

Regional TLTR Notes (2/13/2020):

Present: Susie, Kimberly, Cody, Paulette, Robin, John, Kasia, Marnie

Cody IT Update:

The helpdesk needs students

There was an encounter of inconsistent service, this was caused by ACS in Portland. There was some communication, however there was discussion on additional communication that could have been sent from statewide when the issue was first discovered.

Marnie noted that it caused a class to be cancelled which affected about 37 students in that instance. The communication would be similar to an All Points Bulletin in UAS Online about the outages and connect with the UAS course site instead of the instructor status and “call your instructor” information. A link could be established with the Statewide OIT updates. While this site can be easy to navigate, the information can be very technical. Centralized IT so that when an outside entity (ACS this time) it can find the solution.

Reiteration that Collaborate Original is ending and will be removed from the BlackBoard (WebMeeting) starting with the summer and fall courses.

There will be Google Suite training in person (more interactive) starting 2/20 at 9:30am as a response to asks from users. Chrome users (latest version) blocks third party cookies – which includes some portions of BlackBoard and add on components. The workaround is using Firefox.

Susie: End User License Agreement (EULA) is making the changes based upon Cody’s comments and resending. Cody reminded that this is a process tool to keep in mind and help stem the tide of so many requested software before there has been departmental/institutional buy in or funding. Susie to revise and rename Technology Service Review.

Zoom Test out and practice. Only showed videos for the class (student preview) even though scheduled meeting links showed. Recordings did not show until “end meeting” was chosen, even if leaving the meeting and closing the tab was performed. John noted that all meetings show, active is on top. Cody is making sure there is no waiting. It was noted that the host can only have one meeting active at a time where Collaborate Ultra can have many hosts. Zoom is licensed to the user not static to a room and apply every new meeting ID for individual courses. Also can do unscheduled recurring meetings. Susie sees no cause to delay adding it into BlackBoard.