

Student Advisory Council Transcript

April 14, 2022

10

00:02:06.630 --> 00:02:20.520

Jim Allen: The library team, one of the comments get some get some feedback from all of you, and so we've already gone through the welcome and introductions the topics for discussion tonight is VSE as libraries and some of our transformation stuff.

11

00:02:22.500 --> 00:02:37.740

Jim Allen: So I heard, this was a very lively group that had like a lot of discussions, so we just started off with some questions that we were hoping to bounce off you and and the first one is how do you use the library today at your individual locations.

12

00:02:45.060 --> 00:02:45.750

Wilson Garland: Right Alex.

13

00:02:46.800 --> 00:03:01.260

Alexandra Huff: um I know a lot of students, especially the first years have been taking huge advantage of this in our library at Linden, we have a bunch of study rooms on all three floors that are off to the side they've fallen in love with those.

14

00:03:01.920 --> 00:03:07.680

Alexandra Huff: there's also a TV on the bottom floor that they often use to play.

15

00:03:08.700 --> 00:03:15.480

Alexandra Huff: it's this one, this one YouTube video that's like study music when the girl animation listening to it with our cat like on a window.

16

00:03:15.810 --> 00:03:17.430

Gabriel Wilkinson: to relax and study to.

17

00:03:17.730 --> 00:03:24.240

Alexandra Huff: Yes, that's the exact on I see it, on their snapchats all the time of them just having a giant study session with that on the TV.

18

00:03:24.480 --> 00:03:33.870

Alexandra Huff: Because it's a communal space, but it's quieter and more secluded it's not like a lounge in a residence Hall, where there's a lot of traffic and noise, on top of it so it's really helpful for all of them.

19

00:03:34.830 --> 00:03:57.900

Alexandra Huff: We also, I know I use the library digitally to look up a bunch of resources and being the editor in Chief of our school newspaper all of our printed archives are saved online, and I referenced those of noxious Lee I'm probably the most viewed person on archive of our own um so yeah.

20

00:04:00.840 --> 00:04:01.530

Jim Allen: Thanks Alex.

21

00:04:02.310 --> 00:04:08.430

Gabriel Wilkinson: I can go next, I can tell you here if etc, we use our library for printing.

22

00:04:08.880 --> 00:04:14.520

Gabriel Wilkinson: that's one of the best probably the primary use I see students, therefore, is going from use the user access to the printer and stuff.

23

00:04:14.850 --> 00:04:34.020

Gabriel Wilkinson: Also, are on we have a massive online library, which is being immensely helpful for getting books and stuff for classes, because maybe they have like 60,000 something books or something in there and most classes, you can find your book there for free, which is awesome.

24

00:04:38.250 --> 00:04:38.760

Gabriel Wilkinson: today.

25

00:04:40.830 --> 00:04:49.680

Tajae Edwards: um I also agree that you know a lot of students use a library for printing and you know, using computers when they have difficulties using their own or they don't have.

26

00:04:50.220 --> 00:04:57.570

Tajae Edwards: But the main thing that I want to talk about was like the online library, the because a lot of cases, and you know.

27

00:04:58.230 --> 00:05:09.240

Tajae Edwards: every student has to take either they input both the information later see exam as well as a quantitative reasoning, and that is one of the things that really pushes to it is to use the.

28

00:05:09.780 --> 00:05:25.230

Tajae Edwards: Online library and get access to that those knowing the APA the MLA and stuff like that, so that is this Foundation, a lot of students even go back to that further during their college career just to I'm sure you know we're for reference that, and you know refresh themselves about that.

29

00:05:28.110 --> 00:05:28.770

Jim Allen: Great Thank you.

30

00:05:29.700 --> 00:05:37.380

Jim Allen: If I'm looking away, I just want folks to know that I'm taking notes, so if I if I look like I'm looking away I'm just fix scrambling taking some notes here.

31

00:05:49.110 --> 00:05:51.960

Jim Allen: I can't really see if anyone's raising their hands so.

32

00:05:53.220 --> 00:05:56.760

Jim Allen: I don't know if there's any more discussion around this this first question or.

33

00:05:58.470 --> 00:06:01.530

Jim Allen: So many folks can jump in a raise of hands and similar color.

34

00:06:03.960 --> 00:06:06.150

Wilson Garland: yeah let's go ahead and move on to the next one.

35

00:06:06.600 --> 00:06:12.150

Jim Allen: Okay, so this might be related to the first question, but what do you value most about the libraries.

36

00:06:16.530 --> 00:06:16.920

Wilson Garland: Alex.

37

00:06:17.610 --> 00:06:29.970

Alexandra Huff: I'm for me, and this is why I didn't mention in the first question kind of what Jay said and Gabriel said a little bit about textbooks and resources online, but specifically.

38

00:06:30.930 --> 00:06:38.670

Alexandra Huff: We have physical copies of not every single textbook and I wish it was every single textbook because I kind of got screwed over this semester.

39

00:06:39.210 --> 00:06:53.520

Alexandra Huff: But most textbooks, there are physical copies of that students to shipping has been delayed, I know Linden, unfortunately doesn't have a bookstore anymore, I believe, Johnson is also losing like their physical bookstore.

40

00:06:53.790 --> 00:06:58.050

Alexandra Huff: So etc yeah yeah so, it's a huge thing where.

41

00:06:58.200 --> 00:07:05.880

Alexandra Huff: You can't go grab the textbook you have to rely on shipping times and this semester, for me, I had a book that I ordered a month in advance and it came.

42

00:07:06.300 --> 00:07:16.920

Alexandra Huff: Two months later I'm professor at castles and actually she had to get special permission to photocopy and email me the chapters until I got the book.

43

00:07:17.280 --> 00:07:29.850

Alexandra Huff: And it was it was a huge struggle for us, but for classes, where there are textbooks in the library, you can use them in the library you don't check them out, but you can use them in the library, and you can photocopy the pages, if you need.

44

00:07:30.510 --> 00:07:42.060

Alexandra Huff: So that's I think the most valuable because for students who can't necessarily afford the textbooks or find free versions, or for those of us that gets screwed out of shipping times it's it's a lifesaver.

45

00:07:45.600 --> 00:07:45.990

Jim Allen: Because.

46

00:07:49.320 --> 00:07:55.350

Gabriel Wilkinson: I also I forgot to mention this in the first one, our our library also serves as a pretty big hub for commuter students.

47

00:07:56.490 --> 00:08:04.320

Gabriel Wilkinson: There is free coffee and donuts there every single day for commuters and it gives them a little bit of a hub for them to actually have like a home on campus.

48

00:08:05.400 --> 00:08:09.240

Gabriel Wilkinson: yeah I see students there all the time just camping out between classes and stuff.

49

00:08:10.980 --> 00:08:12.720

Jim Allen: you've also walkers there too.

50

00:08:13.620 --> 00:08:16.470

Gabriel Wilkinson: I dtc one I.

51

00:08:17.910 --> 00:08:27.540

Gabriel Wilkinson: I think you're right, I actually I don't really know I've not really been there, I don't check that section outlets, because obviously I'm not a computer but yeah I think you might be right on that.

52

00:08:28.710 --> 00:08:36.330

Gabriel Wilkinson: yeah anyway, what I value most in library is definitely the books that's that's huge also once again the printer.

53

00:08:37.650 --> 00:08:44.370

Gabriel Wilkinson: printing out tests and what exam like papers and stuff is hugely, hugely helpful.

54

00:08:45.660 --> 00:08:51.180

Gabriel Wilkinson: it's also amazing because we get to do it, we have like a ton of free color ink that we can print them and.

55

00:08:52.470 --> 00:08:53.940

Gabriel Wilkinson: Alex do you guys not get color ink.

56

00:08:56.430 --> 00:09:03.330

Alexandra Huff: We have color ink but it's extra charge to your student fees so admittedly.

57

00:09:04.620 --> 00:09:20.760

Alexandra Huff: yeah, so usually students will send it to students in the art department, because the art department printers are all free it's all the other printers that charge So if you have an art friend you send your color stuff to them like with pleading eyes, hoping for the best.

58

00:09:21.510 --> 00:09:41.250

Gabriel Wilkinson: yeah we get every student gets like oh my God it's absurd it's like 2000 pages of color paper for free, because we have nursing students that all need to print their textbooks out in full color so we just everyone gets it by default, which is awesome it's so so helpful.

59

00:09:48.840 --> 00:10:04.500

Tajae Edwards: For me, I love meals face to face help you know virtual helps but I love to go face to face, so I value the Librarians the most because a lot of times when I'm having struggles, with my computer with knowing how to like.

60

00:10:07.080 --> 00:10:12.150

Tajae Edwards: You know, especially like I was doing something with the Chicago writing style The other day I.

61

00:10:12.510 --> 00:10:24.960

Tajae Edwards: haven't done it in so long, I did remember at to leave my my dorm go all the way to the library, and you know ask a librarian to assist me and stuff like that and that's how I was able to like you know refresh myself with dad.

62

00:10:25.980 --> 00:10:30.570

Tajae Edwards: and learn how to do that, I call again and I feel like that's why I value them the most.

63

00:10:33.120 --> 00:10:34.620

Jim Allen: like to hear that touching Thank you.

64

00:10:36.240 --> 00:10:36.630

Jim Allen: Aaron.

65

00:10:38.970 --> 00:10:56.910

Perry Ragouzis: I mean, I know, again, my position is all about cultivating Community So for me, seeing how our library is also connected to the castles in town library and seeing how we are open, also to the Community, bringing in resources, not just from other institutions, but from.

66

00:10:57.930 --> 00:11:08.130

Perry Ragouzis: The local town and bringing in people who aren't a part of the university and kind of creating an area on our campus that's just open to everyone and level to everyone.

67

00:11:09.300 --> 00:11:16.800

Perry Ragouzis: That opens up obviously a realm on campus where ideas and discussions are way more free and way more open.

68

00:11:18.030 --> 00:11:25.860

Perry Ragouzis: And I think that the more locations, you have that are actively seeking that kind of cultivation is really, really important and something I value.

69

00:11:28.050 --> 00:11:28.770

Jim Allen: Great Thank you.

70

00:11:32.040 --> 00:11:34.200

Jim Allen: anyone else on the value question.

71

00:11:37.920 --> 00:11:43.500

Jim Allen: Okay let's move on this is the most interesting one, to me, one of the most what what isn't working.

72

00:11:45.240 --> 00:11:47.310

Jim Allen: What doesn't work about the libraries.

73

00:11:56.370 --> 00:12:07.710

Alexandra Huff: I'd say this isn't necessarily on the library, but it's definitely an under advertised resource like I know about all.

74

00:12:08.130 --> 00:12:16.830

Alexandra Huff: Like everything that the library offers the fact that every single floor has a different quiet level, the fact that their study rooms and.

75

00:12:17.370 --> 00:12:22.320

Alexandra Huff: They have DVDs with the TV downstairs and tons of.

76

00:12:22.860 --> 00:12:34.590

Alexandra Huff: Different resources but that's from me being here for years and me, being a cheerleader for three of those years and sitting through training, after training after training of that information being drilled into my head.

77

00:12:35.040 --> 00:12:47.580

Alexandra Huff: And when you're a first year, or even second year still at these at these campuses at the university yeah it's hard to digest all that information if it's not like kind of.

78

00:12:48.000 --> 00:12:58.770

Alexandra Huff: A little nugget at a time, so you forget those resources, you know the libraries, there you don't necessarily know that you can rent.

79

00:12:59.190 --> 00:13:09.030

Alexandra Huff: rent quote unquote a computer if you're spraying it's like a little laptop for a week, you can copy your textbook because it's it hasn't arrived in the mail yet.

80

00:13:09.600 --> 00:13:27.690

Alexandra Huff: How there's study rooms and a TV if you need to watch a homework assignment and stuff like that you there, there are so many benefits to our system, libraries and it's hard to advertise all of them and they're not being advertised to our student populace.

81

00:13:31.980 --> 00:13:36.240

Gabriel Wilkinson: I would say the The only problem I really have my library is our websites kind of clunky.

82

00:13:37.680 --> 00:13:38.070

Gabriel Wilkinson: It.

83

00:13:39.150 --> 00:13:40.050

Jim Allen: Oh, it for Montana.

84

00:13:40.380 --> 00:13:41.310

Gabriel Wilkinson: At etc yeah.

85

00:13:41.400 --> 00:13:42.540

Jim Allen: yeah etc around.

86

00:13:42.750 --> 00:13:49.170

Gabriel Wilkinson: Our harness the hardness website is a little club clunky and it's the search tools, not the greatest I have.

87

00:13:49.530 --> 00:14:00.240

Gabriel Wilkinson: In the past, tried to search for books and then had to have like a teacher help me search for them, because you had to like the term I put it, you just didn't find it even though.

88

00:14:00.840 --> 00:14:08.280

Gabriel Wilkinson: It was it because the book was named something weird in the system and not the name that was added as a line, and you know.

89

00:14:09.630 --> 00:14:09.900

Gabriel Wilkinson: yeah.

90

00:14:11.850 --> 00:14:12.240

Gabriel Wilkinson: Really.

91

00:14:13.290 --> 00:14:13.530

Jim Allen: Oh.

92

00:14:13.680 --> 00:14:14.700

Jim Allen: Okay, thank you.

93

00:14:21.720 --> 00:14:30.990

Tajae Edwards: um so I'm not sure if this is how it works, but the only small issue that I have with or libraries that it doesn't offer colored printing.

94

00:14:31.980 --> 00:14:38.040

Tajae Edwards: is only just black and white, and a lot of time I go there, looking to bring color.

95

00:14:38.940 --> 00:14:50.160

Tajae Edwards: sheets and that's not available, we have a separate room that we can go to like get those printed and stuff like that, but it will be better if you could access it a library, where you know a lot of people will think will be the place to do that.

96

00:14:51.300 --> 00:14:53.640

Jim Allen: Could you remind me which library you're associated with.

97

00:14:54.570 --> 00:14:55.050

Tajae Edwards: On castle.

98

00:14:55.710 --> 00:14:58.110

Jim Allen: Castle okay great Thank you.

99

00:15:03.240 --> 00:15:04.080

Jim Allen: anybody else.

100

00:15:09.810 --> 00:15:13.200

Jim Allen: everyone's happy with hours of operation, like it PTC.

101

00:15:16.380 --> 00:15:17.040

Gabriel Wilkinson: I don't know what.

102

00:15:19.980 --> 00:15:24.420

Gabriel Wilkinson: closes, although I do know it, I have walked there a few times and it's been closed.

103

00:15:25.800 --> 00:15:32.220

Gabriel Wilkinson: So yeah usually usually, we have to go there you go there around lunchtime to print your stuff.

104

00:15:33.270 --> 00:15:43.080

Gabriel Wilkinson: I think yeah in the past we have like it's a printing is the primary thing we use the library for at least me and uh yeah so.

105

00:15:43.560 --> 00:15:55.260

Gabriel Wilkinson: We do have access to other color printers on campus but I know that one that I have been there a few times and hit up close, so I guess, although I don't know if you could find the student workers to keep it open.

106

00:15:56.760 --> 00:15:57.960

Gabriel Wilkinson: that's always the challenge.

107

00:15:58.830 --> 00:16:00.930

Jim Allen: yeah Thank you good grip.

108

00:16:03.120 --> 00:16:03.480

Jim Allen: period.

109

00:16:04.500 --> 00:16:13.620

Perry Ragouzis: I mean going off that question, I know that castles in the library opens at eight, and that is also when the first classes start.

110

00:16:14.040 --> 00:16:17.280

Perry Ragouzis: So if we were to open 30 minutes beforehand, I mean not that.

111

00:16:17.640 --> 00:16:22.320

Perry Ragouzis: I would ever suggest that a student be printing things out 30 minutes before it's due.

112

00:16:23.040 --> 00:16:24.450

Perry Ragouzis: But you know things happen.

113

00:16:25.620 --> 00:16:34.770

Perry Ragouzis: And so I think that to have that place consistently open students would feel more comfortable, knowing that there's that safety net for them.

114

00:16:36.270 --> 00:16:50.640

Perry Ragouzis: So they don't exactly need to always rush work and stuff like that, so if it were to be open, at least, even 1530 minutes before classes, where to start, I feel like that would be a really nice things for students to have and make it more accessible.

115

00:16:51.990 --> 00:16:53.460

Jim Allen: That makes really good sense thanks for.

116

00:16:56.430 --> 00:17:06.780

Alexandra Huff: I know we're adopting that sorry I know we're adopting the unified schedule across the system for next year and that classes will be starting at eight.

117

00:17:07.230 --> 00:17:13.650

Alexandra Huff: um I know like, at least for lending here we've never had a class earlier than 830 start um.

118

00:17:14.280 --> 00:17:34.710

Alexandra Huff: But as as scary as it is to have the libraries open at like seven 730 I agree with Perry, I imagine Linden currently does open earlier than the 830 classes, but it is not 737 early, but I would like to see that in the future, when we adopt this new schedule as well.

119

00:17:35.940 --> 00:17:39.930

Jim Allen: yeah It makes sense, my old place least open eight o'clock when I hear from students.

120

00:17:40.980 --> 00:17:45.450

Jim Allen: be open to 730, and so we changed it and will certainly look at that yeah it's great.

121

00:17:48.030 --> 00:17:48.810

Jim Allen: anybody else.

122

00:17:51.270 --> 00:17:59.640

Jim Allen: Alright, so what is the most challenging other than the vpc website, but I heard about from Gabriel is there anything else.

123

00:18:11.850 --> 00:18:15.150

Jim Allen: You won't hurt our feelings at all so feel free to.

124

00:18:16.350 --> 00:18:25.740

Jim Allen: visit has there been any time where you likes you know, this is really not this is really hard like finding find a book on the live on the website, like everyone said.

125

00:18:26.220 --> 00:18:33.990

Jim Allen: To using that search engine because needed algorithm was not good, or maybe the cataloging wasn't good, but any anything else, like that.

126

00:18:46.680 --> 00:18:49.860

Gabriel Wilkinson: I guess the, I guess, I could add something.

127

00:18:51.630 --> 00:18:59.730

Gabriel Wilkinson: That, I think, Alexander touched on this earlier limited the database, not having everything forever like which is it just a limitation of.

128

00:19:00.780 --> 00:19:05.640

Gabriel Wilkinson: How libraries work, but like not having every single book for every single class.

129

00:19:07.470 --> 00:19:07.770

Jim Allen: yeah.

130

00:19:08.850 --> 00:19:10.710

Jim Allen: yeah yeah yeah I understand yeah.

131

00:19:13.980 --> 00:19:22.380

Alexandra Huff: And I know that's costing and, especially, looking at the new university like we're going to be encouraging classes across campuses synchronously so.

132

00:19:22.680 --> 00:19:37.590

Alexandra Huff: that's going to be more of a demand for more textbooks on every single campus like you will need the entire systems textbooks on every single campus for every single campus face students in theory on an ideal world That said, I know that cost a lot of money.

133

00:19:38.100 --> 00:19:48.270

Gabriel Wilkinson: I have a crazy idea what if we somehow set up a program that incentivize students to donate their books after they're done using them to the library.

134

00:19:49.380 --> 00:19:51.660

Alexandra Huff: I will do that in a heartbeat yeah.

135

00:19:51.720 --> 00:20:07.260

Gabriel Wilkinson: me too, although I get most of my books for free online because yours, but yeah that I think that would be a really bad could be a full system because, like most students just kind of take their books throw them on a shelf somewhere and never touch them again.

136

00:20:08.910 --> 00:20:13.440

Gabriel Wilkinson: yeah I think the biggest The biggest challenge it ends up being with the digital versions, because I think I.

137

00:20:14.460 --> 00:20:21.480

Gabriel Wilkinson: I don't think I've ever checked a physical book out of our library, I have only gone digital ones so.

138

00:20:22.560 --> 00:20:25.410

Gabriel Wilkinson: yeah figuring out how to do that system would be interesting.

139

00:20:26.970 --> 00:20:30.840

Jim Allen: yeah that would be super cool Gabriel to another thing to think about is.

140

00:20:30.900 --> 00:20:33.810

Jim Allen: Is you know open educational resources and.

141

00:20:34.320 --> 00:20:40.380

Jim Allen: You know textbooks that are free or low cost that's that's definitely another strategy, we should look at.

142

00:20:41.880 --> 00:20:45.660

Jim Allen: For sure, but yeah I like that I like that thinking Adrian that's great.

143

00:20:49.440 --> 00:20:55.530

Jim Allen: Okay, so I think we're all set with this slide let's move to the next.

144

00:20:57.720 --> 00:21:00.990

Jim Allen: um so that the VSC.

145

00:21:02.640 --> 00:21:13.590

Jim Allen: web project team just barely went through design and we have a new unified website for the CSU in the sea and CCP under development.

146

00:21:14.370 --> 00:21:24.720

Jim Allen: And that's an obvious place right so we'll have one website for the Su and proceeds CV and, obviously, you know you'll go there to look for information about the libraries.

147

00:21:25.740 --> 00:21:39.840

Jim Allen: But where else do you would you expect to find library information accessible to students I put canvas and portal, the portal is kind of a couple obvious places, but you know, please feel free to jump in on that.

148

00:21:40.980 --> 00:21:50.010

Gabriel Wilkinson: I would say if teachers, could I think this is definitely part of the canvas they would teachers could link to the book quite candid I think they already do.

149

00:21:52.500 --> 00:21:57.870

Gabriel Wilkinson: yeah also my my greatest condolences to the person who asked to combine that database.

150

00:21:59.550 --> 00:22:03.180

Gabriel Wilkinson: Seriously, that I don't know how the heck you guys are going to do that.

151

00:22:04.440 --> 00:22:05.370

Gabriel Wilkinson: that's gonna be a nightmare.

152

00:22:06.150 --> 00:22:10.890

Jim Allen: yeah Gabriel, we have the website is you know the container and then.

153

00:22:11.190 --> 00:22:12.540

Sophie Zdatny, Chancellor: You know, we have everything else which.

154

00:22:12.540 --> 00:22:17.520

Jim Allen: Is that's going to be really hard yeah you're right but we're gonna do it got some good plans.

155

00:22:21.630 --> 00:22:36.510

Alexandra Huff: I would also say on I'm assuming there's going to be a unified school website like as a whole, like Vermont state university.edu or whatever I'm having a link there, because I know my instinct is always.

156

00:22:36.960 --> 00:22:46.200

Alexandra Huff: Our library's website is libraries northern Florida ED like it's I just start typing in library and it'll pop up in my you visited this website before.

157

00:22:46.590 --> 00:23:03.780

Alexandra Huff: But just kind of keeping that same formatting, if possible, I don't know if the other campuses have similar sites, but it's very straightforward if students visited before say type in library it'll pop up, but also, and all go to the school website.

158

00:23:05.640 --> 00:23:11.700

Jim Allen: yeah work we're open Abba intuitive URL so it's easy to remember you know okay that's great.

159

00:23:17.580 --> 00:23:25.440

Jim Allen: So I also had some other questions, how do you want the library to tear your classes in canvas may I gave some suggestions direct links to research.

160

00:23:25.950 --> 00:23:43.290

Jim Allen: Law help library resources as library and chat other kinds of things, so I don't know if you have some other some other ideas on we used to have an embedded librarian program but we're trying to get away from that so it's not as scalable as we were we were hoping it would be.

161

00:23:50.160 --> 00:23:51.630

Gabriel Wilkinson: Honestly, those are probably get.

162

00:23:55.860 --> 00:23:56.160

Great.

163

00:24:01.980 --> 00:24:02.460

Jim Allen: anybody else.

164

00:24:05.130 --> 00:24:07.920

Jim Allen: How about the portal, how would you expect that.

165

00:24:09.060 --> 00:24:22.500

Jim Allen: I would assume that we have a direct link to the VSC library's website depending on your profile we're developing a library FAQs system, I know that the portals may have the Bot, or whatever answer questions so.

166

00:24:26.580 --> 00:24:43.620

Alexandra Huff: I know, when you go into the portal you select which campus current school you're based out of so if that tile could say, like the specific hours of your campus library and like you know any specificities I'm assuming that'd be with the FAQs but.

167

00:24:46.200 --> 00:24:51.660

Jim Allen: yeah would be in what we're hoping that we're going to have landing pages on the website reach each of the different locations.

168

00:24:56.430 --> 00:24:56.790

Jim Allen: Very.

169

00:24:58.200 --> 00:25:16.470

Perry Ragouzis: um I mean I don't want to assume anything I mean I'm going to assume, though, that it would be its own tile I know that I love, my fellow Spartans but every once in a while some of them say things and shock me, and so, if it's not right there where they are able to see it.

170

00:25:17.640 --> 00:25:21.180

Perry Ragouzis: They are going to look in some weird places so.

171

00:25:22.230 --> 00:25:38.850

Perry Ragouzis: Making sure that it is right there, I speak on behalf of I think all students, knowing that they're going to be a few that even when it is right there they're not going to find it so making sure that it's just obvious, I think, because this is such an integral resorts for all students.

172

00:25:39.210 --> 00:25:49.260

Gabriel Wilkinson: It needs to be a button called library, that is what it has to be called none of this garbage that they do with the other titles because, let me tell you I.

173

00:25:50.010 --> 00:25:58.830

Gabriel Wilkinson: I'm the portal, it looks it looks good, but it is exactly the same thing as the old one, just as confusing with their thing is and that's.

174

00:26:01.680 --> 00:26:14.340

Gabriel Wilkinson: Like yeah the bike a big library button all it needs to be keep it simple remember assume I always like to assume you are working with the dumbest human beings on earth, and that is who you're trying to help.

175

00:26:14.910 --> 00:26:27.990

Gabriel Wilkinson: Because when it's when it's I don't know 11:30pm and you are trying to study for a test, you are going full like monkey brain like where is buttons and that's all you're thinking so.

176

00:26:28.560 --> 00:26:39.870

Jim Allen: yeah I've been there, I, like the direct approach Gabriel, thank you, and it goes back to what Alex is saying of raising our, we need to raise our profile right and make it easy for students to access, our services and resources.

177

00:26:42.390 --> 00:26:44.370

Jim Allen: And anybody else on this slide.

178

00:26:49.230 --> 00:26:50.160

Jim Allen: Okay let's move on.

179

00:26:52.170 --> 00:26:53.610

Jim Allen: library is place.

180

00:26:56.520 --> 00:27:03.510

Jim Allen: So I'm we're hoping to get your feedback on what do you think about a learning commons model I know mdu.

181

00:27:04.080 --> 00:27:18.900

Jim Allen: Linden has you know the Info desk and that's kind of similar but where you can receive library health, along with academic support advising career assistance, all in one location both digitally on the library website and in person.

182

00:27:23.790 --> 00:27:24.780

Gabriel Wilkinson: That sounds cool.

183

00:27:28.080 --> 00:27:28.260

Gabriel Wilkinson: yeah.

184

00:27:28.680 --> 00:27:34.920

Alexandra Huff: So I can kind of share Lyndon's model for those that haven't visited the campus um ours.

185

00:27:35.280 --> 00:27:42.630

Alexandra Huff: library and icing career academic sport and it are all in like the same building and the same hallway area.

186

00:27:42.900 --> 00:27:53.250

Alexandra Huff: And from the main hallway there are several entrances to go into specific areas so there's an entrance to the library there's an entrance to academic support.

187

00:27:53.460 --> 00:28:05.910

Alexandra Huff: But if you were to enter from either side it's also all interconnected in the back, so you can just kind of walk through so you can enter from academic support walk into career services walk into the library.

188

00:28:06.180 --> 00:28:17.040

Alexandra Huff: It is directly located in library, you can go down to the second floor either stairs or elevator but it's all in one place, and you just kind of walk around and it's also helpful because.

189

00:28:17.340 --> 00:28:20.970

Alexandra Huff: If there's not a student worker out like manning one of the desks.

190

00:28:21.930 --> 00:28:30.570

Alexandra Huff: or something or if you know somebody took a bathroom break you know we're all human or they went to go get lunch and they'll be right back you can go and find somebody else in another office.

191

00:28:30.900 --> 00:28:39.480

Alexandra Huff: That they might not be specified to that area you're looking for, but they can kind of make do until someone else gets back.

192

00:28:40.410 --> 00:28:52.980

Alexandra Huff: But it is also really easy for students to just you need something of this kind, go to this place find a human they'll finish pointing you in the right direction, so for students get lost easily or like.

193

00:28:53.430 --> 00:29:02.520

Alexandra Huff: You know they're all of these different resources all across campus just go to this one place, and you know that's the hub of central information.

194

00:29:05.190 --> 00:29:12.000

Jim Allen: Thanks for talking a little bit more about that Alexandra there's a lot of great cross pollination and some of the questions that.

195

00:29:12.420 --> 00:29:22.110

Jim Allen: Maybe go to the academic support can be answered by the library and vice versa, you know so it's great to have all that expertise in one area Gabriel.

196

00:29:22.560 --> 00:29:28.320

Gabriel Wilkinson: I realized that the physical model of that doesn't work here at the Read off campus.

197

00:29:28.950 --> 00:29:47.460

Gabriel Wilkinson: Our library is our library there's no extra space it's one building and then our ID to our to our it and academic success but departments are also just kind of in their own buildings, so that, yet the physical part of that doesn't work, but the online part would be very helpful.

198

00:29:48.540 --> 00:29:59.940

Jim Allen: yeah we're actually thinking digitally first you know and trying to work through that model, and of course there's a lot of dependencies with the other, on the other groups involved the other departments.

199

00:30:00.840 --> 00:30:05.340

Jim Allen: But it's something that we were we were exploring and we're continuing to explore.

200

00:30:09.720 --> 00:30:13.920

Jim Allen: Right anybody else on learning commons model.

201

00:30:20.250 --> 00:30:30.240

Jim Allen: Okay, so we were wondering, I know I only have probably another eight minutes or so, but we were hoping to find out what, what do you want from the physical libraries.

202

00:30:30.930 --> 00:30:40.560

Jim Allen: I gave some examples hours of operation print materials, I think we've heard a little bit about you know the importance of research and other things, but any other thoughts would be helpful.

203

00:30:42.900 --> 00:30:48.240

Gabriel Wilkinson: printers color printers amazingly helpful.

204

00:30:52.050 --> 00:30:58.590

Alexandra Huff: miserable technology so if somebody's headphones break in the middle of the Semester and they have new ones on order.

205

00:30:59.610 --> 00:31:08.610

Alexandra Huff: iPad for our students' computers also maintaining again I don't I don't know what other campus libraries look like.

206

00:31:09.450 --> 00:31:23.940

Alexandra Huff: But having a video library and a space to play those videos whether it's a separate room, or what have you because not everybody who lives on campus or at home, has TV that kind of stuff.

207

00:31:26.070 --> 00:31:26.700

Jim Allen: Right thanks.

208

00:31:31.560 --> 00:31:32.220

Perry Ragouzis: again.

209

00:31:33.000 --> 00:31:44.190

Perry Ragouzis: Building those strong connections with other libraries in local communities, I think that we are rebranding ourselves.

210

00:31:44.310 --> 00:31:46.680

Perry Ragouzis: And this is a great opportunity for.

211

00:31:46.680 --> 00:31:47.220

Perry Ragouzis: us to.

212

00:31:47.250 --> 00:31:58.200

Perry Ragouzis: bring these libraries to the communities in which every campus is in and really bring the university to members of each.

213

00:31:58.980 --> 00:32:15.840

Perry Ragouzis: Community and help us bond with individuals who probably haven't had that opportunity or felt like they were welcome on these campuses before I feel like this is a great window for us to really connect the new university to all of the people who will be impacted by this.

214

00:32:17.430 --> 00:32:20.280

Jim Allen: area I graduated from Keene state college and.

215

00:32:21.330 --> 00:32:26.760

Jim Allen: And we always had a card between the key public library and the key to the State library as an alum.

216

00:32:27.180 --> 00:32:38.370

Jim Allen: I have that same privilege as well, so I'm not sure if that's a similar situation Castletown or if it's more informal kind of relationship, but perhaps that's something we could explore as well.

217

00:32:44.730 --> 00:32:46.830

Jim Allen: anybody else on this on this topic about.

218

00:32:49.500 --> 00:32:50.520

Jim Allen: Because the libraries.

219

00:32:53.070 --> 00:32:53.490

Jim Allen: Okay.

220

00:32:54.540 --> 00:33:01.890

Jim Allen: So what would your ideal physical environment look like you know social spaces I've already heard about the importance of study spaces.

221

00:33:02.280 --> 00:33:09.180

Jim Allen: Quiet areas furniture I realized some of the furniture at some of the locations is really not optimum.

222

00:33:09.780 --> 00:33:24.990

Jim Allen: And sometimes the temperature control, I know, etc, their library has air conditioning and proper heating, but some of the other places, extremely hot in the summer time humid uncomfortable cold in the winter so anything like that.

223

00:33:28.470 --> 00:33:34.770

Gabriel Wilkinson: Honestly, the DC just as a really nice library, we only have one floor but it's all we need for our campus so.

224

00:33:38.220 --> 00:33:49.500

Alexandra Huff: For me, maintaining a lot of windows space and a lot of bright lighting, both inside and natural lighting as just kind of like the cliché of libraries is a lot of light brightly lit.

225

00:33:50.280 --> 00:33:57.390

Alexandra Huff: But, along with common quiet areas, there needs to be areas for people to do group projects, I know.

226

00:33:57.930 --> 00:34:10.110

Alexandra Huff: When I first was introduced to a library, and I was like oh library right quiet and then looking for a place to do a group project that wasn't my room because I didn't want certain people in my room that was a lot more challenging so.

227

00:34:11.100 --> 00:34:23.940

Alexandra Huff: I almost was a designated like loud areas for people to be louder just so that it's more labeled and students can identify with it more.

228

00:34:30.360 --> 00:34:34.200

Perry Ragouzis: um this is this coming not from the cast and Campus but from.

229

00:34:35.430 --> 00:34:37.440

Perry Ragouzis: A library out in Colorado where I'm from.

230

00:34:38.730 --> 00:34:41.130

Perry Ragouzis: We had a maker space.

231

00:34:42.630 --> 00:34:58.170

Perry Ragouzis: And so, that was a space where students could come and learn how to sew they had sewing machines they had 3D printers and they're able to work with stuff like that, and so, with this new university I think comes new branches and new opportunity, so if we are able to.

232

00:34:59.460 --> 00:35:17.940

Perry Ragouzis: offer that kind of maker space, I know we have a small maker space here and that isn't necessarily connected to our library, but I think that that's a great opportunity, not that that's necessarily 100% possible but to at least have that avenue stay open would be nothing brilliant.

233

00:35:19.260 --> 00:35:20.460

Jim Allen: Great yeah that's very helpful.

234

00:35:21.090 --> 00:35:33.030

Gabriel Wilkinson: I think that's an extremely cool idea, although I know, etc., we don't need one because we're tech college, we have tons of 3D printers just everywhere, but that's for the other campuses that would be very, very cool.

235

00:35:36.480 --> 00:35:37.470

Jim Allen: yeah that's a great idea.

236

00:35:40.590 --> 00:35:46.170

Jim Allen: Has there been anything like this bug you about the library like she said, I wish you know X.

237

00:35:47.280 --> 00:35:49.680

Jim Allen: I wish we had this so which we didn't have that.

238

00:35:54.450 --> 00:35:57.930

Gabriel Wilkinson: I mean, I wish the coffee and donuts or just for computers, but that's.

239

00:35:59.100 --> 00:36:00.210

Gabriel Wilkinson: that's my problem.

240

00:36:00.330 --> 00:36:01.530

Jim Allen: But will turn and I ever.

241

00:36:01.590 --> 00:36:04.800

Jim Allen: every once in a while Gabriel can go over there and help yourself but um.

242

00:36:05.580 --> 00:36:15.630

Jim Allen: You know, things like you know, is there, up to date technology in your in the libraries like
Have you ever sat down to a computer, and it didn't work or did something not work for you.

243

00:36:18.960 --> 00:36:21.240

Gabriel Wilkinson: It does work fine honestly I've.

244

00:36:21.270 --> 00:36:23.340

Gabriel Wilkinson: Never once had an issue with any of those species.

245

00:36:24.300 --> 00:36:39.540

Gabriel Wilkinson: We have like three of those we have like 30 of them on the harness library and yeah they work there's always enough of them I've never ever want seen a situation where every single one's been used right.

246

00:36:41.100 --> 00:36:41.370

Jim Allen: Pretty.

247

00:36:41.400 --> 00:36:43.110

Gabriel Wilkinson: Good yeah printers also.

248

00:36:44.610 --> 00:36:51.120

Gabriel Wilkinson: Always are almost always working I've only had like two incidents where they weren't working, and it was because they were out of it.

249

00:36:56.400 --> 00:36:57.180

Jim Allen: Alright, any.

250

00:36:57.240 --> 00:36:59.280

Jim Allen: Anything else on this last slide.

251

00:37:03.270 --> 00:37:03.990

Jim Allen: All right, well.

252

00:37:05.550 --> 00:37:08.490

Jim Allen: Thank you very much and I'm gonna I'm going to stop sharing here.

253

00:37:11.730 --> 00:37:24.120

Jim Allen: I just want to thank you for the time and all the information that you gave us he certainly gave us a lot of good food for thought about you know future opportunities and things that we, we can explore so thanks everyone.

254

00:37:26.610 --> 00:37:27.060

Gabriel Wilkinson: Thank you.

255

00:37:28.530 --> 00:37:30.480

Wilson Garland: Thanks Jim and team.

256

00:37:32.520 --> 00:37:36.060

Wilson Garland: Great input all right now I'm gonna turn it over to the it.

257

00:37:36.060 --> 00:37:40.590

Wilson Garland: folks I don't know, maybe you're gonna run the presentation or Kelly.

258

00:37:42.660 --> 00:37:43.800

Kellie Campbell, CIO: I think Megan.

259

00:37:44.310 --> 00:37:46.860

Meg Walz: yeah I'm pulling it up great.

260

00:37:47.520 --> 00:37:54.900

Kellie Campbell, CIO: Sorry folks apologies be off video I'm sitting outside of my daughter's dance class so unless you want to watch a bunch of six-year-old dancing.

261

00:37:55.590 --> 00:37:56.370

Kellie Campbell, CIO: which could be fun.

262

00:37:57.960 --> 00:38:01.110

Kellie Campbell, CIO: I will stay off video and let Meg drive.

263

00:38:03.000 --> 00:38:03.660

Kellie Campbell, CIO: Our slides.

264

00:38:06.690 --> 00:38:16.470

Kellie Campbell, CIO: Okay um so Megan I popped a few slides, but you know I want to invite other topics or things I have this is my first time here so I'm really excited.

265

00:38:17.100 --> 00:38:21.780

Kellie Campbell, CIO: there's a lot happening on the it side of transformation, as you might expect.

266

00:38:22.410 --> 00:38:31.290

Kellie Campbell, CIO: We have a pretty big portfolio we're looking at, but Megan I tried to pull out things that we're looking most directly for your feedback on this evening, but I want to invite if you have other thoughts.

267

00:38:32.010 --> 00:38:40.920

Kellie Campbell, CIO: At the end, maybe, if you want to jump in So the first topic that we wanted to review with you it's a little bit about wireless Internet coverage.

268

00:38:42.210 --> 00:38:52.320

Kellie Campbell, CIO: Over the past two years we've been working on wireless coverage maps, so what that means is looking building by building where all of our access points are and reviewing.

269

00:38:52.740 --> 00:38:59.850

Kellie Campbell, CIO: The coverage, so I think there's an expectation these days that students are able to go anywhere and get access to Internet within a building.

270

00:39:00.300 --> 00:39:13.230

Kellie Campbell, CIO: And we're trying to figure out kind of the architecture to support students being able to have that service, this is just an example of a heat map I just thought it was kind of fun to show this is our 400 building and Willesden.

271

00:39:14.610 --> 00:39:24.990

Kellie Campbell, CIO: In the Green dots are where the access points are, and then the It shows you where some of the strongest connections are and then also where we have some deficit of coverage, so I guess my first question.

272

00:39:26.250 --> 00:39:29.040

Gabriel Wilkinson: Last it doesn't have complete campus like coverage.

273

00:39:30.150 --> 00:39:38.340

Kellie Campbell, CIO: it's this so it has coverage I'm not saying that it's completely but there's great close to the Green is the strongest connection.

274

00:39:39.240 --> 00:39:41.820

Kellie Campbell, CIO: So yes, and then, as you go away.

275

00:39:41.850 --> 00:39:44.520

Kellie Campbell, CIO: you're still connected but you're probably not to get.

276

00:39:44.790 --> 00:39:46.230

Kellie Campbell, CIO: As fast speeds right.

277

00:39:46.260 --> 00:39:47.610

Gabriel Wilkinson: So okay good.

278

00:39:47.730 --> 00:39:48.570

Gabriel Wilkinson: that's yeah.

279

00:39:49.020 --> 00:40:02.760

Kellie Campbell, CIO: yeah yep um, but I just want your feedback, how do you feel about wireless coverage, do you feel like you're able to connect to the Internet successfully do you have any concerns about our wireless coverage on your campuses.

280

00:40:04.440 --> 00:40:08.550

Gabriel Wilkinson: I'll start off with the positive BBC is great, we got Internet everywhere.

281

00:40:09.600 --> 00:40:14.820

Gabriel Wilkinson: Like even in like the outdoors we have Internet all right.

282

00:40:16.410 --> 00:40:21.330

Gabriel Wilkinson: Then again, we're at tech college so we'd be really disappointed if we didn't.

283

00:40:23.970 --> 00:40:24.300

Gabriel Wilkinson: yeah.

284

00:40:24.390 --> 00:40:28.230

Kellie Campbell, CIO: I'm glad I'm glad to hear that we've worked really hard on the past two years, so thank you.

285

00:40:28.380 --> 00:40:30.600

Kellie Campbell, CIO: Very good, good, good, good.

286

00:40:33.420 --> 00:40:43.980

Alexandra Huff: I know it, London, we really, really struggle with Internet outside when code was like at its peak and we were having classes outside it, it no.

287

00:40:44.790 --> 00:40:51.690

Alexandra Huff: It was it was really hard it's still really, really hard, we still have students who have given when the weather's a lot nicer.

288

00:40:52.260 --> 00:40:58.950

Alexandra Huff: But will prefer to be outside doing their classwork and they can't walk from building to building.

289

00:40:59.430 --> 00:41:19.860

Alexandra Huff: it's obviously not seamless coverage because you're going from one routing device to another, but it does take a while, for your device to reconnect I'm like a pretty considerable like two three minutes um as well as we've had some problems in the parking lots.

290

00:41:20.910 --> 00:41:30.450

Alexandra Huff: With people's cars getting keyed or something being stolen out of their cars and every single time we look at redoing our security system.

291

00:41:31.380 --> 00:41:42.150

Alexandra Huff: Because the student government has offered to fund it on several occasions, were told that there are problems with the cameras and the coverage of the Internet and this and that and.

292

00:41:42.600 --> 00:42:01.980

Alexandra Huff: I know, during coven our Stonehenge parking lot had a free Internet server for the whole Community, because of what was happening, but even that I went out there, several times, I was like ah, the one the one place outside where there has to be Internet, and it was nonexistent.

293

00:42:03.150 --> 00:42:16.260

Alexandra Huff: So it is a struggle for us, especially since we are trying to fund more outside seating more outside common areas and it's hard to keep students out there without that.

294

00:42:20.520 --> 00:42:33.960

Gabriel Wilkinson: I could say that the portal to get Internet is confusing, sometimes for students, we have to go through a kind of semi weird procedure to do it, like, I know that, like.

295

00:42:35.160 --> 00:42:39.330

Gabriel Wilkinson: A problem, a lot of new students have had is they connect to the guest Internet their first day here.

296

00:42:40.140 --> 00:42:52.890

Gabriel Wilkinson: And then, if you go to try to connect to the main Internet it won't let you because you have to have it set up, we have to forget the guest network first and then connect to the new one.

297

00:42:54.210 --> 00:43:05.970

Gabriel Wilkinson: it's kind of weird, but that is how it happens and we've had a lot of students who struggles with that I know that's like half of the question it fields every single.

298

00:43:07.020 --> 00:43:08.130

Gabriel Wilkinson: Every single semester.

299

00:43:11.730 --> 00:43:12.810

Kellie Campbell, CIO: Great Thank you.

300

00:43:14.280 --> 00:43:17.430

Kellie Campbell, CIO: And I can't see you all on my phone so I'm going to invite you to jump in.

301

00:43:18.720 --> 00:43:19.530

Kellie Campbell, CIO: Other feedback.

302

00:43:22.200 --> 00:43:28.260

Alexandra Huff: To go off the guest service, I completely forgot about this because it's been a long time since I was a prospective student.

303

00:43:28.950 --> 00:43:37.860

Alexandra Huff: But when I came to London, the way I guess network works is you enter your phone number and it's supposed to text you some sort of access or it's supposed to allow your phone access or.

304

00:43:38.280 --> 00:43:48.390

Alexandra Huff: Something of that nature, I haven't done it in a while, but it does not work with all cell phone numbers with all phones it's.

305

00:43:48.750 --> 00:43:57.720

Alexandra Huff: I tried it with mine, I tried it with my mom's it was I was scared coming to London, assuming that we didn't have good Wi-Fi which I wasn't necessarily wrong.

306

00:43:58.560 --> 00:44:07.620

Alexandra Huff: But it was a little bit of a turn off, and I know for a lot of perspectives they look for Wi-Fi because this is mainly digital world.

307

00:44:11.280 --> 00:44:12.750

Gabriel Wilkinson: I second the guests' network.

308

00:44:12.810 --> 00:44:14.580

Gabriel Wilkinson: Not working notion.

309

00:44:15.600 --> 00:44:33.210

Gabriel Wilkinson: it's weird I have many times been something has happened, and I've not been able to connect to the main network I go to connect to the guests' network and it's just like, no, no, you get you don't get a day you don't get your thing that lets you access to just disconnect shoe.

310

00:44:34.740 --> 00:44:41.160

Gabriel Wilkinson: I know we've had problems with like some people trying to connect their like Nintendo switches that they just sometimes just don't.

311

00:44:42.450 --> 00:44:45.180

Gabriel Wilkinson: And that's annoying but yeah.

312

00:44:53.100 --> 00:44:54.810

Kellie Campbell, CIO: Any others on Internet coverage.

313

00:44:59.670 --> 00:45:11.760

Kellie Campbell, CIO: Okay I'm going to always invite you to share with your friends if you're ever in spots on your campus where you don't have coverage, especially inside please encourage them to put in its ticket, we will look at it.

314

00:45:12.780 --> 00:45:13.260

Kellie Campbell, CIO: So.

315

00:45:15.090 --> 00:45:16.590

Kellie Campbell, CIO: That would be great, but how.

316

00:45:17.520 --> 00:45:19.710

Gabriel Wilkinson: Is it, by the way we are your.

317

00:45:21.090 --> 00:45:25.590

Gabriel Wilkinson: I know here are the VSC we have our it is backed up like three months.

318

00:45:27.540 --> 00:45:29.400

Gabriel Wilkinson: As far as I know, so.

319

00:45:30.810 --> 00:45:33.960

Kellie Campbell, CIO: yeah with some with some tickets you mean specifically.

320

00:45:34.050 --> 00:45:35.610

Gabriel Wilkinson: yeah yeah yeah.

321

00:45:37.500 --> 00:45:55.320

Gabriel Wilkinson: There was a lot, a lot of tickets, but in our own code that stuff also because we are it department like shifted lately, it has like its own building now and we lost a few staff members and gains new ones, and it it's been a mess.

322

00:45:56.490 --> 00:46:06.240

Kellie Campbell, CIO: yeah it's been a transition thanks for recognizing that I previously with that etc. prior to shifting into this role and, as you know, we've lost a few Members in our Community, and we are looking to.

323

00:46:06.960 --> 00:46:13.020

Kellie Campbell, CIO: Staff up, we have a few positions that we're trying to fill and working with some of our peers across the system, try to.

324

00:46:14.610 --> 00:46:17.790

Kellie Campbell, CIO: try to provide some more coverage on the help desk piece so.

325

00:46:19.380 --> 00:46:21.570

Kellie Campbell, CIO: understand and appreciate that feedback.

326

00:46:22.920 --> 00:46:24.630

Kellie Campbell, CIO: and aware of it, so thank you.

327

00:46:26.610 --> 00:46:26.820

Meg Walz: yeah.

328

00:46:28.200 --> 00:46:34.230

Gayle Malinowski: yeah, I just wanted to comment, I mean I would encourage any students I'm the CTO at Castleton.

329

00:46:35.640 --> 00:46:52.230

Gayle Malinowski: To if you're running into any issues to definitely put in tickets, I mean, for you know busy or not, because that's how we can best address the problems and I can speak on behalf of all my counter persons, we want to, especially for students who want to.

330

00:46:53.400 --> 00:46:55.560

Gayle Malinowski: get to those as quickly as we can so.

331

00:46:58.710 --> 00:47:12.810

Alexandra Huff: I can talk about tickets I don't know what the cultures are like, on the other, campuses but at Linden students get told to put in tickets all the time and they don't know what a ticket is how to put it in.

332

00:47:13.470 --> 00:47:22.440

Alexandra Huff: In the past it was usually put on the resident assistance if, like that, and this goes from physical plant to it to everything.

333

00:47:23.340 --> 00:47:36.120

Alexandra Huff: But we were told you know oh Bob your IRA and for commuters you don't have an ra but even the IRAs were like I am not your secretary go put it in yourself this, this is not to it my job.

334

00:47:37.200 --> 00:47:46.170

Alexandra Huff: And I know the amount of times I have sent people links to put in it tickets or physical plant tickets has been astronomical but it's.

335

00:47:46.530 --> 00:47:58.620

Alexandra Huff: Something students at least here don't think they have the authority to do they think it's like a student leader or a faculty or staff member that can do that at least here.

336

00:47:59.520 --> 00:48:08.460

Alexandra Huff: Again I don't I don't know what the other campuses are like, but I think there needs to be a culture shift for students to feel comfortable doing that because.

337

00:48:08.910 --> 00:48:18.300

Alexandra Huff: You can go to any Linden student if they're not a student leader, they will look at you, and be like wait, I can do that they don't have no idea what you're talking about.

338

00:48:23.550 --> 00:48:30.420

Kellie Campbell, CIO: that's a great transition to I don't want to cut anyone off, but mega was going to be shipped with the self-service lead, if you don't mind.

339

00:48:34.830 --> 00:48:42.690

Kellie Campbell, CIO: So we have been talking a lot on the it team as we've been going through discovery, you know we recognize I think some of the pain points that were.

340

00:48:43.110 --> 00:48:51.120

Kellie Campbell, CIO: named here that you know some of our current help desk operations ability to close tickets sometimes people are calling, and we have some of our stuff.

341

00:48:51.510 --> 00:49:07.620

Kellie Campbell, CIO: out in a classroom or out in a lab and you know I think each campus maybe carries a different culture in terms of response time on some of those tickets, in addition to the increased demand on it through coven and you're exactly right we got backlogged pretty quickly.

342

00:49:09.090 --> 00:49:13.530

Kellie Campbell, CIO: And you know, one of the things we've been thinking about is how we provide service.

343

00:49:15.420 --> 00:49:23.220

Kellie Campbell, CIO: The human piece is critical and that's really important, but how can we serve students in other ways, and so we've been talking about things like self-service.

344

00:49:23.610 --> 00:49:31.410

Kellie Campbell, CIO: How do we support students after hours when its staff are not in the office we totally understand that students are not.

345

00:49:31.890 --> 00:49:42.870

Kellie Campbell, CIO: Learning necessarily between eight and five and doing homework they're in classes and they're busy and they're doing internships and a lot of students do work at night So how do we serve students in different ways.

346

00:49:43.290 --> 00:49:52.800

Kellie Campbell, CIO: So this slide just seeks to a feedback about your current help desk experiences on your campus and maybe some of the challenges you've run into with getting support.

347

00:49:53.220 --> 00:50:04.710

Kellie Campbell, CIO: In addition to it as we think about building self-service resources, what do you want that to look like it is it a website with documentation is a chat Bot like experience.

348

00:50:05.640 --> 00:50:12.360

Kellie Campbell, CIO: resources and canvas I mean there's a lot of different ways, it can look and I'm curious if you have back to that as well.

349

00:50:13.830 --> 00:50:17.700

Kellie Campbell, CIO: So feel free to start with other question or just both if you're willing.

350

00:50:18.240 --> 00:50:27.180

Gabriel Wilkinson: As a as a tech student, I personally have never filed a help desk tickets I solve most tech problems myself.

351

00:50:27.960 --> 00:50:45.150

Gabriel Wilkinson: And or go to one of my many, many friends who also do computers all the time, so I guess I'm not this, but documentation is our lives as computer students and it is by far the easiest way for us to find anything, and I think.

352

00:50:46.320 --> 00:50:48.330

Gabriel Wilkinson: chat bots are kind of clunky and.

353

00:50:49.440 --> 00:50:57.360

Gabriel Wilkinson: I've also I never interacted one before I see them and I'm just kind of like close and I think a lot of other students have that same reaction.

354

00:50:59.040 --> 00:50:59.430

Gabriel Wilkinson: So.

355

00:51:06.120 --> 00:51:19.170

Alexandra Huff: I also have a rely heavily rely on documentation frequently asked questions, step by step guides and if I can't figure it out and give it to my IT boyfriend who hopefully can figure it out.

356

00:51:20.490 --> 00:51:30.840

Alexandra Huff: So we also have some computer science majors on the linen campus that more often than not they get batted the eyelashes.

357

00:51:31.860 --> 00:51:32.730

Alexandra Huff: Because I think.

358

00:51:33.870 --> 00:51:51.060

Alexandra Huff: it's obviously wonderful to have professional help off hours when most of us have our issues like we're trying to do a movie night in the lounge and the Internet crashes because everybody's in their rooms and we're in the lounge trying to stream 8 million things.

359

00:51:52.290 --> 00:52:05.760

Alexandra Huff: But it's also not an expectation students have I think of the staff we don't expect emails to be answered or tickets to be answered or chats to be answered.

360

00:52:06.390 --> 00:52:18.750

Alexandra Huff: At like 8pm when we're having our movie nights and such obviously in an ideal world would be wonderful, but I don't think anyone has that expectation realistically.

361

00:52:22.530 --> 00:52:23.070

Kellie Campbell, CIO: Thank you.

362

00:52:26.640 --> 00:52:27.480

Kellie Campbell, CIO: Please jump in.

363

00:52:29.010 --> 00:52:33.720

Tajae Edwards: um I would say a lot of the issue don't really come from I'm you know.

364

00:52:35.220 --> 00:52:45.720

Tajae Edwards: I'm just waiting a long time to get this service done it's really knowing that someone whether someone or not is able to like assist or when that can happen.

365

00:52:46.080 --> 00:52:54.150

Tajae Edwards: So I think a big thing that could help with that is like you know, allowing tracking alone by you know for people to able to.

366

00:52:54.570 --> 00:53:06.390

Tajae Edwards: track where the ticket is going haven't gotten to a certain desk is yet who's looking at it at it, what is it being processed, this will someone come out when that person will come out just knowing the steps to.

367

00:53:07.020 --> 00:53:12.390

Tajae Edwards: The ticket as to go through, and you know whether someone is able to assist you, and not because sometimes they wait.

368

00:53:12.840 --> 00:53:15.180

Tajae Edwards: For days, not knowing if he even got to someone.

369

00:53:15.540 --> 00:53:20.280

Tajae Edwards: I feel like just knowing that he got to someone that will give you the ease like you know, probably, they are looking at ways.

370

00:53:20.910 --> 00:53:26.640

Tajae Edwards: in which they can help us looking for, who is best to send out to like to support this issue, who they can reach out to if it.

371

00:53:27.450 --> 00:53:37.980

Tajae Edwards: needs a bigger entity or visit our company to help or facilitate that change, but I feel like just the ability to track that and know where it's going will help a lot and he's a lot of the frustration and concern.

372

00:53:41.130 --> 00:53:43.410

Gabriel Wilkinson: yeah take a performance point.

373

00:53:47.970 --> 00:53:49.140

Meg Walz: Any other had.

374

00:53:49.800 --> 00:54:01.950

Gabriel Wilkinson: A curious question, do you this is my go for Kelly, but has at least with etc. have most here tickets come from students or staff because, from what I've heard most of seem to come from staff.

375

00:54:04.140 --> 00:54:05.580

Meg Walz: yeah what's your impression on that.

376

00:54:10.080 --> 00:54:10.740

Gayle Malinowski: uh.

377

00:54:11.310 --> 00:54:21.990

Gayle Malinowski: I would say, we have a pretty even mix of where our tickets come from and it's sometimes it depends on the time of year.

378

00:54:22.710 --> 00:54:31.020

Gayle Malinowski: You know, at the beginning of the year, maybe we get more from students, you know connecting you know just connecting in general, their Xbox is smart TVs and all that stuff especially.

379

00:54:32.970 --> 00:54:44.580

Gayle Malinowski: But overall, you know I've never taken I've never looked at a breakdown of exactly I tend to look more like what kind of a problem is, is it a login problem or that kind of thing, and not so much.

380

00:54:46.020 --> 00:54:57.090

Gayle Malinowski: Who, the request or is but just off the top my head, based on what I have maybe seen over the last several days that I can think of, I think it's a pretty even fairly even split.

381

00:55:01.110 --> 00:55:03.810

Gayle Malinowski: and students tend to have easier problems to face.

382

00:55:04.020 --> 00:55:04.650

Gabriel Wilkinson: yeah that's.

383

00:55:04.770 --> 00:55:06.000

Gayle Malinowski: kind of what I figured yeah and.

384

00:55:06.000 --> 00:55:06.360

Gayle Malinowski: I think.

385

00:55:06.420 --> 00:55:12.510

Gabriel Wilkinson: A lot of the staffing ones come from people who are just technologically cripple and have.

386

00:55:12.540 --> 00:55:13.680

Gabriel Wilkinson: no idea what they're doing.

387

00:55:15.660 --> 00:55:16.920

Gabriel Wilkinson: And that's just kind of a.

388

00:55:19.500 --> 00:55:21.060

Gabriel Wilkinson: it's just kind of how it is.

389

00:55:26.700 --> 00:55:32.070

Meg Walz: Any other comments on this topic self-service or support in general.

390

00:55:34.650 --> 00:55:37.380

Gabriel Wilkinson: It feels like stack overflow I will understand how to.

391

00:55:37.380 --> 00:55:37.740

Meg Walz: use it.

392

00:55:44.010 --> 00:55:45.360

Meg Walz: Okay I'm going to move us back.

393

00:55:45.450 --> 00:56:00.510

Meg Walz: up one slide and we can talk a little bit about classroom technology so have you participated in a course remotely that zoomed in your classroom and what kind of was that experience, like any thoughts, you can share on that.

394

00:56:02.430 --> 00:56:03.420

Gabriel Wilkinson: etc. it's great.

395

00:56:04.110 --> 00:56:15.390

Gabriel Wilkinson: We have zoom like clap we have like a virtual classrooms like a trip with us like we have classrooms in our campuses that have like smart boards and like cameras and sounds big.

396

00:56:15.810 --> 00:56:25.620

Gabriel Wilkinson: microphone setup so that you can all go into the classroom and virtually be there with a teacher and with another class potentially which is super cool.

397

00:56:26.790 --> 00:56:29.790

Gabriel Wilkinson: Most teachers have pretty good audio setups.

398

00:56:32.250 --> 00:56:46.500

Gabriel Wilkinson: Once again tech school so probably not the representation of all of them at least for the computer majors' teachers, they know how to use zoom and they know what they're doing.

399

00:56:47.850 --> 00:56:59.550

Gabriel Wilkinson: The gen ED ones I know some of them are a little bit more challenging I've heard of a couple students who told me that their teacher didn't get into zoom successfully.

400

00:57:00.960 --> 00:57:09.390

Gabriel Wilkinson: For the entire class, they just they emailed the whole class they were like hey I can't figure out how to use ooh and then just gave up.

401

00:57:10.950 --> 00:57:11.100

yeah.

402

00:57:16.290 --> 00:57:17.580

Alexandra Huff: I've had a lot of negative.

403

00:57:17.640 --> 00:57:28.320

Alexandra Huff: Experiences with classroom technology last semester, I had a professor it thankfully was not a zoom course I don't know what I would have done.

404

00:57:29.340 --> 00:57:38.460

Alexandra Huff: But it was a running joke, that it would avoid his phone calls, because every single Tuesday or Thursday.

405

00:57:39.720 --> 00:57:48.750

Alexandra Huff: He would have to call them because he had no idea what he was doing, and the computer didn't want to display at all whatsoever I.

406

00:57:49.140 --> 00:57:58.620

Alexandra Huff: We all swear the IT hated that class and we didn't start class until 30 minutes late, sometimes, and it really did take away from the subject matter.

407

00:57:58.920 --> 00:58:07.800

Alexandra Huff: So in this is completely not zoom related it was a basic you plug in HDMI from the monitor to the little, tiny box.

408

00:58:08.100 --> 00:58:24.630

Alexandra Huff: Which it's the teacher computer, which should always be plugged into little, tiny box and I sat in front of the little, tiny box every time and it was the worst class I've ever taken um and it only compares to a synchronous course that I had during coven.

409

00:58:41.820 --> 00:58:43.080

Meg Walz: I think we lost Alex.

410

00:58:45.060 --> 00:58:46.080

Gabriel Wilkinson: appears so.

411

00:58:55.020 --> 00:58:57.210

Meg Walz: Any other thoughts on classroom technology.

412

00:58:58.980 --> 00:59:07.470

Perry Ragouzis: um I mean I'll just jump in here; I know this is more, this is not a really about functionality and more.

413

00:59:08.490 --> 00:59:18.330

Perry Ragouzis: I think setup I have one class where the in terms of audio the MIC has been set up next to the AC unit.

414

00:59:20.190 --> 00:59:27.420

Perry Ragouzis: And believe it or not, that has caused a few issues with anytime the AC turns on I don't think that that's necessarily.

415

00:59:28.530 --> 00:59:38.070

Perry Ragouzis: Your realm but I know that it is demanded that it sometimes fix that and so that has been something where I think there might be.

416

00:59:38.760 --> 00:59:46.710

Perry Ragouzis: elements for where cooperation is needed to make sure that it is coming in and making sure that whoever's installing these units is installing them in ways that.

417

00:59:47.070 --> 00:59:57.990

Perry Ragouzis: will work for it in the future without causing those problems so I'm not sure if that fits in here perfectly, but I mean I just know that it's been something students have noted.

418

01:00:01.080 --> 01:00:08.160

Gabriel Wilkinson: I would say, also just instructing teachers who are like at home on how to set up their computers.

419

01:00:09.210 --> 01:00:19.320

Gabriel Wilkinson: Like just making sure before every course that every teacher is capable of doing that and also like he said.

420

01:00:20.670 --> 01:00:24.720

Gabriel Wilkinson: They understand don't have your MIC next to a fan.

421

01:00:26.340 --> 01:00:34.800

Gabriel Wilkinson: don't talk into your microphone from 10 feet away don't breathe into your microphone from two inches that kind of thing.

422

01:00:43.680 --> 01:00:45.360

Kellie Campbell, CIO: Thanks Nick for covering there for a minute.

423

01:00:48.720 --> 01:00:49.260

Kellie Campbell, CIO: and

424

01:00:50.400 --> 01:00:55.590

Kellie Campbell, CIO: I don't want to rush if it's not everyone has had a chance to respond to current experience.

425

01:00:56.100 --> 01:00:58.950

Kellie Campbell, CIO: And the other feedback before I promise with another question.

426

01:01:00.360 --> 01:01:01.650

Alexandra Huff: If I can finish my story.

427

01:01:01.770 --> 01:01:03.150

Alexandra Huff: Yes, please welcome back.

428

01:01:07.050 --> 01:01:07.740

Alexandra Huff: Historically.

429

01:01:09.150 --> 01:01:10.620

Alexandra Huff: On the campus but also.

430

01:01:12.360 --> 01:01:13.770

Alexandra Huff: right behind me for their show too.

431

01:01:15.090 --> 01:01:16.200

Alexandra Huff: bye bye it's.

432

01:01:18.330 --> 01:01:19.650

Alexandra Huff: Right now I'm.

433

01:01:21.150 --> 01:01:22.980

Alexandra Huff: classroom we had a zoom synchronous.

434

01:01:24.660 --> 01:01:26.040

Alexandra Huff: The my.

435

01:01:27.300 --> 01:01:29.520

Alexandra Huff: pick up the audio from.

436

01:01:30.570 --> 01:01:32.790

Alexandra Huff: That was being fed into the room and.

437

01:01:33.840 --> 01:01:50.850

Alexandra Huff: Both in the room and on zoom I did, both because I got sick of one and I got sick of that one, and it was there was no air pollution, and it was disgusting but all students with an audible disability, that was the biggest.

438

01:01:52.020 --> 01:01:53.910

Alexandra Huff: horror show that I've ever been a part of.

439

01:01:55.710 --> 01:01:56.640

Alexandra Huff: I was recently fine.

440

01:01:57.870 --> 01:02:02.430

Alexandra Huff: With hearing loss due to arthritis, so I do have a hearing aid.

441

01:02:04.170 --> 01:02:08.580

Alexandra Huff: But I don't wear it in donations and a lot of big ECHO effect.

442

01:02:10.170 --> 01:02:11.460

Alexandra Huff: it picks up those.

443

01:02:13.200 --> 01:02:14.790

Alexandra Huff: Terrible for me so.

444

01:02:16.500 --> 01:02:17.700

Alexandra Huff: The biggest nightmare.

445

01:02:19.440 --> 01:02:20.790

Alexandra Huff: But I also know a lot of.

446

01:02:22.080 --> 01:02:24.060

Alexandra Huff: Their cancers, whether they're built.

447

01:02:25.320 --> 01:02:26.520

Alexandra Huff: allergies or not.

448

01:02:28.410 --> 01:02:30.030

Alexandra Huff: Empty spaces there's.

449

01:02:31.230 --> 01:02:33.120

Alexandra Huff: posters no clock.

450

01:02:34.380 --> 01:02:45.900

Alexandra Huff: To just kind of absorb sound a little so every single classroom is worst case scenario, or a students, like me and have hearing aids and I don't wear them.

451

01:02:46.920 --> 01:02:52.800

Alexandra Huff: Nobody really knows about it, our classrooms are built for us.

452

01:02:56.370 --> 01:02:58.440

Gabriel Wilkinson: I would say, definitely also work on the costs that Internet.

453

01:02:59.880 --> 01:03:01.260

Gabriel Wilkinson: guys clearly need it.

454

01:03:08.640 --> 01:03:13.860

Kellie Campbell, CIO: I appreciate your sharing they're of your experience, and I know audio has been a.

455

01:03:15.210 --> 01:03:20.190

Kellie Campbell, CIO: audio and sound has been a theme through coven so thanks for sharing that experience.

456

01:03:22.830 --> 01:03:31.230

Kellie Campbell, CIO: One of the things matt and Gail, who are both on this call are tasked with at the moment we are thinking about our classroom design.

457

01:03:31.920 --> 01:03:42.000

Kellie Campbell, CIO: For Vermont State University and thinking about what that technology architecture looks like for our classrooms which you know I think builds on some of what we've done with.

458

01:03:42.570 --> 01:03:56.640

Kellie Campbell, CIO: Current spaces during coven but seeking to improve as you think about the student experience moving forward for Vermont State University, whether you are a student in one of those spaces, or you would be a student accessing you know zooming in.

459

01:03:57.540 --> 01:04:03.270

Kellie Campbell, CIO: remotely I'm wondering if you could think about what technology would be most important to you or what.

460

01:04:03.780 --> 01:04:15.720

Kellie Campbell, CIO: pieces of experience that technology could support that would be most important to you, so I hearing the audio piece as a core theme, but other things as you think about faculty presenting material.

461

01:04:17.040 --> 01:04:20.610

Kellie Campbell, CIO: in different ways, interesting active learning, etc.

462

01:04:23.190 --> 01:04:30.600

Gabriel Wilkinson: I would say I've said this before many times, obviously, these of canvas is huge, but also just for physical.

463

01:04:31.110 --> 01:04:53.850

Gabriel Wilkinson: Like audio stuff I would say, smart boards are you are super cool very helpful I'm like smart boards and projectors and, like the interactive like zoom room setup stuff you have to mix and sound equipment and stuff to be able to talk between multiple campuses and remote students.

464

01:05:10.080 --> 01:05:11.670

Kellie Campbell, CIO: Any other thoughts on.

465

01:05:12.690 --> 01:05:15.120

Kellie Campbell, CIO: This we think about designing our classrooms.

466

01:05:22.950 --> 01:05:30.930

Kellie Campbell, CIO: That and Gail I want to give you space, if you have any specific questions as you're thinking about the work you're doing with the group me anything to add.

467

01:05:37.380 --> 01:05:38.070

Matt Corriere: Anya.

468

01:05:39.240 --> 01:05:47.250

Matt Corriere: Gabriel, I can pick your brain for a minute, so you said that you like having interaction with the students who are taking the class remote did I.

469

01:05:47.280 --> 01:05:48.240

Gabriel Wilkinson: Did I catch that right yeah.

470

01:05:48.300 --> 01:05:57.990

Matt Corriere: You really oh yeah the built-in cameras microphones and then for my own curiosity when you're a student in a class did you like having.

471

01:05:58.710 --> 01:06:13.470

Matt Corriere: The remote students on a board and like a Brady bunch style fashion, like have the 1256 however many remote students, there are, do you like seeing them all the time or did you think that was a little kind of sensory overload did you like that participation or no.

472

01:06:13.770 --> 01:06:22.260

Gabriel Wilkinson: we've never really had it like that, we typically the way it ends up formatting is they have the zoom on.

473

01:06:23.160 --> 01:06:35.730

Gabriel Wilkinson: On the on the whiteboard but it's almost always on a screen share from the Professor I would love to be able to see some of the other students, I think that'd be cool, although I do agree that it might be distracting for.

474

01:06:36.930 --> 01:06:39.510

Gabriel Wilkinson: A lot of students, including probably myself.

475

01:06:40.680 --> 01:06:48.300

Gabriel Wilkinson: But I know like being able to interact with like cross campus is huge like I we have because vdc like.

476

01:06:49.950 --> 01:07:02.490

Gabriel Wilkinson: A lot of our technology departments are like all split down the middle with half of us being in right here and read off and have less being over Willesden and it's nice to be able to connect to them and know that you are.

477

01:07:03.960 --> 01:07:06.060

Gabriel Wilkinson: You know that you're able to just interact with those.

478

01:07:10.680 --> 01:07:12.750

Matt Corriere: guys when you can go and now I'll follow up after you.

479

01:07:13.200 --> 01:07:20.580

Yasmine Ziesler: Oh thanks so much well, I was just curious to pick your brain a little further on that GABE or anybody else you've all of us, I mean you're.

480

01:07:20.850 --> 01:07:35.100

Yasmine Ziesler: Using zoom now and I'm curious how often you go with the Brady bunch view or do you sometimes just go with a view, where you just see the active speaker and I'm just curious how people's own use preferences have evolved on that.

481

01:07:37.290 --> 01:07:42.390

Gabriel Wilkinson: Well, the way we have it set up, I believe it shows both.

482

01:07:43.470 --> 01:07:48.720

Yasmine Ziesler: Right, you have the choice right so I'm just curious if different people have different preferences that you've noticed you.

483

01:07:48.810 --> 01:07:51.420

Gabriel Wilkinson: I would rather I would rather see the speaker.

484

01:07:52.530 --> 01:07:57.030

Gabriel Wilkinson: If we had Julian I'd rather see the speaker because it's.

485

01:07:58.320 --> 01:08:07.560

Gabriel Wilkinson: infinitely easier to read lips and eyes when you're also hearing their voice so if they stop talking for a second, you can just read their lips be like yeah that's what you're doing.

486

01:08:09.420 --> 01:08:10.020

Gabriel Wilkinson: yeah hi.

487

01:08:12.240 --> 01:08:19.650

Gabriel Wilkinson: I am also yeah I with Alexandra I always use gallery view I can see everyone all the time it's great.

488

01:08:21.390 --> 01:08:21.540

Gabriel Wilkinson: yeah.

489

01:08:25.140 --> 01:08:26.610

Alexandra Huff: it's a backup but I.

490

01:08:28.140 --> 01:08:29.940

Alexandra Huff: sing with me so much that.

491

01:08:31.200 --> 01:08:32.760

Alexandra Huff: I see people while I'm.

492

01:08:34.410 --> 01:08:35.880

Alexandra Huff: See everybody's faces.

493

01:08:37.200 --> 01:08:38.940

Alexandra Huff: As a club leader when.

494

01:08:40.200 --> 01:08:42.030

Alexandra Huff: Things and I'm at.

495

01:08:43.260 --> 01:08:48.060

Alexandra Huff: respectively like gallery view is thing because you get to see.

496

01:08:49.290 --> 01:09:00.660

Alexandra Huff: interacting with you, if they're watching backstage also I love people's pets so gallery view tool seven because I need to see the cat.

497

01:09:04.050 --> 01:09:16.200

Matt Corriere: For the record, I have two dogs at my feet and that's why my camera keeps going off because they keep like pushing my chair back because they want to come up and say hello, and you know poke their heads up so it's a pretty common problem when you work from home.

498

01:09:18.060 --> 01:09:19.380

Matt Corriere: it's a pleasant introductory.

499

01:09:21.420 --> 01:09:24.810

Matt Corriere: You know it's Nice and puppet time to time so that's good.

500

01:09:25.200 --> 01:09:40.530

Gabriel Wilkinson: I would, I would love to try as a class like where we did the in person zoom like color thing, where you have the zoom on the first I would love to try, one where we had like a separate projector with the class on it.

501

01:09:41.250 --> 01:09:47.850

Gabriel Wilkinson: With the other would like just the zoom call on it, I don't know how it would turn out I don't know if it would be better or worse.

502

01:09:48.420 --> 01:09:52.860

Gabriel Wilkinson: than the current setup, but I think would be very cool to see how it went.

503

01:09:53.610 --> 01:10:11.850

Gabriel Wilkinson: Because I think about it, like, I have a setup because I have a monitor setup I got my main laptop and then my other monitor and so I already have that experience when I'm just you know interacting with most online zoom things but I never really thought about it, how you do it in person.

504

01:10:16.230 --> 01:10:19.410

Kellie Campbell, CIO: I'm going to build on that real quick I'm glad you mentioned that and that has been a.

505

01:10:20.670 --> 01:10:26.640

Kellie Campbell, CIO: As we've been doing some discovery there's a lot of interesting ways different colleges and universities are meeting the hybrid need.

506

01:10:27.030 --> 01:10:38.370

Kellie Campbell, CIO: And there is, of course, this kind of the classroom setup that we've been discussing here, but there is other models out there, where students are using that device in front of them to all be.

507

01:10:38.880 --> 01:10:50.190

Kellie Campbell, CIO: On zoom So if you are in a classroom of 10 students you're all together, yet you're also on zoom and the students remotely can see well as individuals and the Brady bunch seen.

508

01:10:52.740 --> 01:11:02.610

Kellie Campbell, CIO: I don't know if you have thoughts to that it's a very different kind of concept and setup but it popped in my head as you talked about having a screen, where you can see, everybody.

509

01:11:03.990 --> 01:11:05.850

Kellie Campbell, CIO: no matter where they are.

510

01:11:07.650 --> 01:11:09.900

Kellie Campbell, CIO: So I don't feel immediate reactions to that, but.

511

01:11:10.170 --> 01:11:13.590

Gabriel Wilkinson: I, personally, I love having my camera on.

512

01:11:13.710 --> 01:11:25.440

Gabriel Wilkinson: I went when coven happened, I fully embraced the whole zoom the setup I went out I bought a green screen I don't have it set up right now, because I've room at the moment but.

513

01:11:26.130 --> 01:11:36.900

Gabriel Wilkinson: Like I've embraced it completely I know a lot of other students are a little shire and they probably wouldn't want to all have cameras on them, so making it that kind of an optional is.

514

01:11:38.250 --> 01:11:38.910

Gabriel Wilkinson: Definitely, the.

515

01:11:39.030 --> 01:11:45.960

Gabriel Wilkinson: move, but giving that as an ability, even in classroom settings be very cool probably be a little bit of a nightmare.

516

01:11:46.980 --> 01:11:48.870

Gabriel Wilkinson: By and.

517

01:11:53.790 --> 01:11:55.650

Kellie Campbell, CIO: Not I cut you off I apologize.

518

01:11:57.840 --> 01:12:04.410

Matt Corriere: No, no, no problem um I was all set with questions but I'm more than happy to answer any other questions or comments about classroom tech.

519

01:12:06.030 --> 01:12:09.720

Matt Corriere: and say but Gail I did I interrupt you before did you.

520

01:12:10.830 --> 01:12:11.610

Matt Corriere: have anything to say.

521

01:12:12.000 --> 01:12:14.430

Gayle Malinowski: And I don't have any questions right now.

522

01:12:19.980 --> 01:12:24.870

Kellie Campbell, CIO: Alright, then like we have we're done at 730 correct I have 11 minutes Wilson.

523

01:12:25.290 --> 01:12:26.250

Wilson Garland: Some nights correct.

524

01:12:26.820 --> 01:12:32.070

Kellie Campbell, CIO: Okay, all right so make sure I'm Okay, then I think like we have our final slide.

525

01:12:33.420 --> 01:12:34.380

Kellie Campbell, CIO: If you don't mind.

526

01:12:36.330 --> 01:12:45.270

Kellie Campbell, CIO: So one of the other major design pieces that we've been thinking about, and this is beyond just the it team, I think it says we're thinking of.

527

01:12:45.540 --> 01:12:58.230

Kellie Campbell, CIO: In partnership with our group that is supporting our faculty and thinking about how we support students and deliver this hybrid university experience and in a new way, one of the things we've been thinking about is.

528

01:13:00.600 --> 01:13:11.640

Kellie Campbell, CIO: Thinking about the digital equity pieces and so probably no surprise during covered, we saw students with different experiences in terms of their ability to stay connected with their.

529

01:13:12.060 --> 01:13:20.910

Kellie Campbell, CIO: academics and their student learning opportunities, whether that be, you know, lack of a device or lack of Internet connection or lack of resources.

530

01:13:21.630 --> 01:13:30.210

Kellie Campbell, CIO: I think we know that that coven on earth some challenges for students and showed where we have equity gaps.

531

01:13:30.600 --> 01:13:41.370

Kellie Campbell, CIO: So on the it front, you know we really want to be sure, as we're supporting division coming into place that we're wrapping the right technology, not only around our faculty and our community, but of course our students.

532

01:13:42.030 --> 01:13:56.370

Kellie Campbell, CIO: So there's a few things on this slide I wanted to touch on and just get your feedback on but you know, knowing that Vermont is your campus and where you have ability to travel between campuses and students will be maybe more places than one, especially as I think about some of ours.

533

01:13:58.020 --> 01:14:06.480

Kellie Campbell, CIO: Maybe students, that are not living in a dorm but have a different experience we've been talking about the concept of ensuring every student has access to a device.

534

01:14:07.980 --> 01:14:16.920

Kellie Campbell, CIO: And you see my term front door there, but what I mean by that is that every student has access to Internet and every student has access to a device.

535

01:14:17.340 --> 01:14:33.300

Kellie Campbell, CIO: So we have been discussing the concept of what I'll call kits that could be everything from an iPad in a Chromebook to a laptop and thinking about ensuring that students have a device in their hand to successfully learn.

536

01:14:35.130 --> 01:14:38.250

Kellie Campbell, CIO: In addition, we've been thinking a little differently about our labs.

537

01:14:38.580 --> 01:14:49.290

Kellie Campbell, CIO: And matt on this call has been leading a group that's really looking at how we deliver software in different ways, so as we think about our population of students, that may not be on a campus ensuring that.

538

01:14:49.530 --> 01:14:55.470

Kellie Campbell, CIO: They can access the software and the resources that they need, no matter where they are to successfully engaged in their learning.

539

01:14:55.800 --> 01:15:02.220

Kellie Campbell, CIO: And for many students going to a lab on a physical campus just won't necessarily be a practical opportunity for them.

540

01:15:02.520 --> 01:15:15.420

Kellie Campbell, CIO: So how do we be sure that students have access to those materials, no matter where they are, and therefore that quote front door again in terms of having a device and being sure they can access that is really important, so I'm wondering.

541

01:15:16.590 --> 01:15:28.800

Kellie Campbell, CIO: Your own experience, or those around you during coven did you notice your peers having challenges with their you know, having access to a device that worked or getting access to Internet or.

542

01:15:29.100 --> 01:15:38.340

Kellie Campbell, CIO: Challenges accessing software and resources when they were remote any feedback on that experience and thoughts would be appreciated.

543

01:15:43.710 --> 01:15:44.550

Gabriel Wilkinson: I guess I can start.

544

01:15:46.050 --> 01:15:47.190

Gabriel Wilkinson: I can say that I.

545

01:15:48.570 --> 01:15:56.490

Gabriel Wilkinson: Once again tech school, most of us have computers, I do know that a lot of people don't have access to webcams and stuff.

546

01:15:57.750 --> 01:16:04.020

Gabriel Wilkinson: that's been That was a huge thing over coven some teachers trying to mandate webcams and then.

547

01:16:05.190 --> 01:16:09.210

Gabriel Wilkinson: I know they can't legally do, and they still try, but you know.

548

01:16:10.440 --> 01:16:23.370

Gabriel Wilkinson: Teachers I do know there were those some students who did not have access to computers and I think a kit for not only for students and teachers as well would be very, very, very helpful um.

549

01:16:25.500 --> 01:16:25.770

yeah.

550

01:16:26.850 --> 01:16:28.590

Gabriel Wilkinson: That that's really all I have to say on that.

551

01:16:31.440 --> 01:16:45.330

Kellie Campbell, CIO: And I not to cut other students off, but, as somebody who is specifically at PTC I know the complexity of our software requirements do you did you hear I mean we did remote APP so people can remote into the labs that was kind of our go to so.

552

01:16:45.330 --> 01:16:46.320

Kellie Campbell, CIO: That was so bad, but.

553

01:16:47.010 --> 01:16:58.200

Gabriel Wilkinson: That was immensely helpful the promoting into like some of our computers and stuff like having the virtual machines located on some of the schools' devices for doing.

554

01:16:58.980 --> 01:17:16.500

Gabriel Wilkinson: anything from labs to just random stuff was in incredibly helpful because I can't I know a lot of people could not be able to run those on their computers and it also just it's just simple like the setup process like setting up a virtual machine is annoying.

555

01:17:16.830 --> 01:17:18.060

Gabriel Wilkinson: I can do it.

556

01:17:18.210 --> 01:17:30.210

Gabriel Wilkinson: But it's sometimes it'll just decide not to work and maybe it for often for like no reason, maybe you didn't get the right version, maybe it's your assessment offer on.

557

01:17:30.960 --> 01:17:46.500

Gabriel Wilkinson: That that was super helpful, I would say, though, because our technology requirements, you mentioned giving Chromebook I don't think Chromebook are the right move I think Chromebook are off their personally think their waste of money they're not.

558

01:17:47.520 --> 01:18:00.300

Gabriel Wilkinson: they're very, very, very expensive for what they are, they are, they have sold little hardware in them, and they can run basically none of the programs, we would need to do.

559

01:18:01.650 --> 01:18:12.330

Gabriel Wilkinson: Our are like major with I think a lot of them can even support like an ID that you download which is like the very basic thing we need for programming.

560

01:18:14.340 --> 01:18:14.820

Kellie Campbell, CIO: I would.

561

01:18:15.270 --> 01:18:21.930

Kellie Campbell, CIO: run those what, if you could run those applications on your browser through more remote APP you.

562

01:18:21.960 --> 01:18:24.420

Gabriel Wilkinson: Can, but they are.

563

01:18:25.860 --> 01:18:31.470

Gabriel Wilkinson: They are not great online ids exists.

564

01:18:32.760 --> 01:18:48.870

Gabriel Wilkinson: There just something as a as a computer's offers near you need to learn how to do it on the desktop Apps because that is what you're going to be using in the industry and not having that experience is.

565

01:18:50.580 --> 01:19:04.980

Gabriel Wilkinson: would be crippling I, personally, I know a student who didn't use an ID their first semester, and they failed they absolutely failed the whole time they it was not, it was because of specifically a teacher who.

566

01:19:06.240 --> 01:19:26.280

Gabriel Wilkinson: Has a vendetta against having his freshman use them with that whole class completely suffered from it I've used online ids before and it's a completely different experience it's just you're not you don't feel like you're interfacing as much with the Program.

567

01:19:27.570 --> 01:19:28.830

Gabriel Wilkinson: It feels more of like a.

568

01:19:30.090 --> 01:19:31.020

Gabriel Wilkinson: like an online.

569

01:19:32.460 --> 01:19:35.370

Gabriel Wilkinson: I don't know what it feels like it's just it's different it feels different.

570

01:19:38.280 --> 01:19:39.660

Kellie Campbell, CIO: Thank you appreciate that.

571

01:19:43.410 --> 01:19:45.570

Kellie Campbell, CIO: Any thoughts from others books.

572

01:19:45.840 --> 01:19:46.650

Alexandra Huff: should be something.

573

01:19:48.330 --> 01:19:49.080

look into.

574

01:19:51.360 --> 01:19:52.650

Alexandra Huff: tech savvy visual.

575

01:19:54.420 --> 01:19:55.440

Alexandra Huff: Most of my.

576

01:19:57.060 --> 01:19:57.300

Alexandra Huff: My.

577

01:20:00.060 --> 01:20:01.740

Alexandra Huff: students who had Chromebook.

578

01:20:03.180 --> 01:20:04.290

Alexandra Huff: The Pico bid.

579

01:20:06.120 --> 01:20:08.070

Alexandra Huff: A immediately started.

580

01:20:09.180 --> 01:20:11.040

Alexandra Huff: For other things Chromebook.

581

01:20:12.240 --> 01:20:17.040

Alexandra Huff: don't know what bottle they had a we're not working with zoom.

582

01:20:18.300 --> 01:20:22.890

Alexandra Huff: recordings in call, so you can reference them on your desktop etc.

583

01:20:24.120 --> 01:20:32.100

Alexandra Huff: was not working with most of their application, and it was a huge mess, I know, when we went remote.

584

01:20:33.870 --> 01:20:35.820

Alexandra Huff: I my professor.

585

01:20:37.560 --> 01:20:38.970

Alexandra Huff: just passed me along.

586

01:20:40.110 --> 01:20:47.460

Alexandra Huff: I had just slow connection back home and name and a little laptop that could not.

587

01:20:49.050 --> 01:20:49.920

Alexandra Huff: be a software.

588

01:20:52.170 --> 01:20:53.550

Alexandra Huff: not participate in.

589

01:20:55.200 --> 01:20:56.250

Alexandra Huff: So they just kind of.

590

01:20:58.710 --> 01:20:59.610

Alexandra Huff: pass me along.

591

01:21:01.260 --> 01:21:02.700

Alexandra Huff: very thankful that we are now.

592

01:21:04.200 --> 01:21:05.760

Alexandra Huff: Really remote land, because I was.

593

01:21:07.080 --> 01:21:08.910

Alexandra Huff: For and I feel bad for some.

594

01:21:10.110 --> 01:21:15.000

Alexandra Huff: Because I didn't pass those classes with this get.

595

01:21:16.170 --> 01:21:20.790

Alexandra Huff: To move into the upper-level classes pleasing and.

596

01:21:22.260 --> 01:21:33.690

Alexandra Huff: The time or money in my schedule to go good, and I have been struggling a lot some of the technological concepts of the last class because of that time period.

597

01:21:39.390 --> 01:21:39.840

Kellie Campbell, CIO: Thank you.

598

01:21:49.140 --> 01:21:51.360

Kellie Campbell, CIO: Any other thoughts on this topic.

599

01:21:52.590 --> 01:21:55.410

Michael Stevens: Or you had your hand up do you have something.

600

01:21:57.000 --> 01:22:02.880

Perry Ragouzis: I mean I'm not sure that I have anything of use to add, but I just know that.

601

01:22:05.160 --> 01:22:06.660

Perry Ragouzis: We are, in many ways.

602

01:22:08.010 --> 01:22:17.520

Perry Ragouzis: college students kind of the pessimistic youth, I mean we see a lot of negative things because I don't know, I guess, we think it's fun anyway, but.

603

01:22:18.120 --> 01:22:28.920

Perry Ragouzis: I think that these kits and having stuff like that are a brilliant idea, but it comes with again students are going to be looking for things that aren't working not necessarily because.

604

01:22:30.210 --> 01:22:44.790

Perry Ragouzis: they're malicious but just because, again, some of them are quite pessimistic almost for fun, so if the kids are coming kind of with stuff that's not going to work long long long distance well into the future.

605

01:22:46.710 --> 01:22:54.030

Perry Ragouzis: Students are going to know what they could have, and that what they have now just doesn't work and it's kind of halfway in the middle.

606

01:22:55.290 --> 01:22:59.370

Perry Ragouzis: So if they're going to be these kits and if they're going to be attempts to make this.

607

01:23:00.000 --> 01:23:09.510

Perry Ragouzis: way, accessible and needs to be something that is going to be sustainable and well structured and work for students well into the future, not something that is.

608

01:23:09.840 --> 01:23:16.950

Perry Ragouzis: going to be one I mean, I hope that it's going to be cost effective and efficient, but if it works into the future and.

609

01:23:17.460 --> 01:23:27.360

Perry Ragouzis: is something that's going to be really well structured that's going to be a kid that students are going to appreciate and if it's not well structured and it's kind of a kit that's.

610

01:23:28.110 --> 01:23:35.070

Perry Ragouzis: only going to have work like Chromebook that maybe won't work as well it's not going to be appreciated by students, as well as I think it should be.

611

01:23:37.230 --> 01:23:44.460

Gabriel Wilkinson: If I can speak again on the Chromebook front that really just buying a laptop for the same price is an infinitely better solution.

612

01:23:45.720 --> 01:24:02.190

Gabriel Wilkinson: Chromebook are just kind of this weird Google push them really hard as like this tool for classrooms and they are honestly a scam like as an eye as a computer and I like a person who does I've done it for so many people.

613

01:24:03.690 --> 01:24:14.670

Gabriel Wilkinson: they're just a nightmare to work with, and they are seriously just for the hardware you're getting a waste of money just get a laptop for the same price, and that will be better.

614

01:24:23.010 --> 01:24:37.200

Kellie Campbell, CIO: Well, I know we're at 731 and times typically up, but I want to thank you for your feedback and if you have any other it general feedback we are all ears, I know Meg is on these calls frequently.

615

01:24:38.370 --> 01:24:41.040

Kellie Campbell, CIO: I'm happy to come back, so please.

616

01:24:43.110 --> 01:24:47.130

Kellie Campbell, CIO: Share away, and thank you for your time tonight, I really appreciate that.

617

01:24:49.770 --> 01:24:50.790

Gabriel Wilkinson: You guys, for what you do.

618

01:24:51.420 --> 01:24:56.040

Gabriel Wilkinson: You guys put a lot of work into making our campuses better and I really appreciate it.

619

01:24:57.450 --> 01:25:01.680

Wilson Garland: Thank you, thanks for all your input and being here this evening.