

TLTR Regional Meeting
September 19, 2014
Chancellor's Conference Room

In attendance: Lee Graham, Kimberley Schulte, Jason Amundson, Bethany Wilkes, Diana Collins, Mona Yarnall, Colleen McKenna, John Long, Maureen O'Halloran, Susie Feero, Kathi Baldwin, Jon Martin, Ann Spehar, Marnie Chapman, Robin Gilcrist

TLTR charge

The provost was unable to attend due to Board of Regents visit, but he sent a new charge to the committee. TLTR was lacking a connection with the faculty senate, and so from now on the Faculty Senate is looking for reports from TLTR.

In addition, we should form a local TLTR in Juneau. Sitka and Ketchikan have local TLTR committees, Juneau does not.

For the local TLTR:

- The Faculty Senate president and provost each appoint a co-chair
- Co-chairs report to Faculty Senate
- Local TLTR should have approximately 4 faculty members and 1 student representative
- Meetings once or twice a month
- Agendas and minutes will be shared with other local TLTRs because issues they may be dealing with similar issues

Minutes from meeting on 29 April 2014

No minutes were recorded during the last meeting of the previous academic year. Lee Graham will type up a description describing the discussion that took place and that there were no actionable items.

Title III Blackboard: Behind the Scenes course

Kathi Baldwin reported on Blackboard: Behind the Scenes, which is a blackboard course that was created to teach participants how to use blackboard. The course might be useful for students and faculty at all campuses.

Discussion on how to utilize this resource:

- Link it from other blackboard courses by making it part of the blackboard template. Currently have to self-enroll and there is no guest access.
- TLTR will make a recommendation that the Blackboard: Behind the Scenes course be made available to students in a highly visible way, preferably through their blackboard portal.

Telephone potential

Jason Amundson suggested that TLTR discuss the future potential of telephone services at UAS. It would be beneficial to have the ability to route calls from a personal cell phone (or landline) through faculty office phones. This discussion was tabled for another meeting.

Blackboard updates

Mona Yarnall reported on the changes that occurred to Blackboard during the summer and the impact that those changes had on the beginning of the semester.

Background info: UAS went through some major system upgrades in both hardware and software over the summer. The computer systems were reconfigured for redundancy and scalability and were put through rigorous testing.

During the first two weeks of classes there were issues with system resource allocations, loss of connections to storage, and authentication. As of the TLTR meeting all issues appear to have been resolved.

These issues seem to happen on weekends, which is especially problematic for online courses because there is nobody to go to for help during the weekend. Instructors end up having to extend due dates, etc., which has major issues for the amount of material that is covered during the semester.

Suggested improvements:

- Put something on UAS Online front page that tells you where to go when there are problems. If technical problems, may not be able to update helpdesk status or all-points bulletin (APB).
- Need more Helpdesk staffing (there is help from 1-5 on Sundays and not at all on Saturdays). It's like part of the university is only open from 9-5, which is problematic because of the large number of online courses.
- Share resources with UAA and UAF to get more support (maybe not 24/7, but how about 12/7?). They have larger help desks.

Diana Collins reported that IT instituted a new phone tree to help with issues. It was suggested that some sort of ticketing system might be helpful.

When IT is busy troubleshooting a problem, they could use an out-of-office message to inform people about current issues. Help Desk notifications are currently self-subscribed.

Lee Graham will craft up letter that says that we need to address this issue of Helpdesk staffing on weekends and evenings because online courses are important part of the university's mission.

Suggested topics for future discussion

- Bring Blackboard out of UAS portal
- Future of learning management system
- Standardization of systems across MAUs; web conferencing system, same version of Blackboard, etc.
- Process for learning environment (for example, new LEDs)