

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**

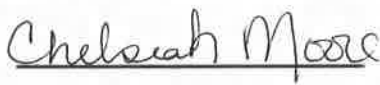
THAT:

- 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)*



Speaker of the Senate



SGA President



VP of Student Affairs