

September 25, 2019
3:30 – 4:30 p.m.
LIB 207

Attending: Bo Baker, Donny Behneman, Julie Brown, Dawn Ford, Anna Lane, Susan Lazenby, Jessica Pierce, Chris Sherbesman, Chantelle Swaren, Joel Wells, Chèrie Whipple

Absent: Adam Nimmo

Overview of Charge

Charge:

... create and propose a technology training and consultation program that will improve technology skills for staff and faculty through training in the use of existing and new software, resulting in improved productivity with University applications and increased technology awareness University-wide.

TTTF charged with making recommendations to ITAC and consider how a group like this may continue as a larger group for campus?

The focus is on employees first, students may come later.

Related to concern of culture of purchasing without considering who gets training and how? Software inventory, in part, was organized in order to identify the archipelago of software purchasing.

~300 applications in use at UTC.

IT is purchasing ManageEngine asset management software to get away from spreadsheets.

Elements of TTTF's recommendation to ITAC

Pulling together the list of freely available resources understanding that "free" is not completely free

Scope: staff and faculty. What about student assistants? Graduate students? Who would have access to various modes and opportunities?

Gets complicated as we consider licenses, e.g. Adobe

Utilize existing data or gather data on training campus needs and desires

True needs assessment would require more time

TTTF could recommend that the next iteration of this group take on a full needs assessment.

Could get a survey together

IT TechQual survey going out in Fall – TTTF could add a question(s) to this

Generate list of desired training

What is the endpoint of this? Does this compete with IT service

catalog?

IT Service Catalog: what we support centrally or through partner IT?

Identify a list of trainers and training partners

LinkedIn Learning (LIL) could cover a lot of ground. From there, who are the trainers?

Discussion of LinkedIn Learning

Background: UTK entered licensing agreement for faculty/staff/students a few years ago; UTC was not interested then. IT staff secured trial licenses for LinkedIn Learning and Pluralsight in summer 2018, then secure 20 licenses for IT. IT is considering renewal as license expires in December, 2019.

20 licenses for IT staff = \$6,500

All Faculty and Staff = \$27,000

All campus = \$70,000

Discounts available if there is a 3-year renewal

If we negotiate on a license, can we try to match end dates with UTK contract?

How well would LIL integrate with K@te and Canvas?

Would it be valuable to contact UTK for usage statistics per demographic?

Susan to speak with Jeffrey W to contact UTK

Are students using this?

There is some overlap in the courses we offer. Would this possibly undermine those courses or faculty that teach them?

For staff and faculty, this could be helpful in goal-setting, new employee training, or onboarding.

Has IRIS been mentioned at all?

Some training is being offered through the Budget office. Segmented.

Knoxville has web documentation.

Previously, UTC had a trainer for MS Office, IRIS, etc. Serving from the Provost's Office (~2000-2001).

Once that person left UTC, a patchwork of *super users* were identified as helpers. Problem here is that this takes employees away from their primary jobs to help others.

UTK has offered, for example, IRIS training, but only for Knoxville community. ERC has constantly asked for help here.

Difficulty with various training models

1-to-1: there is one person that may not be skilled in teaching and

maintains all the documentation, perhaps dubiously. That person's time takes them away from other duties. Only one version of the truth.

Classroom: timing and readiness an issue, trainer requires prep time and more logistics to juggle

Online bypasses these issues

But maybe there is a need for a *Trainer-in-Chief* to help with on-the-ground issues

UT System is looking at replacement to IRIS in the coming years. Perhaps good to keep an ERP trainer or touchpoint in mind with migration to new system.

Has anyone cross-referenced the software offered through LIL with the campus software inventory.

Chantelle to do this.

One drawback is that not everyone wants to get a LinkedIn account. If it is integrated in LMS, this might be bypass the issue.

Discussion of Advising Council training subcommittee

One of the modules is technology

Advisors have to touch Banner, Mocs Degree, Navigate, and others

Could this integrate here?

Logistics

Meeting time seems ok for everyone

Every two weeks too much?

Helpful even as a time to touch base on updates

Possible TechQual Survey integration: move to online discussion

MS Team space will be our space for online discussion and documentation

Action Items

Meeting Notes – Bo

Links to Service Catalog, IT Homepage, Software Inventory – Chèrie

Review Draft Charter and provide feedback to Chèrie – All

Contact UTK for usage percentages on each role (students, faculty, staff) – Susan

Contact LiL for questions concerning SSO, whether LiL account is required, LMS integration – Susan

Schedule room and meeting dates for Task Force – Chèrie

Tech Qual questions pertaining to technology training – coordinate w/Susan

Cross reference software inventory with LinkedIn Learning offerings – Chantelle