



# ***UH / Maui Community College***

## **Technical Support Committee**

<http://www.ecet.mauicc.hawaii.edu/tsc>

**Meeting Notes: 22 Mar 2006**

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**Members Present:** Diane Meyer, Jon Lightfoot, Mike Albert, Robert Wehrman, Sandra Swanson, Steve George, and Debbie Winkler

**Members Absent:** Margaret Christensen, flo wiger, Lisa Sepa, and Rick Miller

**Guests:**

A quorum was achieved and the meeting convened at 1521.

### ***UNFINISHED BUSINESS:***

**Computer Replacement Policy:** (Bob)

- The first student forum was held 14 March. Bob contacted ASMCC for feedback. He has not heard from them yet and will follow up.
- Bob asked what the Campus Executive Committee will need to affirm student support for a technology fee. Diane will check with the Executive Committee and report back.
- Students are definitely interested in a "cap" on the fee (either the number of credits subject to the fee or a dollar amount). Bob will ask Steve Kameda how many students are carrying more than ten credits per semester.
- Other uses for the technology fee were discussed. Providing Ipods and student portfolios were suggested.

Action: Tabled pending reports.

**Adobe Acrobat License:** (Mike)

- Computing Services has been installing Acrobat building by building (thanks Brad).
- Mike will send Sandra a list of those getting Acrobat installed and she'll schedule a training session.

Action: Tabled pending report.

**Wireless Printing:** (Steve / Jon)

- Although we don't know how many laptops have been used for wireless printing, we do know that six have been used. Of these, two are configured for the Business Lab and have print problems. Two others have printed at the Business Lab, and also work in the library and TLC, and the final two, configured only for the TLC, work there as well.
- Since the Pharos upgrade error messages with a button to "retry" printing appears in both the Business Lab and the TLC (Library has not reported message). If the retry button is pressed it prints fine so there have been no complaints in Business Lab.
- It is suspected that not all computers in those labs have the new Pharos printing client. Steve will check if all clients have been upgraded and with Pharos to see if others are experiencing similar problems.
- Sandra suggested that problem reports be created for those having problems. Information such as the computer make, operating system, wireless protocol, etc. should be logged for troubleshooting purposes.
- Steve will check with Pharos to see if others are experiencing similar problems.

Action: Tabled pending report.

**Pharos SignUp:** (Lisa)

- Lisa was not at the meeting. Steve will check with Lisa to learn what she needs.

Action: Tabled pending further information.

**NEW BUSINESS:**

None.

**OTHER BUSINESS**

**TSC Member Appointment:**

- The Technical Support Committee's charter calls for two year terms. Every member's term (except Margaret Christensen) expires at the end of this Academic Year.
- Members are eligible for reappointment, and the members present expressed their willingness to serve. Sandra will ask the members that missed the meeting if they are available to serve another term.
- Member nominations are affirmed by either the Campus Executive Committee or the Academic Senate. The Academic Senate would provide a broader forum.
- Bob will place this matter on the Academic Senate's 07 April meeting agenda. Sandra will prepare and present the resolution.
- TAS member appointments will take place at the TSC's first April 2006 meeting.

Action: Tabled.

**Adjournment:** The Committee stood adjourned @ 1607.

**Next Meeting:** The next scheduled Technical Support Committee meeting will convene at 1500, **Wednesday, 12 April 2006**, in Ka`a`ike 210. The deadline to submit items for the agenda is 24-hours prior to the meeting.