DART Customer Support Subteam Minutes, 04-27-16

Attendees: Eric Blazek, Krystal Golding-Ross, Krista Pettersen (by phone), David Wilkins

Absent: Kathi Robinett, Susie Irwin

- Subteam Name? New subteam name is **Community Support.**

- Subteam Charter. Charter below was adopted.

Provide general support to the reporting community. Support may be provided through e-mails, documentation, videos, websites, user group meetings, and/or by other means. Communicate to the DART Chair and/or Data Governance Coordinating Committee any critical data issue, data definition issue, data security issue, reporting tool issue, questions of project priority or resources, issues requiring a decision between conflicting views or alternatives, and issues that have broad implications.

- Review leadership nomination process. Reviewed and approved.

- Leadership vote & rotation.   Postpone to next meeting, as some will be absent for this meeting.

- Subteam Website pages. Website request in process with CMS.

    - Membership
    - Agendas & minutes(or minutes only)
    - Ongoing projects
    - Completed projects
    - Other documents as needed

- Other customer support websites needed?

    - Reporting Front-end. Possible new tool-agnostic reporting web portal was reviewed, and positively received. The model is found at: http://cols.ou.edu/ds/
    - General Customer Support. Possible eventual Community Support website model was reviewed and positively received. The model is found at: https://community.canvaslms.com/

- Office 365/OneDrive. David will give update. David set up a Customer Support folder on OneDrive. This folder will be renamed to Community Support.

- Look at Reporting at OU Survey for opportunities to serve. Did not have time to review survey.

- After the meeting, the scheduled meeting time for this meeting was changed to the 2nd and 4th Wednesday of the month, from 2:30-3:30, in Collings 237.