Meeting Notes - March 5, 2008

DRAFT
Technology Task Force Notes

Wednesday March 5, 2008
ADM 109
Time: 3:00 – 4:00

1) Approve Meeting Notes from February 6, 2008
The notes were approved.

2) Create Sub-committees to Develop Initiatives in: Technology Training, Process/Policy, and Feedback
Dolen reminded the group that the intention of creating sub-committees to develop the initiatives was to be more efficient. The sub-groups would work on the initiatives and bring the research and proposals back the the full TTF for review and approval. It was agreed to have co-chairs from TTF for each area and for the co-chairs to ask for participants from outside of TTF. Englen distributed a document named *Office of Staff and Organizational Development Spring 2007 Survey Results, Technology Related Questions*.

Technology Training: The goal was to produce a tech training implementation strategy. Heffner and Elvin would be the co-chairs and Englen would participate.There were a number of comments made, including:
- specifically identify what and the level of training employees need
- pedagogy training is different from staff needs
- there is a wealth of feedback from the call center and ETS
- using classified staff is challenging for both time and compensation reasons
- it was unlikely that there would be budget for a full-time staff member
- identify external resources to assist in training
- podcasting is an efficient training tool for intermediate users, but not for beginners because they need assistance when they get "stuck"
- research has shown the majority of employees prefer to learn in facilitated training sessions rather than on their own
- CAOS facilitated courses are being offered through Business Systems
- online learning (Catalyst) could be a useful resource
- getting staff away from their desks is very challenging due to heavy workloads

Process/Policy: The goal was to create recommendations on policies and processes. Luciw and Metcalf would be the co-chairs. Examples of what might be included were: How do employees get computers, email, meeting maker accounts and how to use them. Should we recommend policies such as all employees should get a mmk account, etc.

Feedback: This was specifically described as "Technology Usage Feedback". Creamer and Mitchell volunteered to be the co-chairs. Some examples of questions that might be asked were:
- are we accomplishing the original goals?
- are our tech policies beneficial to the end users?
- structure questions: what the feedback is about/ who to ask / how to get feedback (survey, etc)
- April 2008 timeframe
- do needs & usage training surveys get mixed?

4) Quick Updates
None.

Creamer, Dolen, Elvin, Englen, Hawk, Heffner, Leciw, Metcalf, Mitchell, Moberg, Pritchard, Sherman.