

SWAT-II

CATS 2004 Special Session CATS + LMS/SWAT II: A Win-Win Opportunity

Meeting Date	March 26, 2004	Location	Cal Poly SLO	Time	10:30 am- 12:00pm
Attachments - print and review	<ul style="list-style-type: none">General Session presentation at interim SWAT-II Web site: http://its.calpoly.edu/plans_projects/SWAT-II/				

Open Forum Notes (transcribed by Abbe Altman (CATS Program Manager, Center for Distributed Learning))

How to get other constituencies aware of CATS; e.g. student disabilities folks) Maybe tap into their system-wide committees

More connection with IT organizations—other technical folk, even fiscal/budgetary

Repetitive encouragement

Place where we can share docs that are relevant to our work

SWAT could provide campuses with direction about base-line level of help desk support, training, etc.

CATS could create the service level recommendations, to be shared through SWAT

Share conference proceedings

Experts tree would help us access best answers/practices; use this list to conduct benchmarking

Communicating services already available at campuses so that other campuses can take advantage

Pomona has experts-on-line directory; ITAC initiative to portal to different expert constituencies

Expert knowledge within CATS, e.g., Wayne Smith's white paper

Budgetary decisions not always based on expert information about how the cuts affect services; not communicating with these groups

Assessment needs to be a part of the process; report results

Specialty centers model; centers of excellence located on different campuses to provide expertise in a particular area; to serve the entire system

System-wide specialty centers; virtual specialty centers with folks drawn from different campuses; website could have contact people, training documents, white papers, archived, ADA

Reorganize in more efficient ways

NTA group of network administrators that work together to evaluate products, make recommendations

Lots of software has been developed on the campuses that could be shared, code, learning objects, tools, procedures, even products that one campus has that could be "borrowed" by another campus

WIKI-WIKI model, wikipedia.org; committee of experts to select best elements of all tools, software, objects that have been posted by all members, Everyone can contribute their best effort

Easy to navigate

Play offense, not defense

All of TIGERS grants and projects need to be in a central location; need central server; all are assets of the CSU

Need to be careful that we don't use MERLOT as a lawnmower; if it doesn't fit the need, we have to find another tool/venue

Instructional technical support technicians for specific disciplines (e.g., laboratories and research orgs) need to be included in the mix and need to have access to all the tools, decision-matrices, etc.—purchases that have been made with evaluations

Need better tools for networking

Need to leverage CATS community to recognize that technology is ubiquitous across the campuses and connect with those other users (e.g. libraries) and we need to move outside of CATS to connect with those other communities

Regional mini-CATS, 1-day events, and involve the people who can't come to CATS supplemented with video conferencing for schools that can't attend

Congregate small group of people to establish principles, heuristics of technology, etc. so that we have standing with other communities

Beware the three week deliberation of mission statement

Overarching goals of SWAT are hardware, software, procurement, LMS; staff development; sustainability

How do we procure professional staff development and recognition for our expertise; we need to publish and show leaders of institutions that we are vital, important people on campus and in the system

Forums (vs. listservs), document posting, archives, LMS-driven—needs to be a central site

Nothing should be procured that is not ADA compliant. Do purchasing office have this info/expertise? How do they know? Centralized purchasing portal would solve this.

Digital marketplace will be defined soon.

CO procurement are starved of information and needs improvement.

Put relevant tools in the specialty centers rather than keep system-office controlled; SWAT headed this way

Need a central person who can track purchases and payment issues of central licenses; service manager concept

LMS

What kinds of input can we (CATS) have into the decision-making process? Do we want to and can we provide a unified front?

We should summarize the information/expertise we have to provide ITAC, in this case, that they can use in their processes

Executive council of CATS to represent feedback from community and is sanctioned/maybe funded?? ;o) to interact with DAT or ITAC or other entity

We need to organize our information

We need to find out what kind of information is needed and when it is needed so that we can prioritize and provide what is useful for the decision-makers

Synchronization of calendars to help us prioritize our efforts

Vital for CATS to provide additional information about what the campuses are doing so that those campuses that don't operate in similar ways can benefit from what other campuses are doing—and pass it up the food chain on our own campuses

Shari is volunteering to start the draft of a doc about service level support issues for LMSes

Need fixed leadership for CATS so that it will “appear” like a real body; executive committee with a chair

CATS wants to be represented on any major standing committee that has to do with technology;

Leaders with specific expertise could be invited to share specific expertise

Jason will work with CDL about setting up server for central repository

Bill will talk with whoever needs to be talked to about establishing executive CATS committee

Crista will post documents and other info to her Blackboard site

Patrick will be the first to populate Jason's site

90 days to do action items and regroup

Julian will post his Bb training docs in Word to Crista's site