

User Services Committee Meeting

Minutes

April 28, 2010
10:30 a.m. – 12:00 p.m.
District Annex – Conference Room 2

Membership

- Larry Aycock
- Gino Barabani
- Wayne Bogh
- Kirsten Kolvey
- Milly Douthit
- Anselmo Escobedo
- Benjamin Gamboa
- Courtney Hunter
- Sharrisse Jones
- Jeremiah McFarland
- Rhonda Prater
- Fermin Ramirez
- Shalita Tillman
- Kathryn Weiss
- Everett Garnick

Other Attendees

TOPIC	DISCUSSION NOTES
1. Previous meeting minutes approval	None
2. Old Buisness	None
3. Training Develop a list of classes you believe should be developed and delivered to provide users with knowledge suitable to use technology resources provided them. (especially where we lack now)	<ol style="list-style-type: none"> 1. Productivity (Microsoft Office, etc): These are delivered through the PDC groups on campus, not through DCS 2. ERIS 3. Financial- Purchasing reporting & using: These are delivered through Purchasing, not through DCS 4. Transition to SARS/SARS training 5. Blackboard: This is delivered by Trelisa through Distributed Education, not DCS 6. Datatel <ol style="list-style-type: none"> a. Quick reference guide to common mnemonics b. Reporting c. FA 7. Annual needs assessment for training 8. Need to know capability of systems: Datatel, WA, BB, etc) Don't know what don't know. 9. Need communication on roll-outs for new productivity software, BB, etc [when, how, why delays, etc]
4. Policies & Procedures Develop a list of IT policies and procedures that should be developed to help direct people in proper use of technology resources at District sites.	<ol style="list-style-type: none"> 1. Need a starter set 2. Adjunct password resets 3. Why do adjunct need to access email frist from on-campus? 4. Helpdesk procedure 5. New user add/change/delete: how to get updates into the system quickly? 6. Clear procedures for submitting requests
5. Other	Attendance is sparce, All members in attendance this week attended through CCCConfer connection. Suggestion was made to publish agendas and minutes and remind members 2 days before while providing capability to meet either in a meeting room or on-line via CCCConfer.

<h3>To Do Items</h3> <ol style="list-style-type: none"> 1. Think about further training needs and issues. Come to next meeting prepared to discuss. 2. Everett to provide thoughts on needed policies and procedures.

To see posted minutes and agendas for this committee,
[Ctl-Click to link to posted agendas and minutes](#)