

TLTR Regional Meeting
November 21, 2014
Chancellor's Conference Room

In attendance:

Andrew McDonough, Jason Amundson, Ann Spehar, Bethany Wilkes, Julie Hamilton, Diana Collins, Virgil Fredenberg (filling in for Lee Graham), Kimberly Schulte, Jill Hanson, Kathi Baldwin, Tina Coulston, Robin Gilcrist, Jon Martin, Michael Ciri, Maureen O'Halloran, Susie Feero

Clarification of IT role in TLTR

Diana Collins is named person on TLTR for IT (i.e., member). Michael Ciri is ex-officio resource; not a voting member of the TLTR.

Blackboard/Helpdesk update

Michael Ciri reported on Blackboard down time. It has been down for more than a few minutes only a few times this semester. However, students and faculty may have had trouble accessing Blackboard at other times because the networking systems are inter-reliant.

The Blackboard implementation team has been working on improving Blackboard support by creating a customized help manual and adding a link from Blackboard to the IT Helpdesk. Revising the front page of UAS Online may be the best way to improve Blackboard support. The goal is to be ready for spring semester.

Helpdesk hours have been expanded. The IT voicemail has been changed to indicate when there is a known problem that is being worked on.

HD Phone Queue Changes:

1st greetings allows users to leave a voicemail now or stay on the line for support.

2nd greeting is system outages/operational message.

Draft letter regarding standardization across MAUs

Susie Feero, Kathi Baldwin, and Kimberley Schulte put together a draft document to start a discussion within TLTR regarding standardization of software across MAUs. The letter describes trade-offs between standardization and innovation and flexibility. It was

suggested that a set of principles that can be maintained for a long time is more useful than a list of software that works or doesn't work.

The TLTR committee will continue to work on this letter with feedback from departments. The recommendation will ultimately be forwarded to faculty senate and the provost.

Entry to UAS Blackboard Recommendation

TLTR is going to draft a letter recommending to separate UAS Online from Blackboard.

Egan Library Virtual Open House

Egan Library hosted a virtual open house for e-learners. 40 students attended. It was offered as an asynchronous open course through Blackboard.