

**IT Advisory Council – Special Called Meeting**  
**Sep 11, 2008**  
**McCain 200**

Voting members present:

Bill Powell  
Steve Oshrin  
Mary Dayne Gregg  
Homer Coffman  
David Mooneyhan  
Allyson Easterwood  
Bob Pierce  
Kristi Motter

Non-voting members and guests:

April Jordan  
John Hayman  
Kevin Sellers  
Sheri Rawls  
Susan Siltanen  
Jeff May

The Voting membership agreed to suspend formal parliamentary procedure for this meeting in favor of a more informal discussion format.

The only item on the agenda was the Business Case for Blackboard Support on a 24 hours per day, seven days per week basis.

Discussion areas included:

- Students and Faculty need 24x7 Blackboard support
- Funding support is not identified and the money for technology fee is used to pay for establishing LEC and iTech; this fee is not a funding source
- Features of the 24x7 service include:
  - Reporting available through the product
  - Development of a Knowledge Base through the support provided by the product
  - Development of a Website to allow students to report problems
- How do you measure success of hosted help desk
  - Post eval on satisfaction from students
  - Evaluate speed of response for students

Motions and recommendations made are as follows:

**Motion 1:** A motion was made by B Powell and seconded by S Oshrin to separate the discussion of the need for 24x7 Blackboard support services and the funding of those services. The motion was unanimously approved.

**Motion 2:** The IT Advisory Council recognizes the need for and therefore recommends that the university enter into a contract with Persidium for 24x7 support of the Blackboard online learning product pending approval of funding for the services. Motion made by Steve Oshrin and seconded by Bill Powell with a unanimous vote in favor of the motion

**Motion 3:** The IT Advisory Council recommends requesting that the colleges/units in Academic Affairs participate in the funding of the service. Motion made by Allyson Easterwood and seconded by Mary Dayne Gregg with a unanimous vote in favor of the motion.

**Motion 4:** A motion to adjourn was made by K Motter and seconded by B Pierce with a unanimous vote in favor of the motion.