



DLE Advisory Council Meeting September 15, 2020

Members – Leanne Jackman absent, all others present

Minutes:

- Follow up on Academic Systems Update 2020 (sent via email 8/20/2020)
- DLE Service Management Updates
 - Kaltura
 - Recent performance issues
 - Feedback: ticketing for Kaltura issues is an issue that needs to be further considered
 - Classroom (UW-Green Bay)
 - Canvas 24/7 (Tier 1) Support
 - Feedback: concern about Canvas T1 support as more and more campuses move online; slow response times with correct answers is preferred over quick response times with incorrect answers
 - UDOIT Accessibility Checker
 - Feedback: would like more information on the ongoing support model
 - Web Conferencing Survey for RFP
 - Survey/Course Evaluation Tool RFP
 - New DLE Website (wisconsin.edu/dle)
 - DLE Data
 - Student “DLE Usability” Study
 - Feedback: Do we know the status of rural internet access and how it impacts our students? What will happen in winter when sitting in your car in a parking lot to access the internet is not feasible?
- DLE in the Enterprise IT “RIDE” Framework discussion

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