

IT User Experience Governance Group: November 21, 2016

In attendance: Derrick Millard; Vito Picicci; Julia Kraveca (chair); James Humphreys; Wes Mathieu; Ian Fisher; Martin de Bernardo; Mike Evans; Brian Smith; Rod Stewart (minutes); Sarah Bernardi; James Duncan; Jordan Carlson; Don McCulloch; Claire Wollen; John Laugesen; Howard Simkins; Trevor Hanekamp; Wes Tanney

Regrets: Bryan MacFarlane; Brandon To; Ausim Mobeen; Paul Khangura

Review Action Items

Implementing a Multi Browser Strategy

A recommendation document has been produced and will be presented to the group at the next meeting.

HMC Flip Up Labs

Revisited was the challenge of replacing the legacy laptops that can be used in flip-up desks in Workforce Development sponsored labs at the HMC campus.

To date, three different replacement options have been explored, including:

- Zero client machines and monitors
- Desktop computers and monitors
- Chromebooks

Although the zero client and desktop computer solutions present the most economically prudent solutions, having monitors on the desks inhibits classroom activities for the ESL instruction that takes place in these locations.

While the Chromebooks provide a good form factor for the flip-up desks and can be tucked away, software delivery and management for these devices is an issue. We would need to change our infrastructure to accommodate this solution. Further study would be required to see what is feasible and achievable.

It was suggested that Scheduling be contacted to see if it was feasible to re-schedule the classes that rely on computers in these labs to one of the new PC labs in HMC 2.

AI: speak to Scheduling about feasibility/constraints

AI: Group members should submit any further recommendations/ideas

Agenda

Login Times in Classrooms - Update

Communication to Deans has been drafted but not yet sent.

So far, the slow network log-in times have been attributed to a number of factors, including:

- Hardware issues at HMC (since addressed and improved)
- User profiles: personal preferences, customizations and mappings to other network services can sometimes present problems
- Old PCs in some lab locations

The group was informed that IT was still examining underlying issues and exploring further opportunities for further improvements.

Davis Classrooms Short Term Needs and Overall Strategy

A number of Deans were approached for advice and one recommendation was to build a deficiency list and address the short comings (most deficient items).

A list is being compiled that will be used to solicit feedback from faculty regarding the list items and their priority. Service Desk case logs will also be consulted to determine if there are any common complaints from an operational perspective.

It was also noted that whether the funding for these classroom renewals would come out of this year's budget or next was still in question.

Basic Classroom Technology Needs: Round Table Discussion

Building upon the discussion that began at the last meeting— *Classroom Projection Functionality and Requirements* — the group talked about what classrooms need at a minimum for any general-purpose class to function. There are approximately 300 general purpose classrooms across all Sheridan campuses.

The group concurred that decisions should be made based on curriculum and an examination of what is really needed versus personal preferences.

The following suggestions were offered to aid in developing a process to determine baseline classroom standards:

- develop different classroom tiers (basic; advanced; deluxe)
- embark upon an annual process involving academics, scheduling and facilities to review and assess needs
- address the biggest areas of complaint
- develop campus user groups and sub-groups to examine the classrooms affected at each campus, taking an inventory of the tech currently in place to identify opportunities for improvement

- survey faculty for their wish list
 - a counter point to this suggestion is that individuals responding to this type of survey tend to focus on personal preferences
- consideration for 'portable kitting': equipment that can easily be moved from class-to-class as needed (e.g. audio; projection systems; etc.)
- develop classroom standards (templates) for each academic faculty or program rather than develop standards for each campus as faculties/programs can span over multiple campuses

AI: Group members were asked to pass on any additional recommendations they may have.