
ITS Faculty Forum Follow-Up

From Plemons, Charles <charles.plemons@wku.edu>

Date Thu 11/20/2025 12:50 PM

To Logsdon, Jeremy <jeremy.logsdon@wku.edu>; Rodriguez, Rachel <rachel.rodriguez@wku.edu>; Moore, Lora <lora.moore@wku.edu>

Cc Inglis, Emilee <emilee.inglis@wku.edu>

Good afternoon!

We appreciate your attendance and participation in our ITS Faculty Forum. You brought lots of good feedback and interesting concerns! You will soon each receive ticket creation emails for topics you brought up.

We want to reiterate you do not need a special event to bring up needs or concerns. The ITS Service Desk is not just for "break/fix" kinds of issues. They can enter requests and route them to the appropriate people to further discuss your technology needs.

We also want to share several online resources regarding ITS you may find useful.

- [ITS Operations](#) – Information about ITS ticket / non-project work over time.
- [ITS Projects](#) – Information about and status of ITS projects.
- [TechHelper](#) – ITS digital assistant leveraging the same knowledge base used by the ITS Service Desk employees but available 24/7.
- [Viva Engage](#) – Online WKU communities for discussing various topics including the ITS Insider and WKU AI Users communities. Accessible via web browser and within Teams.
- [WKU AI](#) – Information about how AI is being leveraged at WKU.

Thank you,

Charles W. Plemons III

Customer Success Team Lead

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HDI Certified: Desktop Support Technician | Knowledge-Centered Support Principles | Support Center Analyst | Support Center Manager

WKU faculty or staff interested in AI? Join [WKU AI Users community](#) for tips, tricks, ideas, discussion, and more!

Need IT assistance? Ask our AI [TechHelper](#) 24/7 or contact the [ITS Service Desk](#)!

Logsdon, Jeremy

Subject: WKU ITS Faculty Forum

Start: Wed 11/19/2025 2:00 PM
End: Wed 11/19/2025 3:30 PM

Recurrence: (none)

Meeting Status: Accepted

Organizer: Plemons, Charles
Required Attendees: Logsdon, Jeremy; Jaggars, Trish; Rodriguez, Rachel; Moore, Lora; Taylor, Ritchie
Optional Attendees: Inglis, Emilee

Categories: Meetings

Thank you for expressing your interest in the **ITS Faculty Forum**, 2025 edition! Please join us!

The event is in room 3002 / 3008 of the Helm library on Wednesday, **November 19, 2:00 p.m. – 3:30 p.m.**