Minutes from Jan. 26, 2022 meeting

Present: Estanislado Barrera, Stephen Shipman, Joseph Mason, James Canfield, Fabio Del Piero, Wei-Ling Song, Tommy Smith and Chair Judith Sylvester

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Kappie Mumphrey discussed Faculty Technology Services and faculty use:

2022 Statistics indicated:

Total calls	4,236
Monthly average	353
Peak month (Aug.)	670
Total Tickets	3,137
Extremely satisfied rating was 92.52%	

Training sessions:
Total registration was 55 with Turning Point (19), Gradebook setup (11), and Moodle intro(9) accounting for the majority
Virtual Walk-ins via Zoom = 94

No statistics exist as to what percentage of calls is devoted to LSU Online versus campus faculty because a call initiates finding a solution regardless of which group is calling. The committee was reminded that LSU Online does not hire course instructors. The departments do the hiring. Moodle setup does vary -week structure versus an entire campus course semester setup.

Implemented or planned

IT has distributed a survey to faculty (sent before the break but reminders were to go out in January)
Moodle will be upgraded to 4.1 either this May or May 2024 depending on survey results. This will be a substantial upgrade.
Learning analytics will be available this year.

Kappie Mumphrey acknowledged the need for more and better communication. The FTC website is one source of information. Two advisory groups will be activated: One for LSU Online and one for faculty on campus. The FTC is working with IT to reduce call center wait times, with some remote staff possible.

that offered features required for a savings of between $4 and $5 million. LSU has 10,000 phone numbers, so the conversion is going slowly, with 19% completed as of January 2023. Departments make the decision about conversion, so that sometimes means delays as departments decide what type of equipment is desired and the timeline.

So far, the statistics indicate that
1,925 numbers have been converted to Teams