

BUSINESS DIVISION

OFFICE TECH/CIS/LAB MEETING APRIL 28, 2009, 3 P.M., ROOM 801

MINUTES

Attending: Walid Ghanim, Javier Gutierrez, Andres Martinez, Tom Paine, Val Rodgers, Angie Ruiz, and Judy Santistevan.

Absent: Steve Cook

Evaluation of 801/803 Project

Members of the group were positive about the wiring, cabling, and layout changes in Room 801 and Room 803 and discussed a few issues that need to be resolved. In Room 801, the front bank of lights will not turn off; Val told the group that the problem had been reported to Rick Webster. In Room 803, the printers in are kicking the breaker, which should be resolved when Felipe Agatep installs the data connection in the back of the room. That installation should allow us to move one of the printers. Judy and Angie asked that we order a bulletin board for the back of the room.

Val told the group that each monitor was labeled using the same numbering system for clients in NetSupport. She also explained that Steve found a way to change the configuration of clients in NetSupport to mimic the layout of the room by pulling clients into the desired configuration and then turning of the auto setting. Instructors indicated they wanted the instructor units set up that way. Judy suggested that CPUs also be labeled.

Val told the group that Maintenance delivered surge protectors of different lengths that can be used as needed. According to Rick Webster, the Fire Marshall will not approve any piggybacking. Javier indicated that in Room 803 surge protectors and outlets are piggybacked. He said he will install the new surge protectors on Friday to take care of the problems in 803.

There was also discussion about managing cords in both 801 and 803. Although Steve could not be at the meeting he asked that I bring the ideas to the group about attaching the surge protectors to the bottoms of the desks. The group agreed that would be a good idea. The group also agreed that we should have Maintenance drill holes in each desk and use grommets to manage the cords. Val will put in a work order for this job to be done at the end of the spring semester before summer school begins.

Student Laptop Use in Classrooms/Labs – Policy Needed

Tom discussed his concern about students bringing in laptops and plugging them into our network. Once plugged in, we do not know what students are doing because they are invisible to our NetSupport classroom management software during class time. Tom told the group that Robin Ying expressed much concern about this issue due to students spreading viruses and

causing our outlet IP address to be black listed. Omar said that IT is working on tighter security for what is allowed on our network.

Tom also reported to the group that he read the campus computer use policy, and that the policy is quite broad, but at the same time it is sufficiently vague that he does not know what students should be able to do with their own personal laptops. The group agreed that we do not want to discourage students from using their laptops legitimately in classes, but would provide due diligence to keep them from plugging into our network.

Tom said that Robin also indicated that the wireless network is under construction, and that we will definitely need to address student usage when we officially open the wireless network to them. Omar said the wireless network will be launched by campus areas probably starting with the library and should be well under way by the end of the summer.

Real-Time Strategy Club

Andres informed the group that he is in the process of getting approval for a Real-Time Strategy Club on campus. Several students approached him to ask him if he would sponsor the club. He wanted to get the opinions of the faculty in the Business Division about using Room 801 for meetings. Andres said the games would be run from thumb drives and there would be no laptops plugged into our network nor any Web surfing during the meetings. There was a consensus that Room 801 could be used. Val told Andres that because Angie is the sponsor of the Business Club, she could give him advice about projects and fund raising. Walid suggested that Andres may want to have guest speakers for the club -- the topic of computer addiction may be appropriate. Angie added that professionalism and soft skill topics are always helpful to students.

Service Request Process

The group discussed the Service Request Process. Suggestions were made as to how to improve it. The group agreed that the process needed a few tweaks, and agreed on the following:

1. Instructors document problems on an Equipment Repair Slip and submit them to Maria. If the instructor notifies the techs through a phone call, a repair slip should still be submitted.
2. Maria distributes the slips equitably between Steve and Javier, logs them, and emails techs to notify them there is a problem to be resolved.
3. Techs troubleshoot the problems, note the resolution on the slip, and return it to the instructor's box as soon as possible, preferable within the same day.
4. Instructor returns the slip to Maria and the resolution is logged.

Other

Student Login Screen for Security

Walid brought up the issue of requiring students to log in when they use computers in our division. All believe the login screen would help with security, and there were several ideas on how to get it done:

- Create a work order through the IT help desk
- Review software from an outside company
- Create the application ourselves, perhaps through our Visual Basic class.

No conclusion was reached. The topic will be discussed at the next meeting.

Recycled Paper

Walid asked if there was a possibility for us to use recycled paper for copying and for printing in our division. Tom said there may be a cost issue and a problem with recycled paper feeding reliably. Val volunteered to check on the cost difference of recycled paper. There was a discussion regarding recycling on campus; members said there used to be boxes for paper in the labs and classrooms. Val told the group that she would check with Melani Guinn regarding the progress of the new Greening committee on campus.

NetSupport

Tom asked Javier about the progress of setting up NetSupport so that it can be used from his office. Javier said he is waiting for a reply from the help desk at NetSupport. He believes it is a configuration problem that is preventing the use of the program, and he is optimistic that it will be resolved.

Adjourn

The meeting adjourned at 4:10 p.m.