

Staff Senate

<http://www.staffsenate.vt.edu/>

October 18, 2018

12:00 – 1:00 p.m.

University Gateway Center, 3100

MINUTES

Attendees: Lisa Bishop, Deborah Breon, LaTawnya Burleson, Stuart Cochran, Wayne Crotto, Lee Ann Ellis, Bruce Harper, Robena Hughes, Doug Hylton, Amy Ingram, Petie Martin, Dani McNeil, Steve Nagle, MaDonna Overstreet, Tasia Persson, Kimberly Ridpath, Amber Robinson, Robert Sebek, Sally Shupe, Tamarah Smith, Laura Steinberg, Judy Taylor

Zoom Attendee(s): Judy Alford, Angel Carter, Cynthia Booth, Chad Dalton, Ashley Foster, Sheree Montgomery, Zerita Montgomery, Heather Parrish, Jonathan Poff, Ashleigh Roelich, Amy Splitt, Sue Teel, Sarah Woodward

Speaker(s): Joyce Landreth, Lucas Sullivan, Carol Hurley, Claire Gilbert

Excused: Kim Dulaney, Velva Groover, Brian Huddleston, Brandy Morse, Erin Poff, Teresa Smith, Beverly Williams and Lance Yelton

Unexcused: Tracey Drowne, Sharon Dunn, Judy Fielder, Tami Foutz, Sandra Gabbert, Carolyn Hopkins, Christina Lapel, John Lemaire, Ron Mecham, Albert Moore, Janet Murphy, Tracy Newton, Sarah Owen, Hannah Parks, Shanan Sessor, Ingrid Skederian, Lenora Stover, James Venable III, Jack Washington

Call to order at 12:02 p.m. by President, Robert Sebek

The agenda was electronically submitted to senators on Thursday, October 18, 2018. With no additions, the agenda was approved at the meeting.

Attendance sheet for check-in was available near room entrance.

Approval of Minutes

Approval of September 2018 minutes was done electronically.

Update from the Staff Senate President

Mr. Sebek – Child Care Committee – BOV presentation and report – sending report to BOV and will present on November 2, 2018.

Update from the committees

Tammie – Strategic Planning will be presenting at our next staff senate meeting.

Staff Senate Standing Committees – sending to Katrina for sending out

Communication: Mr. Harper – please send email to be added to list serv

Elections & Nominations: Ms. Taylor – opening on the Undergraduate Curriculum Committee, looking for a replacement

Policies & Issues: Ms. Alford – No updates for the Policy and Issues committee

McComas Leadership Seminar: Ms. Ingram – will be sending out email soon on meetings and times.

Presentations: 4HELP: presented by Joyce Landreth, Deputy Executive Director User engagement, Lucas Sullivan, Associate Director IT Support, Carol Hurley, Associate Director Faculty Staff Technology Resources and Claire Gilbert, Executive Director IT Experience and Engagement

Introduction to 4Help

- 1) History of Division of IT support @ VT
 - a) 2016 Creation of ITE announced
- 2) Implementation
 - a) Information Technology Experience & Engagement is focused on collaboratively evolving and actively ensuring a high-quality user experience
- 3) User Engagement: The Landscape Changes
 - a) University Computing Support, the Vt Operations Center, the switchboard and communications parented to form a cross-organizational team “front-door”
- 4) 4Help How can you get in touch?
 - a) Portal at 4help.vt.edu
 - b) By Phone at [540-231-4357](tel:540-231-4357)
 - c) In person two locations
 - o Torgersen Hall Bridge, Monday- Friday from 12pm -5m
 - o Appointments for in person support at [CRC can be requested](#)
 - d) For references [4Help Service Catalog Entry](#)
- 5) Faculty and Staff Technology Resources (FASTER)
 - a) Support escalations from 4help
 - b) Partnering with distributed IT
 - c) VIP Support
- 6) Special Programs
 - a) New Student Orientation
 - b) Get connected
 - c) Gobbler fest/Staff Appreciation Day
- 7) Distributed IT Partnerships and Engagement
 - a) Incident management, catalog and other partnerships
 - b) Tech support
 - c) Departmental Computing Support Symposium

Q&A

- 1) Why does some people have more admin access than other in the Center's Departments?
A: this is due to departmental decision on what kind of admin access each person has.
- 2) What kind of success has this new portal had on the university?
A: The 4Help portal has been a great success University wide. The reason for this success is because the IT support teams all work together to make sure all issues are resolved on a timely manner.

Next speakers: Erin McCann, Director of Strategic Planning and Patty Becksted, Assistant Director of Strategic Planning

Next Meeting Date:

The next meeting date is October 18, 2018 at 12:00 p.m., North End Center 2420/2430.

Adjourned 12:47 p.m.

Respectfully submitted: Katrina Loan