## FOOTHILL COLLEGE

by ETS.

- o Sharon will arrange for ETS staff to get formal training in "customer service."
- o Sharon is setting up a new automated process that will systematically track the status of computer refreshes as well as generate reminders to ETS staff to follow up when there is a delay.
- o Sharon will check with ETS staff about the preparation of classrooms for Fall Quarter, including bulb replacements and safe cabling for cords at instructor workstations.
- o Sharon will review the existing written "guides" for use of equipment in smart classrooms. She revises these as necessary.
- o Judy will develop a FAQ webpage about campus tech, with input from Sharon (e.g., see http://web.plattsburgh.edu/technology/computers/upgradefaq.php)
- o Judy will develop and disseminate a memo about the important role that Foothill employees have in the timeliness of the computer refresh process.
- 5. Website Redesign Update/Timeline (Hanstein)

Both De Anza and Foothill College have elected to contract with Visionpoint to work on their website redesigns.

The marketing team met with administrators, staff, faculty and students for input.

The process will begin on October 20<sup>th</sup> after contracts are signed. Visionpoint will be contracted for 14 months. The redesign is anticipated to take 9 months, while the migration may take 3-4 months. The most difficult component will be the content migration. It will t1 0 0 ent and

need to finish the majority of the data collection before the Thanksgiving holiday.

b. Collect input from faculty