Students-ACT
Initial Meeting Summary
November 11, 2013

Robert Placido welcomed everyone and initiated introductions after sharing the charge for the committee and his hopes of what the group will achieve. Following introductions, students shared their thoughts on technology at TWU.

Open Discussion

- Frustrating that there is not a single source login for everything – having to log in multiple times based on instructions within Portal
    - OoT follow-up: update instructions to reduce logins
- Otherwise, Portal is a nice space with good functionality
- Concerns about faculty technology challenges
    - Students can't reach faculty members because mailboxes are full
    - No standard faculty tech awareness level
    - Need training specifically on Blackboard and email
    - Causes students extra work
    - Perhaps initiate a certification process for faculty
- Students awareness of technology help and tools
    - More than half the students either didn't know about or haven't looked at Lynda.com
    - Technology link on main page
    - Technology facebook page
    - User guides
    - Raise visibility in Portal
    - Maybe a rotating link in Portal (could be used by other departments/offices)– but this could be ignored by students who just go in to get content
    - Blackboard main screen is text heavy
        - OoT follow-up: share comment with LTS
    - Student/faculty/staff log in from home screen that links to logins, etc related to role
    - The students like the Tech Students site but didn't know about it
        - OoT follow-up: need to update our resources list
    - Many students didn't know about STARS
        - OoT follow-up: no escalation process when clients hit a wall (not just students)
    - Add tech link on web advisor
    - TWU app

From this conversation, Placido prioritized some work for the committee:
- Research options for and student opinions about cloud-based email
- Raising awareness of technology tools and documentation among students
- Where should we go with social media?

Another responsibility of the committee will be to consider and recommend new technologies and present these technologies to all students for feedback. In so doing, members would have to consider budgetary restraints and trade-offs.

Finally, Placido shared a copy of the committee's charter with the attendees. There are eight members in the working group, though they will interact with all students at TWU. The committee will meet at least once monthly. He emphasized that this will be a working committee. The chair will manage the committee and report to Heather Davis and Placido. Additionally, the chair will guide discussion in and set up meetings of the committee. There will also be a secretary position which will keep meeting minutes, post minutes, and manage any web presence. The membership of the committee should be diverse and broadly representative of the institution.

Heather Davis assured attendees she would send additional information soon. The meeting was adjourned.