

Meeting minutes from **October 7, 2005** (OU 220A)  
**CAMPUS WEB PLANNING & ADVISORY COMMITTEE (WebPAC)**

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- PRESENT:** Bob Aaron, Pam Burress, Jody DeCremer, Jeff Grabb, Shawn Hayes, Wes Matejka, Kate Plantholt, Tonya Samuels, Dave Schaafsma, Andy Taylor, Mark Troester, Sarah Walczynski
- EXCUSED:** Trisha Klass, Annette Levitt, Alex Skorpinski, Ari Turetzky
- ABSENT:** Noah Conrad
- GUEST:** Mark Walbert, CTSG
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**Top Ten Information Technology Concerns:**

- Mark opened the meeting by introducing our guest, Mark Walbert. Mark reiterated the directive to submit a report to the Technology Council by November 11.
- Wes.
  - There is a real need to add Human Resource (additional staff members to support Web).
  - Communicate with Media Relations more effectively (they find out about million dollar grants for their departments and college from the main ISU Web page).
  - Marketing tool
  - "Front Page" problem. There is a problem that most developers use Dreamweaver software, and then Front Page cannot be used to update the content on it. Sarah suggested that Front Page 2003 can.
  - Faculty hired for teaching skills, not web skills. So, college resources are needed to update Web pages. Web info is not helping their tenure track or giving them any points for curriculum, therefore, web development will not take precedence.
  - The college students are technologically savvy, but since there are not enough Human Resources and time, the students suffer with less technology.
  - Telecommunications and Networking has a security position. It does not cover any web policy breaches. Telecom can stop things through routers and at the source, but there is no preventative way for the web to be curbed.
- Jeff.
  - Content creation takes time, so Human Resources are an issue.
  - Prioritize critical info / how done appropriately.
  - Train constituents if everyone had Dream Weaver isn't possible.
  - Budget, expected that all software comes out of the IT budget. So if someone realizes that they "need" certain software for everyone, IT is expected to fund it. What budget?
  - Who archives / deletes old WebCT fields if we don't go around asking about the files?
  - The students don't necessarily realize that the lab computers may be 3-year-old technology, and that their brand new computer at home or in their residence hall will out-perform ISU lab computers generally.
- Sarah.
  - Their area has hired 2 people in the Dean's office to work with University Marketing. This allows them to worry about communications... such as creating a Newsletter and updating Web content. These are non-technical people who are communication liaisons / information gatherers.
  - Convergence problem... Faculty want lots of bells and whistles (higher technology complexity). Training is an issue. There is a real need for more professional people to help with training and the technology.
- Dave.
  - Has many people putting information on the Web, so communication is good in his college.
  - He hears many requests for data collection on the Web (like for Alumni of the college), so a DBA is needed for this to create interactive Web sites and to maintain the data.
- Tonya.
  - Policies and procedures... time is used up for that instead of for other things. She is the only person using Dreamweaver, so time is of the essence.
- Andy.
  - Personnel issues... lots of projects, but not enough expertise to devote time to projects. More in-depth project (not just updating programs). Expertise in MS Access, but not in Web database development.
  - Contribute software is used, a content management system was developed by the library staff. Shield people from messing with technical files (Sarah uses .netnuke).
- Shawn.

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- New person wants all new Web pages, so personnel are an issue. Edits are done by Shawn and Danna for all but maybe 3 areas.
- Kate.
  - Same issues as Wes in COE. People are asking IWSS to develop sites for them, but they don't know who will maintain the data (somewhat expect Kate to do it). Communication is lacking... finding out later about things that are illegal or things that were developed but not maintained.
  - "I hear we have to use Dreamweaver" is what sometimes is heard from Faculty. Not necessarily the truth, but they heard that since it was recommended, it is now the standard to them. So, financially, who will be purchasing this software? Who will be training the people to use it? Faculty don't necessarily understand that there are options to consider.
  - Mallard and WebCT... no full-time support positions for these 2 applications (only a server administrator for the backend operating system). She and Sarah do the support now on "good faith", but there may be a time that their Deans/supervisors will just say, no more. Who will take over this responsibility for course management?
- Sarah.
  - Standards with complexity that allows for different models. Preamble: Computing is not just desktop support. General client base at ISU doesn't understand:
    - What "we" do.
    - What technology staff skills and support set are available? (client's expectations are extremely high... with even expectations of support all home machines and software)
- Jody.
  - Copyright on the Web!
    - Photos
    - Entire books
    - Recordings
    - Distributing everyone else's work
    - Faculty members do not understand to link to sites, rather than download files to the server.
    - Someone needs to be the
- Bob.
  - Mission and resources are mismatched. Resources need to be addressed.
  - Content creation takes time.
  - Web is used as a marketing tool. This is to develop relationships. What response will you get from this web page?
  - Integrate the technologies and the communications.
- Jeff.
  - Mission and resources... people don't see that it takes personnel to accomplish web things. People don't understand what we do.
  - There is usually a problem with administrative committees get together to ask for something that isn't feasible. They must also provide an implementation plan along with directives.
- Pam.
  - Create communication among the Web developers.
    - Training on software
    - Sharing policies and standards information/adherence
    - Provide a way to exchange ideas
    - Receive WebPAC information
    - Aid in information dissemination to development people and from development people to users.
    - Marketing strategies shared
    - Maintenance of software/hardware
    - Software licensing issues pooling
    - Networking and central services available for constraints (such as bandwidth issues for voice over IP projects)
- Mark.
  - Goal 1: Get in the top ten of Mark W's list.
  - Goal 2: Balance expectations with the number of people available (even if we get more people, there will always be one more data base to mount and maintain on the web). Set priorities; we can't behave as if we have unlimited resources (saturation point).

**Miscellaneous:**

- Our next meeting will be October 21 at 9:30 a.m. in Old Union Building (IWSS Conference room 220A).
- Minutes from past meetings are available on the CTSG Web site ([www.ctsg.ilstu.edu/committees/WebPAC/WebPACminutes.shtml](http://www.ctsg.ilstu.edu/committees/WebPAC/WebPACminutes.shtml)).