2012/9/5

Staff Council Meeting

University of Georgia

The **meeting** was called to order by the Chair, Jerry Daniel.

Roll was called and a quorum was present.

Minutes of the August meeting were approved.

The order of business was changed to allow Dr. Chester to present next.

Dr. Tim Chester's, UGA VP and CIO, presentation addressed the state and future of UGA IT.

What is the internet doing for us? The IT community and others may have misjudged that brick and mortar has been replaced by the internet. The physical world matters information occurs in increasingly shorter bursts; we are online a great deal, and gatekeeping has changed significantly. We now have a variety of services to choose from to get online. Through surveys, EITS is measuring the perception of IT services across the UGA population.

Data drives IT decision making at UGA. EITS has increased the bandwidth capacity by 15X; from 600Mb to 10GB. Processing capability has increased to 160TB. There were no crashes when over 25,000 students suddenly appeared on campus this semester. Paws secure is now campus wide and rollout is continuing. The goal is to have anytime, anywhere wireless access.

Broad trends. End users are concerned about 3 things. Connectivity, access, and support. EITS is looking at the range of experiences for our IT users. The surveys found that there is a wide range of expectations depending on the group. The results were grouped by: EITS staff, IT staff around campus who are not part of EITS, UGA staff, UGA academicians, and students.

Of the survey groups, students were the most satisfied overall. However, EITS received over 200 pages of negative feedback from students about email. Students don't like the Microsoft Outlook, but prefer Gmail or other services. They want: more outdoor wireless access, fix the dead spots in some dorms, and get rid of having to log in multiple times.

The Banner student information system is beginning implementation. Desire2Learn is replacing the ELC. Lynda.com will provide future training and resources. Also, Skillsoft will be on the EITS website to help provide faculty and staff with additional self-help resources. EITS faces challenges coordinating IT services in conjunction with the independent servers and systems of other schools and colleges on campus.

Questions were raised about student technology fees allocation changing within school units; these are due to changes in student enrollment in departments.

President's report: Regent Larry Walker and search firm president Bill Funk will meet with the SC executive committee on Sept. 26th. Please send questions and concerns to the Jerry Daniel at jerry@uga.edu.

There will also be an open forum to offer opinions and suggestions for the search committee in the Tate Theater on Sept. 26th at 3 pm. All are welcome to attend.

The new website is up and running at ugasc.uga.edu. SC members, please go to the website to check for corrections to the list of your names and information.

Committee reports:

Health and Safety committee; needs additional members, please see Marcus Jennings. The committee will meet immediately following adjournment today.

HR committee; The UC agenda will bring forward the issue providing benefits for domestic partnership relationships. A letter has been sent to SC reps regarding this issue.

Health insurance: life changing events can enable dropping or adding a family member. Questions should be sent to HR.

Old Business: No items were discussed.

 New Business: No new items were raised.

The next SC exec committee building will be on Sept 26th.

The next SC meeting will be on October 3rd; Kevin Kersey will speak on sustainability at UGA.

Motion to adjourn was seconded and passed.

Respectfully submitted by,

Jon Liston, Recording Secretary

UGA Staff Council