QCC Academic Senate
Committee on Computer Resources
Agenda for March 27, 2014

1. Review minutes from the last meeting

2. Student Tech Fee Plan

3. Activity Updates
    a. 2010 Tech Plan Survey

        i. Next Steps: write report to Academic Senate

    b. Committee Guide

        i. Next Steps: review final changes to the Guide; make the identified changes; write report to Academic Senate indicating that the Guide has been revised and listing the changes that have been made

    c. IT and ACC course offerings

    d. Newsletter Articles

        i. Word count

        ii. Topics

            • CRM Ticketing System – its purpose and how to use it (George Sherman)
            • Pharos Printing System – its purpose; faculty tips; student tips (George Sherman)
            • Network News – wireless network article w/ IT's comments (Wendy Ford)
            • IT – 3 - 5 stats (CRM ticketing issues/resolutions, etc.) – (George Sherman)
            • ACC – 3 - 5 stats (software utilization, training attendance, student lap top use, etc.) – (Request from Bruce Naples)
            • Training – brief review of a new technology training course (Paul Sideris)

4. Next Meeting – May 1, 2014, 2:10, Room H341