Proposed Site-Visit Schedule of Activities & Areas of Focus

Pre-Meeting and Kickoff Meeting
8:00 a.m. - 8:30 a.m. Pre-Meeting with President and Provost
8:30 a.m. - 8:45 a.m. Site-Visit Kickoff Meeting with AIHEC team, campus administration, IT Director and site coordinator

Technical Track
9:00 a.m. - 10:00 a.m. - Key IT staff - IT leadership, systems programming, network engineering *(discuss data and server infrastructure, campus network, external connectivity, IT staffing)*
10:00 a.m. - 12:00 p.m. - Tour facilities with Network Engineer
(review network core, data center, typical building fiber entrance & copper wiring, computer labs)

Management track
9:00 a.m. - 10:00 a.m. - cabinet & leadership team *(discuss IT operations effectiveness, problem solving, and the effective use of resources)*
10:00 a.m. - 11:00 a.m. - Faculty Senate *(discuss faculty governance, collaboration and IT service performance)*
11:00 a.m. - 12:00 p.m. - Middle managers *(discuss ERP effectiveness, IT planning and service delivery)*

Lunch
12:00 p.m. - 1:00 p.m.

Management Track Focus groups *(Recommended Focus Group Size is 6 - 10 participants each)*
1:00 p.m. - 2:00 p.m. - Students *(discuss students' experience of IT services for instruction, social networking, Internet research, etc., and recommendations for improvement)*
2:00 p.m. - 3:00 p.m. - Faculty *(discuss faculty experience of IT services for instruction, access to research and education resources, role of faculty in IT decision-making, recommendations for improvement)*
3:00 p.m. - 4:00 p.m. - Staff *(discuss staff experience with IT services as relates to their work, recommendations for improvement)*
4:00 p.m. - 5:00 p.m. - External Community - key collaborators identified by the TCU such as public library, regional research and education network provider, local/regional higher education institution that is collaborating with TCU, BIA, BIE, etc. *(discuss current and possible collaborations, especially those supported by IT, shared IT services, other areas of common interest)*

Technical Track
1:00 p.m. - 2:00 p.m. - Current Internet Service Provider *(discuss pricing and connectivity options)*
2:00 p.m. - 3:00 p.m. - Other possible network service providers *(discuss pricing and connectivity options)*
3:00 p.m. - 4:00 p.m. - Regional Research and Education Network Provider *(discuss ideas for leveraging regional R&E infrastructure to better serve TCUs)*

Wrap-Up
5:00 p.m. - 5:30 p.m. - Debrief with President, Campus Administration, IT Director, and Site Coordinator.