SGA Resolution 1-20-F

A Resolution to Implement Technical Issue Reporting System & Faculty Training on Computer Programs and Applications

Whereas: The use of technical computer programs and applications have become more common in classroom teaching.

Whereas: There are many faculty members who are unfamiliar with the various computer programs and applications.

Whereas: There has been an increase in technical issues due to program glitches and user error; resulting in classroom disruptions and a potentially frustrating experience for both students and faculty.

THEREFORE, LET IT BE RESOLVED BY THE 83rd CONGRESS OF THE STUDENT GOVERNMENT ASSOCIATION OF MIDDLE TENNESSEE STATE UNIVERSITY

THAT:

Section 1: Faculty members report technical issues encountered directly to a reporting system, so that in real time, MTSU’s Information Technology Division's (ITD) support team can be notified of the issue and work with the reporting faculty member to resolve it.

Section 2: If a specific faculty member seems to be persistently having technical issues because of user error, the reporting system should automatically alert department chairs of repeated reports on a single faculty member’s course.

Section 3: The department’s chair will meet with that specific faculty member and refer them to MTSU’s Information Technology Division's (ITD) Technology, Innovation, and Pedagogy faculty consultation and/or MTSU’s Learning, Teaching & Innovative Technologies Center.

Section 4: Faculty will receive training for the technical issue they are struggling with to teach online, remote or hybrid courses including help with applications like: Zoom, D2l, Panopto and Examity.

Section 5: This resolution shall take effect immediately upon favorable passage by the Student Government Association.
Sponsor: Senator Butterfield (College of Basic and Applied Science)