

## **Web Advisory Committee – Meeting Notes\***

**November 17, 2011 - 1:00 PM**

**Item:** CE website Launch (Presenter: Edward Terry)

- Edward is doing focus groups to learn more about user experiences.
- Silverback is a program that Edward is using for these focus groups. It captures screen activities, videos the tester's face, records the tester's voice, and other things to help us learn about user web experiences.

**Item:** Information about Ask ACC committee meeting (Presenter: Deanna Garcia)

- Ask ACC is a knowledgebase that answers ACC FAQs 24/7

**Item:** Demo of Cloudlock - Google Apps and sharing content (Presenter: Theresa and Lara)

- Cloudlock helps organizations make sure that data that employees put to "the Cloud" (especially via Google Apps) remains secure/internal.
- There have been some situations where faculty members upload student data (ex: SS#s) to Google Docs thinking they have done it securely, but in fact the student data was made "public."
- I.T. is working on ramping Cloudlock up, and working on procedures around how to best let employees know that they have accidentally made information public and how to educate employees on how to prevent these accidents.

**Item:** ACC Marketplace updates (Presenter: Cheryl Coe)

- ACC Marketplace is relatively new.
- The ACC Marketplace is an e-commerce system that allows college departments to sell official college products or services online using a credit card payment.
- Cashier Office hours are going to become more limited in 2012 (no more weekend hours). So, the Cashier supervisors want to make sure that payments can be accepted as much as possible outside of cashier office hours (via the web). To make things easier for customers.

\*These are not official meeting minutes

-Submitted by: S. Erlar, APTE representative.