

Idaho State University
Web Services Council
Minutes for March 21, 2006

Meeting convened 3:35 PM

Present: Blake Beck, Tony Lovgren, Ken Trimmer, Roger Egan, Libby Howe, Mark Lee, Kent Tingey, and Juli Mead

Excused: Janet Higgins, Randy Gaines, John Kijinski, Craig Joseph, Ali Nelson

Taken by: Sue Carter

Agenda Item 1 - Approval of February 28th minutes

Minutes were passed out for review; due to time constraints, approval was deferred.

Agenda Item 2 – Report on Master Calendar purchase

Blake reported that the purchase order was issued last week for the calendaring software. The license should be received in 10-14 days. The goal is to get calendar managers together by the end of the semester, test the software over the summer, and implement the calendar software by the beginning of the fall semester.

There was discussion about possible issues with moving from current calendaring products used on campus to the new calendaring system. A connector module will be used to move items from the current SUB calendar to the new calendar.

Anyone can submit items for inclusion on the calendars but the calendar manager will monitor and approve items submitted. When using the calendar, subsets or filters can be set so you can view only the types of items in which you are interested; there might be as many as 25-30 items each day and most people will not want to read through all of them.

One link to the calendar will be used for the More Events link – found under the Events heading on the ISU home page. Details will be worked out before the new calendar is implemented.

Agenda Item 3 – By-laws for Web Services Council: Executive Committee, Time of Service

This item was postponed due to time constraints.

Agenda Item 4 – Student Focus Group Experience – CS page changes

Mark provided a handout showing a summary of the questions and answers from the five students in the focus group. The links identified as most important were Webmail, MyISU and WebCT. In response to the question about anything missing from the pages that they would like to see, two of the five participants mentioned final exam schedule. Juli stated final exams schedule is normally posted at the beginning of the semester and toward the end of the semester but isn't normally posted during the period in between, since those two time periods are when most students want to know the finals exam schedule. Once the new calendar is implemented, there would probably be a listing on the dates final exams are held, with an additional link to the detailed information for dates and times of finals for each class.

The changes to CS page include reorganization of the side links; links are the same except final exam schedule and military are no longer included. It has been observed that most students go to the CS page first.

The General Services page was discussed; the content of that page has moved to Administrative Services or Academics pages. The General Services page will be removed. The links that were on the General Services page are also available in the A-Z Index.

After discussion, it was decided Mark will publish the revised CS page this week.

Agenda Item 5 –“Contact ISU” report on data to date

Mark provided a handout about the Contact ISU form. The handout outlines how the form submissions are routed based on the response to “I am looking for information relating to” as well as the URL from which the form was linked. In addition to the Contact ISU form, there is a link to the webmaster in the ISU web page footer.

There was discussion about wording so people understand to whom the information is being routed; for instance, change Academic Programs to Information About Academic Programs. There was lengthy discussion about how we can ensure these questions are being responded to. Should the webmaster or the Council monitor the questions received, and responses given, by including the webmaster in the initial form submission? Departments would have to be told to use a “reply all” when they respond so that the webmaster is included in the response. There was some concern about staff feeling they are being monitored by the webmaster in addition to their own department. It was also suggested that perhaps the person who receives the email questions could send a count to the webmaster. Is there a problem with using generic email accounts or is it better to let the person who is responsible for the account ensure that the questions are being responded to?

The handout indicated that 1,373 forms have been submitted since it was implemented around late 2002 through 02/17/2006. Mark will break the submissions out into how many were received by each department or generic email account.

This Contact ISU form can be a useful tool in monitoring what questions are being asked and identifying what people are not easily finding on our web pages.

Tony mentioned that Customer Relationship Management software is needed for the Help Desk and it could also be used for tracking these inquiries and responses.

New Business - Meeting Schedule

Blake requested that meetings be changed to once a month unless needed. No objections.

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
- Community Services on Visitors page

Adjourned at: 4:30 PM