IT Supporters’ Committee discussion
24/11/08

The committee would like to use this meeting to discuss suggested improvements, times of meetings etc.

Steve then provided a short presentation on the background of the group and committee.

Various committee members are in attendance at the meeting today. It would be good to have more ideas for sessions if nothing else. Some areas never have representatives who join us, we would like to encourage them to come along.

Issues the committee would like to consider:

- Is Monday lunchtime suitable for most people?
- Should we repeat sessions?
- Are we covering the right topics?
- What generally could be improved?

It was suggested that attendance at the events should be mandatory. We are unlikely to be able to achieve this during lunchtimes.

Is it an issue of getting information disseminated or do we want people to attend for other reasons (eg networking)? This should not be the only route of ITS passing essential information to Schools/Departments. It was confirmed that it is not.

Recording sessions was thought to be a good idea as some supporters are part-time, too far away geographically to attend regularly etc. Alternatively the events could be streamed live.

Are they thought to be the correct kind of sessions? It is always useful to present about new developments, other sessions may be encouraged so that people can share their experiences (eg Mac users). We did have lunchtime visits previously, this could be repeated.

It was suggested that meetings could be held in other locations to encourage people. By making it so that they only have to pop down the corridor to attend it might increase attendance. There may be space issues in certain areas if we do this. What about holding a session in the Carrington building?

The prospect of a free lunch seems to attract some individuals; however others felt that seminars being held over lunchtimes made it more difficult for them to attend at times. The proposal of having food at the end of the session was not popular.

Generally it seemed to be felt that the sessions offered were appropriate.

It was suggested that Heads of Schools were contacted to inform about the group and to ask if they had anyone who would benefit by participating. Also contacting named individuals in under-represented areas rather than using the email list.
The committee are open to people dropping in to meetings to see what happens or to bring along an idea. Supporters can also forward comments/suggestions to any of the current members. Ideas that are forwarded are used to generate the seminars.

Some supporters felt that they would like to see more in-depth technical sessions, perhaps not for their current job role but personal development. Perhaps 2 or 3 such short sessions could be planned to run simultaneously so that people can move between each. Anyone looking into new technologies is welcome to come along to introduce this to the group. There is also the possibility of holding surgeries.

At Manchester at the end of events such as the lunchtime session they would have a round robin where each person is invited to raise their issues and discuss common problems.

We had a hardware session in the past to discuss issues such as standardising printers. It is also good to bring people together to share recommendations.