

Idaho State University  
Web Services Council  
Minutes for February 14, 2006

Meeting convened 3:30 PM

**Present:** Blake Beck, John Kijinski, Libby Howe, Mark Lee, Ken Trimmer, Kent Tingey, Tony Lovgren, Ali Nelson, Roger Egan, and Janet Higgins

**Excused:** Randy Gaines, Juli Mead and Craig Joseph

**Taken by:** Janet Higgins

**Agenda Item 1 – Approval of Minutes**

Minutes from 1/18/06 and 1/31/06 were approved as written.

**Agenda Item 2 – Report on Web Liaison Meeting agenda**

Blake reported that there are three agenda items for the February 17<sup>th</sup> Web Liaison meeting:

1. Report on campus map project – Kendra, from GIS, will make a short presentation on the interactive map she is working on for the webpage.
2. A discussion about departmental websites that have not adopted templates or banners – Mark will contact each department's liaison and offer student help to move to templates or at least put banners on each page.
3. Blake will do a live demonstration of the Master Calendar product

**Agenda Item 3 – Review Administrative Services vs. Academics vs. General Services**

Blake requested that Council review suggested changes in an attempt to eliminate the General Services page. As reported in the past, everything on the General Services page, with the exception of seven links, can be found on either the Administrative Services page or the Academics page. The following moves were proposed.

Administrative Services:

Housing

Conference Services

Academics:

Counseling and Testing

Sawtooth Science Institute

Idaho Health Sciences Library

Idaho Drug Information Services (Janet will double check on this one)

International Affairs Council

General Services:

Leave the suggested message on General Services Page for several months and then remove the entire page. Mark will do this when he gets back in 2 weeks.

#### **Agenda Item 4 – Review Student Life vs. Living and Wellness on the Student page.**

Nothing can be discussed without Juli. Ali reported that the working group has not met recently. Blake will contact Juli and ask that she reconvene the working group. The question was originally raised by the Housing department because students could not find the link to Housing– it is under Living and Wellness. Most students were looking under Student Life and not going any further.

#### **Agenda Item 5 – What to do with the "Contact ISU link"**

This was previously discussed by Council, with no resolution. On the front page, in the footer, there are two contact links: Site feedback: [webmaster@isu.edu](mailto:webmaster@isu.edu) and Contact ISU. The later is a web form created by WebDev and Terry Lay. The form is coded so that when the Submit button is clicked, the message is sent to the appropriate department or the HelpDesk – based on which category the user checks in the form. Blake suggested that the form needs to be revised. The form seems to be meant as both a website feedback form and a request for information form.

The webmaster email address is getting 6-8 requests for information a week. Some messages are going to the HelpDesk, but we don't know how many. Mark forwards all requests to the appropriate department, but we need a better way to handle this situation. Concern was expressed that requests may come in and never get answered because there is no way to track messages and responses.

It was suggested that we remove the Contact ISU link, have the [webmaster@isu.edu](mailto:webmaster@isu.edu) the only option for a while until we get a feel for how many questions come in, and then later revise the form based on need. Some concerns were raised about this approach. It was decided to have Mark see if he can change the form's code to add the webmaster email in a cc: message. Mark will then get a count of how many messages are coming in via the form. As soon as we have some history, Council will again address this issue.

#### **Agenda Item 6 – Report on Master Calendar Product Review**

Tingey discussed the proposed campus calendar with President Gallagher, who approved buying the product and said he would encourage everyone to use it. The presentation at the Deans meeting was uneventful, everything they asked for the product already does.

The only concern now is from Randy G. He believes there may be compatibility issues with any ERP system that the University may purchase. For now, Blake has identified \$9,000 for the software and a server to run the calendaring system. Several departments have said they would help with the cost. The SUB will put up \$1,000 for the Connector software that allows the SUB's Event software to interface with the calendar.

The Scheduling software was also briefly discussed. A campus license would run around \$16,500 – with the trade in from an existing SUB license – and would include a 10 concurrent

user license. Council agrees there is a need for this, but does not feel we are the appropriate body to take on this issue.

**Agenda Item 7 – Review Working Group Membership, Responsibility, Authority, Formal Charge**

This item was postponed due to time constraints.

**Agenda Item 8 – TRIG meeting report**

Blake reported on the first meeting of the new technology governance body, Technology Review and Information Group (TRIG). Under TRIG are five committees: Web Services Council, Academic Computing, Clinical Computing, Administration (TIGER – don't know what this acronym stands for), Technology Innovation Committee (TIC), and Research. The executive group includes Kay, the campus CIO (Randy Gaines), two deans (currently Harris and Stratton), and the five committee chairs. This governance body replaced TOC and CSAC. Some of the groups have only just begun to meet, so just beginning to get organized. The Web Services Council also needs to revisit our charge, create Bylaws, review membership, and so on. This will be an agenda item at the next Council meeting.

**Agenda Item 9 – Review Web Pages for Content and Organization – Usability Study?**

This item was postponed due to time constraints.

**Agenda Item 10 – Webmaster Comment – add a Community Services link to Visitor Page**

This item was postponed due to time constraints.

**Future Projects for the Council:**

- Content Management System
- Credit Card Payment Options
- Forms
- Style Guide
- Directories linked to web pages
- Class Schedule link to Syllabus or Webpage