgeson, Michelle Christopherson, Tricia Sanders, Peter Phaiah, Chris Winjum, Amber Schultz, Deb Zak, Kim Gillette, George French, Adel Ali

Guest(s): Bill Peterson

In these minutes: Institutional Dashboard Demonstration, Supporting Mobile Technologies, Discussion on Meeting Structure and Schedule, Chancellor Updates, Member Updates

New Business:

Institutional Dashboard Demonstration – Bill Peterson
Bill showed some examples of other institutions dashboards, and then he showed a sample dashboard that he is developing for UMC. A discussion took place regarding what information should be included and how accessible this information should be (viewable to all vs just umc employees, etc.). Bill informed the committee that he would be contacting them individually or in groups to ask what information should be included for their areas as he continues to develop UMC’s dashboard. See the attached handout that Bill distributed for a listing of the initial variables that are being considered.

Jeff Sperling – Supporting Mobile Technologies Plan – Jeff Sperling
Jeff explained that he recently called a committee together to explore what support campus customers may want or have already been asking for their mobile devices. Some of this support has already been occurring but Jeff’s intention is to be more deliberate. Later this semester some “Genius Bar” or Brown Bag meetings will be scheduled to support these technologies. See the attached handout that Jeff distributed for more information.

Discussion on Meeting Structure and Schedule – Chancellor Wood
Chancellor Wood asked the committee for feedback on the current Executive Committee structure (time and duration). Pros and Cons were discussed of the current structure as well as many suggestions for changes. Here is what was agreed upon:

- Continue to hold 2 meetings a month on the 1st and 3rd Thursday of each month
- Shorten meetings to 1 hour
- Move the meeting time to 9a.m.-10a.m.
- Agenda items will include an approximate time allocation.
- Member updates will be voluntary, and brief.
- In an effort to cut down on paper usage, handouts will be electronically distributed before the meeting by Chris.
- Also, Chris will work with Steve Hannah (and Jeff) to investigate the use of a moodle site for Executive Committee meetings.

We will move forward with these changes, but open to other changes as necessary.
Chancellor Update

- **Teambacker Tailgating** – After consulting with the UMC ad hoc committee reviewing this topic, Chancellor Wood approved the Teambacker Tailgating request for alcohol consumption to be reinstated in the Teambacker Tailgating area during home football games.
- **Thursday Commons Committee** – Chancellor Wood will be assembling a committee to review the Thursday Commons block on campus.
- **Vice Chancellor Search** – Chancellor Wood encouraged committee members if they had insight to share regarding the Vice Chancellor position to please setup a meeting with him, either individually or in small groups, to provide input regarding the position.

Member Updates

**Andrew Svec - Communications**
- U.S. News and World Rankings will be released soon, will be watching for that.
- Emailed out preliminary enrollment numbers, first time being allowed to distribute this information early.
- Next week is another E-Update week, get me any information for this.

**Amber Schultz - Admissions**
- September 17th marks the start of our admissions traveling season.
- Past student Jordan Melbye has been hired as an Admissions Intern.
- Upcoming Campus Preview days this fall are Sept. 22, Oct. 20, Nov. 3, Dec. 1.

**Kim Gillette - International Programs**
- Next Monday, September 10 will be a study abroad fair from 10 am -2 pm in the Northern Lights Lounge.
- Sept. 26 & 27 individuals will be on campus to offer intercultural workshops, let Kim know if you are interested or would like more information about this.
- October 12 is the deadline for any faculty who are interested in being in the internationalizing curriculum co-hort.

**Corby Kemmer - Development and Alumni Relations**
- September 17-22 is Homecoming week. The Outstanding Alumni and Athletic Hall of Fame Banquet is Friday, September 21. Please consider attending.

**Steph Helgeson - Athletics**
- Mary Tyrrell health walk will be on this Saturday (9/8) before the football game.
- Football and Soccer are home this weekend, come out and support our student athletes.
- NFL Flag football starts next week.
- NSIC Commissioner Butch Raymond will be on campus next week.
- New PA system is being installed at the Football field. It will be ready for Saturday’s football game.

**Peter Phaiah - Student Affairs**
- Sept. 17 is U.S. Constitution Day. We will be handing out 500 mini booklets that have information about our country, the constitution, etc. We will also be informing students about guidelines for voting.

**Ron Del Vecchio - Agriculture and Natural Resources**
- Been working with the NW ROC on some issues, Al Sims has been great to work with.
• AURI has been cooperating and welcoming us to do some collaborating with them, some AgNatR faculty are using their lab space.
• FYI – this is still a few months out, but Dec. 7 is Ag and Natural Resources Activities Day.

Jeff Sperling – Technology Support Services
• This year’s Notebook checkout was the smoothest, most efficient one he could remember. Kudos to Thea and the helpdesk staff for their hardwork.

Dan Svedarsky – Center for Sustainability
• Sept. 14 and 15 UMC is the venue for The Glacial Ridge Board meetings, program and celebration dinner.
• Monday (9/10) will be the Crookston Castle Park Natural Play Space Ribbon Cutting event.

Deb Zak – Extension
• October 17 we will be hosting a designing natural play spaces conference on campus.
• We have hired a new Extension individual who will be starting on October 1.

Rich Connell – Facilities
• FYI – the Facilities department will be migrating away from the Compass program as our way to initiate/track work orders.

Respectfully submitted by Chris Winjum
UMC DASHBOARD SUMMARY VARIABLES

ENROLLMENT

- Fall: Total degree seeking
  - Non-degree (primarily CIHS)
  - On Campus
- Fall: NHS
- Fall: Online
- FALL NAS
- Spring: Total degree seeking
  - Non-degree
  - On Campus
- Spring: Online
- Spring: NAS
- Summer: Total
- Summer: Online

GRADUATION/RETENTION

- NHS 4 year graduation
- NHS 5 year graduation
- NHS 6 year graduation
- NAS on campus 3 year graduation
- Online 3 year graduation
- NHS 1 year retention
- NHS 2 year retention
- NAS on campus 1 year retention
- Online 1 year retention

PHILANTHROPY

- Annual gifts
- Deferred gifts
- Endowment

FINANCIAL

- State appropriations
- Tuition/fees
- Expenses per student
FINANCIAL AID
- Federal/state grants
- Pell
- Loans

STUDENT COSTS
- Tuition/fees
- Room
- Board
- Total estimated cost

FACULTY
- Tenured
- Tenure track
- Total instructional
- Part time instructional

STAFF
- Professional
- Administrative
- Bargaining unit
- Civil service
- Total

STUDENT CHARACTERISTICS
- Average ACT
- International
- Diversity

HOUSING
- Percent occupancy
- Number living on campus
- Number on meal plans
Supporting Mobile Technologies
August 30, 2012 ~ 1:30-3:00PM ~ K105

Here is a summary of our first Supporting Mobile Technologies meeting. We approached this as a brainstorming session, using Post-it notes and I-time to identify what we could support, who could provide support, how to deliver support, and where to provide support. It was also noted that we currently cannot do repair and maintenance since these are fairly closed devices (and why Doc was not included at this time).

Below are some items we identified for each area. Clearly, we did not think of everything, so if you have additional thoughts, please forward to the group/me and I'll add them to our notes.

1) What can we support?*
   a. iPads and Android tablets
   b. Cell phones and other mobile devices
   c. Wireless network access/setup/config
   d. Google G-Drive
   e. Exchange/Google Sync
   f. Accessories (external keyboards, dongles, etc...)
   g. User account issues/desktop account/password resets
   h. Personal Google account support vs. University Google account
   i. AppleTV (future)
   j. Printing
   k. Projectors
   l. Training (local, TC help?)
   m. Apps (support/evaluation/help choosing/training/etc???)
   n. E-Book Readers
   o. Google Mobile Apps, calendar
   p. Netfiles
   q. iPad backup
   r. Windows 8
   s. [added] Skype, Google+
   t. [added] Cloud services (i.e. dropbox)
   u. [added] Security

2) Who can provide respective support? Do we have time?*
   a. It was agreed that all of us would provide some level of support. It was also noted that the contact may originate (and typically performed/completed) at the Helpdesk or the CTLT; however, it may be reassigned to our advanced Tier-2 support team.
   b. We felt that the Helpdesk and CTLT would act as the frontend contact for service requests and assigned as needed.
3) How do we deliver/promote and/or how do our customers request/access support?*
   a. Moodle site
   b. Initiate service request at the Helpdesk or CTLT
      i. When/where necessary create a Service Tickets and assign to appropriate
         support staff. Initially tickets will not be created at the CTLT; however, a service
         request may be reassigned to them.
   c. We’ll need a good communications strategy.

4) Where? On-site/off-site, at the counter, 1:1/f2f, meeting room...
   a. Front-facing would include Helpdesk and CTLT, with access to advanced Tier-2 staff.
   b. Another concept presented was developing an Apple Genius Bar-like service. Where we
      would have regularly scheduled dates/times, staffed by ‘us’ (on some type of rotation)
      using K105 to provide 1:1/f2f, ad-hoc, and custom support.
      i. We could use K116 for larger groups (i.e. for training, demo of AppleTV, other
         classroom technologies, or we just need more space).

Next Steps: we decided to act on the Genius Bar concept and develop a plan for implementation. It
was suggested that we first try Tuesday’s around noon-2pm (maybe brown bag) and Thursday’s 2-4pm
(just after Thursday Commons). This seemed to work best for faculty. We felt having separate
sessions for iPad and Andriod devices would be the most efficient use of support resources and the
customer experience. We also decided to begin the process around mid-to-late September, which will
give us some time to figure out a schedule, further develop the concept, and clearly communicate and
promote the plan. I plan to schedule a follow-up meeting sometime next week to finalize (not
complete) some items, so give it some thought. We can get customer feedback once we get this off
the ground. I’ll share the concept with Exec this Thursday.

Again, if you have additional thoughts and/or suggestions to any of the above topics, please share with
the group.

Those in attendance; what did I miss?

Thea, Levi, Kel, Steve, Debi, Jeff

Note: *When/where do we say NO? Deliverables/customer expectations.

Finally, the last page is a draft document reflecting the ever changing IT support requirements at the U.
The document was developed by the university’s IT Directors group. Again, it is a draft concept and
nothing has been etched in stone; we were just trying to get in front of the issues. I’ve shared this with
my staff previously, but thought it would be a good reference as we think about our local IT support
needs, customer expectations, and challenges.