

17 March 2003: CMSAG Summary

In attendance: Erin Easterling, Randy Graff, John Holmes, Doug Johnson, Kris Kirmse, Chris Sessums, Ron Thomas, Marvel Townsend, Martin Vala, Mike Wright.

I. Opening Comments and Discussion:

Please review and continue to send comments on the final report draft.

Please note the new change to the meeting schedule. ***In particular note that the 20 March meeting has been cancelled.***

II. Work Groups.

HR [Joe Burley]. Discussion with Fedro Zazueta, Director of Academic Technology.

Some Notes:

* *The "big picture" of how CMS support will fit within AT*

UF is moving toward a single point of contact help desk for faculty and students. 24/7 support is under consideration but is not currently budgeted.

* *Flexibility of reporting, accountability, and direction of CMS support if there are too many administrative layers above the CMS support group.*

The current CMS support structure is being expanded with an additional FTE and is being moved under the current help desk management.

* *Your thoughts on the work load issues and human resources commitment necessary to support the consolidation process, improving and expanding training offerings, and general support for a rapidly growing system.*

Support must include the reactive component (day to day support) plus a proactive component (strategic vision). The evaluation of systems should include consideration of conversion costs as well as license, hardware, and other related costs. Training should be considered a strategic component and should come to include just-in-time training, probably as web and other resources, as well as traditional classes.

* *Your comments about what the human resources recommendation from the committee might look like.*

The committee should focus on the tasks necessary to support the CMS, not necessarily decide how those tasks are to be accomplished. What does UF need and what activities are necessary to accomplish that?

* *Other issues*

When asked about what UF would consider a successful implementation, Zazueta emphasized that the role of the committee is to identify three critical factors: 1) will the recommended CMS do what we need it to do; 2) is it useable; and 3) is it affordable. He also pointed out the difficulties of calculating return on investment with this type of system and suggested that moving UF toward "optimal" use of the CMS is what will be considered successful implementation.

III. CMS Evaluation.

A high level of interest in the WebCT Vista 2.0 product and its apparent addressing of key usability issues resulted in a consensus of the committee to move the final recommendation date to June or early July to allow examination of the new system, due to be released in late May.

Brownstone did an excellent demonstration of their EDU product and how it integrates into Blackboard. Adding this product as a Blackboard "Building Block" is under consideration to address some of the missing features and functions of Blackboard itself.

IV. Report Writing

A reminder that each work group leader should be writing a brief report to present the information and recommendations developed under his or her auspices.

Recommendation and Planning Draft:

Doug will circulate the most recent edits to the draft of a final report document. Once again, this draft is designed to stimulate thought about the final draft, it should not be considered "the" document.

Committee members should plan to devote adequate time to read and offer suggestions on how best to develop the final document.

VII. Next Meeting:

Thursday, 27 March 2003. 9:30 AM, Turlington 1012