Five Information Technology Open Forum sessions were held to inform the college community of recommendations and actions resulting from last year’s IT open forums, to introduce the OIT Leadership team, and to gain input on moving OIT to the next level.

An overview of OIT’s strengths and opportunities as identified last year was given by either Dr. Anthony Tricoli or Mr. Julius Whitaker at each open forum, followed by an introduction of Reid Christenberry, OIT’s Assistant Vice President/CIO who facilitated the remainder of the forums.

The following were identified as strengths and opportunities during last year’s IT Open Forums.

**Strengths:**
1. OIT staff are competent, customer sensitive, committed to GPC’s success
2. OIT has improved services over the past few years
3. OIT has embraced continuous improvement

**Opportunities:**
1. Provide easier access to information
2. Make technology use “hassle free”
3. Enhance support by customer type
4. Create choices in technology
5. Improve communications and service

The following OIT Leadership Team members were introduced:

Joe Amador, Director (Projects and Planning)
Dexter Banks, Director (Educational Technology)
Chris Burge, Director (IT Infrastructure)
Debra Cronin, Director (IT Customer Service)
Ken Quattlebaum, Director (Information Systems)
Deborah Robinson, CISO (Information Security)
Mr. Christenberry discussed *actions taken or in progress* as a result of requests from last year’s open forums:

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<tr>
<th>Requested</th>
<th>Delivered</th>
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<tr>
<td>Business intelligence, reporting</td>
<td>Acquired ODS/EDW and Cognos. Also enrollment management software, deployed this fall</td>
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<td>Improve collaboration tools, workflow</td>
<td>Share Point pilot project for collaboration and workflow</td>
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<td>More direct student support</td>
<td>New student design labs with digital design computers and media equipment (currently at Dunwoody and Clarkston) Increased staff support in labs and classrooms Acquired lecture capture system (can be used at trainings or other presentations)</td>
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<td>Password hassle reduction</td>
<td>Implemented self-service password reset Consolidated passwords to two, which will soon be just one with Banner 8 upgrade</td>
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<td>More service desk hours</td>
<td>Extended services hours by 12%, including weekends</td>
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<td>Mac Support</td>
<td>Mac support staff being trained Student design lab Macs, etc</td>
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<tr>
<td>Content management for web pages</td>
<td>Deployed Drupal and used for top levels of institutional web site Studying how to replace FrontPage</td>
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<td>Targeted messaging instead of genmails</td>
<td>Currently developing broadcast digest process and new procedures Portal on agenda for 2011</td>
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<tr>
<td>Improve OIT and customer communication</td>
<td>Hired Director of IT Customer Service Starting OIT web site overhaul Developing an OIT communication strategy</td>
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<td>More info on schedules for equipment upgrades</td>
<td>All tech refresh schedules will be online by July 1, 2010</td>
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<td>Define full-time and part-time faculty support models</td>
<td>Under development Online by July 1, 2010</td>
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<td>Better forums for interaction with faculty and students</td>
<td>Director of IT Customer Service will be establishing in upcoming year</td>
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<tr>
<td>Continue IT governance process</td>
<td>IT Advisory Council meets monthly; re-charting now</td>
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<td>Support sanctioned innovation</td>
<td>Student Tech Fee process for innovative nominations</td>
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In an effort to move OIT forward for 2010, a series of questions were provided to the college community in advance via genmail. The following responses were received from attendees of the open forums:

1. How can faculty and staff be given more choices about the personal technology provided by GPC?
   - There needs to be more collaboration between OIT and faculty. Faculty should be involved with the lecture capture system to learn use of the new technology.
   - Faculty should be given a choice of having a desktop PC versus a laptop.
     - OIT agrees that choices should be provided to faculty and staff and will accommodate when possible.
   - GPC Online faculty would like to have the ability to communicate with students through devices students use, i.e. via text messaging.
     - OIT will look into the JagALERT system’s other capabilities to see if this is possible.
     - Students would be responsible for paying for each message received.
   - A list should be provided of applications with known issues and possible resolutions.
   - The OIT website should include a list of OIT staff members and their responsibilities.
   - Parameters must be established on what can be done or provided by OIT. This involves continuous education for faculty and staff, providing the pros and cons of the technology choices they have.
   - Having the option of using tablet PCs would be valuable for faculty.
   - There should be a faculty server that faculty can save lectures on and access in the classroom so flash drives do not have to be carried from the office to class.
     - There is a T: Drive that allows you to put data that can be seen on any computer in any classroom, but is viewable by all users. Similarly, there is a Notebooks Drive. This drive can be mapped on an office PC, while the T: Drive cannot.
   - There is still a paper process for ordering, which can be cumbersome.
     - Logistical Services is currently running a pilot on an electronic purchasing system to move away from paper purchasing.
   - The Help Desk should not ask for a 900 number when they are called by faculty during a lecture.
     - Help Desk staff may ask for the 900 number if an individual is calling from a phone outside the college network, but should not be asking for this information if using a GPC phone.
   - Why do we have to do monthly ADP approvals and then not have the ability to electronically update leave?
ADP is not run at GPC. GPC just connects to it and therefore, this is outside of OIT’s control.

- Project management software is very useful. GPC has a lot of administrators that could benefit from its use, yet we do not have a license for it.
  - OIT can order some numbers for this software, but one thing to keep in mind is that every package that GPC offers, OIT must be able to provide support for it; therefore, OIT staff has to be trained on it.
    - We can have faculty trainers. We have a lot of faculty who are knowledge experts on various technologies who can provide support to other faculty.

- Look at work process on dual monitors.
- More electrical outlets are needed for student laptops in the library.
- More and better coordination is needed between OIT and Plant Operations for projects.
- An advance notice should be provided to faculty and staff on software and technology changes.
- A uniform method of supporting podcasts is needed.

2. What academic advisory functions could improve OIT’s service delivery?
- With FrontPage no longer being supported by the college in the near future, IT could put together a group of faculty/staff to discuss different options.
- A campus-wide group can be put together to improve IT decision making.
  - There should be campus teams with representatives from those teams serving on a college-wide group.
- Instead of holding OIT forums, should we look into joining existing meetings, such as department meetings?
  - OIT would probably get more face time with more faculty by doing so.
  - If Faculty Development Day is still held, this would be a good opportunity for OIT to give a brief overview and then have a room set aside for those who have additional comments, questions, and suggestions.
- A person from each discipline and campus can go to each campus every year and get assessments (including some faculty and department chairs).
- A mechanism is needed to identify technology user candidates and others that would be great contributors for the IT Advisory Council.
- Faculty should have council status albeit run through other councils for implementation and information purposes.
3. What are the most important issues related to GPC’s moving to Windows 7?
   • Most attendees did not have experience using Windows 7 and were unsure of the pros and cons associated with moving to Windows 7. OIT provided the following information:
     o The use of Windows 7 is currently being piloted by a handful of users at GPC
     o Some challenges with Windows 7 have been identified, i.e. use of iCollege and Banner. A GPC Windows 7 webpage will be created to address any issues.
     o We have been using XP for 10 years now, and it is time to look at a new operating system. Windows 7 seems to be a good option as it is faster and runs on less hardware than Vista.
     o Personal use of Windows 7 by students has already started.
     o If necessary for certain users, OIT can set up an option to toggle between operating systems.
     o Anyone interested in doing a pilot of Windows 7 can contact OIT and will need to report back any findings or issues.

4. How can the new Technology Fee proposal process open up possibilities for students and faculty?
   • Can a proposal be submitted for something in particular to benefit students at Decatur?
     o Such a proposal can be submitted if indicated that the technology would then be scaled to the other campus locations. The intent of the Technology Fee is not to just help a few students.

5. How is management report being handled? What is your impression of OIT and OIRP responsibilities?
   • I have to go through the Help Desk every time I have to run a report.
     o Due to the last audit, OIT had to tighten up Crystal Reports access. Most access is handled through OIRP to assure data is not misinterpreted. OIT will look into options for making it easier to get to data without compromising security concerns.
   • Need to consider SMARTS in reorganizing actions: Used by ERS, ISAA, ACRS, and Financial Aid; also ties into SAMS.
   • Data is needed identifying where students go after leaving GPC.
   • Scan products are outdated.
Options include continuing with updated Scantron or moving to another process.

- The Contact Center’s new reporting process provides valuable information.

6. How is OIT doing now and what mechanism could be used to access our service quality best? (A student survey is targeted for Fall 2010 for service assessment)

  - There needs to be more support for faculty and students. Sometimes a message has to be left for the Help Desk or they have to forward the inquiry on to another individual.
    - The current object at the Help Desk is to gather information and get the ticket to the right person. Level 2 support is being looked into.
  - Having a listing of what is supported by the Help Desk for faculty and students would be helpful. If a department is looking into obtaining new technology, this would give a better idea of the support available or needed.
  - When email is down, the college community should be notified by another means, such as an automated phone message. This would cut down on the calls the Service Desk receives.
    - OIT will consider alternative notification methods, but the level of the last outage prevented any other type of notification being possible.
  - The use of kiosks could be beneficial. Customer service surveys could be done on the kiosks instead of paper. Kiosks could also have maps and FAQs.
  - Some security policies can make instruction obstructive. Can they be reviewed? For example, desktop backgrounds cannot even be changed in science labs. Can lab supervisors be given limited administrative rights?
    - Some security measures in place are the result of audit findings. OIT will look into what can be done without compromising security concerns.
  - Have a page on the OIT website to provide feedback.
  - Online testing is not secure.
  - There is a good technology team at this college.
  - OIT does a great job of responding to service issues.
  - OIT is extremely responsive, very helpful, and has made many technological improvements.