

## **Academic Support Committee Minutes for the Jan. 26, 2004 Meeting**

Present: John Pollitz, Jim Stephens, Karl Hickerson, Dean Marple, Irene Kremer, Tom Burns, Janette Bryson (New Student Member will join us next time)

At regular Faculty Assembly meetings the Academic Support Committee will report on Information Technology.

Irene Kremer: Changeover to new internet service provider began on Jan 16. New provider is Internet Express. If users have the University's former provider for their home internet service, they may still experience some minor problems until NetExpress gets the information changed at their location (set to be resolved within the day). Service delivery is now faster. SAU was willing to do the changeover during break; provider could not do. For future projects, IT is working on continuous improvements relating to identifying affects on department-maintained services.

Comments: Would help to have weekend personnel available during changeover. Library is still experiencing some difficulties with the Lexis-Nexis database since it must be switched to a new IP address range. Students had some concerns about timing of changeover and lack of adequate notification of changeover. What is the best way to notify students - by flyer, e-mail, voice mail? Suggestion: put flyer on cafeteria tables for on-campus student notification. Some students believe network is running slower and they aren't receiving all their e-mail. Seems to be some confusion over which e-mail addresses work – sau.edu or ambrose.sau.edu. Per IT, both addresses work for faculty, staff and students.

GSGA putting on a forum with the topic of partnering in education. The forum will be held March 2, 7:00 – 9:00 PM in Galvin.

Status of requirements for transfers. Possibility of committee being formed to review why some transfers are successful and some are not. There are questions surrounding certain types of admission such as conditional, etc.

Faculty handbook meeting: The meeting reviewed the history of the Handbook Review Committee. The feeling that more specificity in the role of committee is needed was expressed. Some committees act as forums, some have a more defined purpose such as PTS. Handbook might identify some committees as legislative others as oversight. Some committees (ASC, Student Life) might be proposed by some faculty to be changed to University committees rather than faculty committees.

Library has an 800 number students can use to get reference desk. The number is **1-888-2SAULIB**. Students can use this number to call the O'Keefe Library reference desk for help without incurring long distance charges.

John Pollitz: Library video budget is allocated on a first come first-serve in ordering. However the budget line has been running out by mid-November. The Library staff will be discussing ways to address this problem. Suggestions are welcome.

Report on early warning system to detect student problems earlier. IT is setting up a web-based approach. There will be changes in the format for the progress report for athletes and in the format for academic warning.

SGA will have open mike night Feb 2, 8:00 PM. Faculty can participate.

Next meeting 2:00PM Feb 9<sup>th</sup> in the Conference room of the O'Keefe Library. IT will discuss the Helpdesk.