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/](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/](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.**