

Portal Governance Committee

Meeting Date: 10/14/2011

Attending: Richard Valdez (IT), Linda Johansen(IT), Brian Freels-Stendel (UL), Andrea Rodgers (IT), Jonahlyn Gilstrap (IT), Lorrie Black (FSM), Krickett Marquez (SOM FHCO), Glenn Sykes (HR), Alex Gonzales (EM)

1. Feedback

- a. Feedback had problems getting routed due to change over to Help.UNM system.
 - i. Jonahlyn made sure to respond to all tickets that were feedback.
 - ii. CSS will followup on the tickets that were requests for help solving problems.
 - iii. Feedback is now routed to Help.UNM system.
- b. Feedback received included:
 - i. 16 submissions from people needing help with problems.
 - ii. 2 submissions from people needing help with problems but that didn't provide contact info. This is acceptable for the time being.
 - iii. 6 suggestions for LoboWeb. These requests were routed to the appropriate IT Applications managers.
 - iv. 5 suggestions for myUNM including:
 1. Adding links to WebCT on the Home, Student Life and Faculty Life tabs – While this suggestion could be acted on, WebCT has made it clear in the past that they would like the link to WebCT to be accompanied by the additional content on their tab. A representative for WebCT was not present to speak to this feedback. The work-around given to the requestor was to add the WebCT channel to the person's faculty life tab. This is considered an acceptable workaround.
 - v. 2 submissions were regarding how to change address/phone numbers in myUNM. 1 was submitted before and the other after the change to the home tab. It was determined the present links on the Home tab are not sufficient. A change request will be submitted with proposed changes discussed.
 - vi. It was pointed out that we list UNM West as a campus when it is not technically a campus. A change request will be submitted with the proposed changes discussed.
 - vii. A suggestion was made to link to the Financial Aid forms from the Financial Aid channel. This change was approved by the tab steward and will be implemented asap.

2. Change Request for Announcements

- a. Changes were reviewed.

- i. The link to the request form in the Personal Announcements channel will be available only to faculty and staff.
 - ii. Added that announcements should adhere to all UNM policies.
 - iii. Moved the table of approving departments into the FAQ page.
 - b. It was determined by those present to proceed with the changes.
- 3. Change Request for Featured Content
 - a. Featured content for Computing Resources was approved.
 - b. PGC members with ideas for featured content are encouraged to submit a change request.
 - c. The goal is to build a small library of featured content to cycle on a regular basis or as-needed.
- 4. Minor Change Request
 - a. A minor change to clarify the purpose of BANTR in the Banner training channel came through Help.UNM from Alec Reber that was made without a change request.
 - b. The change was implemented mostly because it came from Alec and the change was relatively small.
- 5. Upcoming Portal Demos
 - a. Campus EAI will be giving a demo at the October 28th meeting.
 - b. Still working on a demo of Luminis 5
 - c. The demos will be open to other interested parties.
 - d. Richard is going to work on a document that can be used to evaluate the portals based on critical needs.
- 6. Luminis 5 videos
 - a. A link is available in the sharepoint site.
 - b. Additional information has also been posted to the PGC website at:
<http://pgc.unm.edu/external-resources.html>

Action Items

1. Jonahlyn
 - a. Implement new featured content.
 - b. Post link to announcement request form.
 - c. Change to Financial aid channel
 - d. Change request for Quick Links channel
 - e. Change request for UNM Campuses channel