Divisional Council, College Council and Academic Senate
Discussion and Suggestions

Recommendations

1. Redundancy
2. Power source back up
3. Expansion of server and email capacities
4. Storage capacity
5. Plan and program reviews
6. Protocol and written formal documentation at West's IT
7. Staff support--possible assistance from District IT office, as planned
8. Document problems and changes--advisories in advance when possible and follow-ups to inform users of what happened
9. Connections of phones to email system
10. Connections of IT to flat screens
11. Planned use of a server-fed low cost PC without computer unit--how will they be supported by IT server
12. A service call system from IT for users
13. Equipment inventory management system

Observed Issues

1. Disruptions to instruction in CS, AH, and LRC--periods of time when instruction has been stopped by server failure
2. Possible revealing personal information in AH
3. SS Division blocked from reaching students--a problem for continuing students and registration planning for Spring
4. Faculty and staff also unable to reach students because out-going email is blocked
5. All college members unable to use email for approximately 35-40 days or parts of 35-40 days this calendar year
6. Blocked outgoing messages to on-campus email; blocked messages to email addresses on such common sites as Yahoo and Google

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