LTS-Campus Communications

Supporting Technology to Improve Learning

Our goal is efficient, easy-to-access service. Through collaboration with others we continue to develop innovative solutions to enhance information technology, learning, and teaching. Whether we lend our support to technology, infrastructure, or people, we are committed to the goal of excellence in education at UW-Eau Claire.

How can Faculty and staff communicate with LTS:

- Help Desk – front line of support, coordinate referral of questions to the appropriate resources
- Tech meetings in colleges
- Senate Technology Committee
- Learning Technology Cross Functional Team (LTX team)
- CIO
- Your LTS contacts

How LTS communicates important issues to Faculty and Staff:

Formal

- LTS Status Announcements – operational announcements sent via a list serve and now on the home page for MyBlugold http://lt/status.apps.uwec.edu/
- LTS News – published twice each semester; sent out via email and always on the web site http://www.uwec.edu/LTS/news/newsletters/1209/index.htm
- Targeted e-mail messages: Very limited and usually targeted to email messages. Campus wide information is often directed to Deans, Directors, and Department Chairs.
- LTS Web site
  - Main Landing Page http://www.uwec.edu/lts/index.htm
  - Help Desk Landing page: http://www.uwec.edu/Helpdesk/index.htm “Your One-Stop Technology Empowerment Center
  - Data Storage Tool http://storagetool.apps.uwec.edu/
  - Online Help: http://www.uwec.edu/Help/index.htm
- LTS MyBlugold site landing page (technology status reports, again) https://myblugold.uwec.edu/Pages/default.aspx
- Participation on task forces
- My Blugold Training and Support newsletter: http://us5.campaign-archive1.com/?u=2bcfc6730bd7c9594ffa16723&id=ac675f978f&e=47d3cc6f87
- Deans and Directors Meetings
Learning Technology consultant blog

http://aprilpierson.blogspot.com/2012/10/learning-technology-development-council.html

Learning Technology Cross Functional Team (LTX team)

Help Desk – front line of support, coordinate referral of questions to the appropriate resources

College specific Tech Committee meetings
  - COEHS
  - CONHS
  - Foreign Language Technology Committee

University Senate
  - Senate Technology Committee

Learning Technology Cross Functional Team (LTX team): bi weekly

CIO

Scheduled meetings with
  - Academic Affairs: weekly
  - Facilities, bi-weekly
  - LTS/Housing monthly
  - LTS Manager/Supervisor: weekly
  - System CIO’s: weekly
  - Student Technology Commission: weekly

CETL collaboration

McIntyre Library collaboration

Software systems

Online photo catalog: photo.uwec.edu

Collaborative Blugold Commitment Proposals

Informal

Extensive F2F network
  - Face-to-Face Hallway Conversations & Stopping in Departments (INFORMAL) – I have been encouraging CSS to LEAVE their offices and to be proactive in stopping in departments to say "Hi Professor Joe, how are things going? Anything I can help you with?"
  - Email & Phone calls (INFORMAL) - A lot of clients contact CSS directly through email and phone calls.

Yammer

Suggestions for Improvement
  - CIO included in chancellor’s cabinet
  - A&S develop a technology committee
Add College of Arts & Sciences Tech Committees  "Our Client Support Services Manager is in the process of reaching out to departments regarding this idea" which is on my list to get done.