Woodring College of Education | Western Washington University  
Technology Committee

Meeting Minutes

Monday, April 8th - 9:30 – 10:30 am · MH 258 & Skype for Business

Attendees: Don Burgess, Beth Dillard, Sam Dixon, Natalie Newman, Greg Hoffenbacker, Rick Nichols, Bridget Kelley, Paula Dagnon, Keely Flege

1. Reports
   a) ATC – Academic Technology Committee (Paula)
      - ATUS New Ticket Support System Demo
         - Significant improvements in ticketing systems through ATUS!
         - Login Issues: centered around username/userID confusion
           o Log in with userID@wwu.edu instead of First.Last@wwu.edu
      - **Lightboard Tool teaching tool now available**
         - Contact ATUS Video Services to learn more or schedule a tour/recording session
      - Student Success Collaborative/Navigate
         - **SSC**: advising/retention tool used by campus advisors
         - **Navigate**: new version of SSC with improved functionality (syncs with Outlook calendar, allows restrictions for access)
         - ATC recommended university move towards Navigate (funded through student enrollment fee)
   b) WAC - Woodring Advisory Committee (Greg)
      - Updates from other leadership committees
      - Associate Dean Search

2. Teaching and research schedules of the IT candidates (Beth)
   - All members of WTC are invited to attend the teaching demos and research presentations for the incoming EdTech candidates
   - Beth will send calendar invites to WTC

3. WCE computer fleet management costs (Greg)
   - WCE tech (replacement) budget allows about $1,500/computer. Some machines are more expensive than this.
- If faculty/staff want to purchase more expensive machines, one option is for departments to contribute any costs above $1,500

- **JAMF**: device management for apple computers, associated fee
  - One option is for the JAMF fee to be paid by department for all Apple users within the department

- **Budget increase** – why doesn’t WCE’s tech budget scale with an increase in faculty members?
  - Greg will discuss computer budget issues with the Dean

4. **Data storage: Network & Cloud for departmental & individual files (Rick & Greg)**

   - **Where we are:**
     - We have a mix of storage locations right now including network storage like FacShare and user volumes (commonly referred to as the P: drive and U: drives), Microsoft cloud storage (e.g., SharePoint Online, OneDrives), and others.
     - Problem is that FacShare, our standard departmental storage medium, is dying. It has approximately 6M files, some of which are already corrupted and unsalvageable and some that are over 20 years old. The files are consuming 6.5TB of space. Volumes this large are almost impossible to keep from becoming corrupted and we cannot repair it in a timely manner. Last weekend, EIS attempted to check the status of the drives and correct errors on the disks. From the time the process started late afternoon on Thursday until it was aborted on Sunday, only 7% of the process was completed. To complete, it could have taken a few weeks.

   - **Where we should go:**
     - The most compelling storage strategy is to transition to a cloud-based solution. SharePoint Online, Microsoft Teams, and OneDrive provide good options due to the nearly unlimited storage and scalability, cost savings, and resiliency. STF Proposals update

   - **Opportunities and Obstacles:**
     - FacShare cleanup
     - Transition to SharePoint, Teams, OneDrive
     - Data custodians for each area
     - Need for archival location

5. **STF Proposals Update:**

   - *Supporting Teacher Candidates in Field Experiences with 1:1 Technology* – did not move forward (did not discuss)

6. **Other**

**NEXT MEETING**: May 13, 2019.
WOODRING TECHNOLOGY COMMITTEE 2018 – 2019

Meetings: MH 258 or via Lync

Wed. October 3rd, 2018 - 10:00 am
Wed. November 7th, 2018 - 10:00 am
Wed. December 5th, 2018 - 10:00 am
Mon. January 14th, 2019 - 9:30 am
Mon. February 11th, 2019 - 9:30 am
Mon. March 11th, 2019 - 9:30 am
Mon. April 8th, 2019 - 9:30 am
Mon. May 13th, 2019 - 9:30 am
Mon. June 10th, 2019 - 9:30 am

Membership:

Don Burgess (Secondary Education/SCED, Co-Chair)
Sondra Cuban (Adult and Higher Education)
Paula Dagnon (Elementary Education/IT)
Beth Dillard (Elementary Education, Co-Chair)
Sam Dixon (Student Representative)
Keely Flege (Student Services, Staff Support)
Gabe Gossett (Librarian)
Greg Hoffenbacker (Technology Services)
Bridget Kelley (Special Education)
Michael McMurray (Student Representative)
Natalie Newman (E-ATRC)
Rick Nichols (ATUS)
Carole Teshima (Dean’s Office)