



## Technology Committee Meeting

**Date: October 24, 2019**

**Time: 11:00am**

**Location: Manzanita Conference Room**

**Members Present:** ASCC Rep, Roland Bernard, Kath Christensen, Ryan Brady, Scott Fernandes, Kelsie Gillen, Brian Greene, Fred Grolle, Margo Guzman, Joshua Hash, Martin Kjaer, Joe Macklin, Lesley Michtavy, Erin Naegle, Brooke Nielsen, Kathy Schultz, Trevor Stewart, Jeff Swank

**Guests:** Dr. Melissa Raby, Terri Isaman (Recorder)

**Absent:** Kath Christensen, Brian Greene

## Agenda

1. Approval of September 26, 2019 Record of Meeting
2. Update from Central Services IT
3. Etreive / Softdocs Update
4. Dogwood Audio Update
5. Guided Pathways
  - AB705 – Math Placement
  - Student Passwords
6. Other

## Recommended for Approval

Meeting notes of September 26, 2019 were approved with the following corrections:

- Kathy Schultz in attendance
- Page 2, Update from Central Services IT, Jeff Swank – correct to 5-classrooms completed.

# Minutes

## TOPIC: Update from Central Services IT

**Discussion:** The IT Department gave an update on the following issues/projects:

Trevor welcomed new member Brooke Nielsen and guest Dr. Melissa Raby, VP SS. Self-introductions were made.

**Joe Macklin** – The Ellucian mobile pilot occurs Monday. The release of the college mobile app is today. Need to test the registration process with students. SiteImprove was activated yesterday. The Columbia College Technology Committee membership was added; invitations will follow. Vendor webinar training will be held on November 6 for both college's Technology Committees. SiteImprove will highlight issues on the three websites and provide a data-driven approach for site improvement and usage. Initial access will be the two Technology Committees and others as invited. Looking to do incremental change. Part of the onboard process will be to create groups to review identified issues. In response to a question, Joe will investigate recording the training for those who cannot attend.

**Margo Guzman** – OneDrive installation was completed over the summer. All computers have been converted from Windows 7 as it will no longer be supported by Microsoft.

**Jeff Swank** – Kevin Granados has completed AV classroom upgrades in Cedar 1 and Fir 1.

**Scott Fernandes** – Reported UPS issues in child care. He is obtaining quotes from CDW-G for purchase and installation. The department is working on funding with Purchasing for possible safety credits. Scott noted this is a larger, Districtwide issue. There is a need to replace equipment that powers infrastructure at both colleges. Reviewing areas based on runtime. In the meantime, IT is moving equipment around patching areas until a long-term solution can be determined. Further, his area is looking to modernize the equipment inventory system. They are looking at a barcode system with the ability to grow with RFID in future. Fred stated the District previously used a barcode system that was eliminated around 1995. Discussion followed on work flow, receiving, tagging and shipping inventory to other areas. The fax server is being switched to an electronic fax (e-fax) solution. The transition is in progress at MJC with Columbia to follow, by department. Ryan discussed the availability of Microsoft Teams available in Microsoft 365. Microsoft Teams integrates communication mediums with a specified group and allows for better communication and collaboration. Josh stated District IT is using Teams for both the entire IT Division as well as IT department teams and are finding it to be very effective. Margo further stated Teams were used at MJC Student Days and it worked very efficiently.

**Josh Hash** – IT will be rolling out Service Now mid-November to replace the Sysaid work order system. There are plans to rebrand the Help Desk to the IT Service Desk with an ad campaign and service catalog. The goal is for the Help Desk to do more assistance to employees and students. How calls are directed is still being worked out. This will be an on-going improvement process. Discussion followed on the difference between the Canvas Help Desk and the IT Help Desk.

**Ryan Brady** - Reported the CTE Division is moving forward with the purchase of new iMacs for the computer lab. He will be working on a current quote. Discussion followed on the first PSPS event from PG&E. Technology survived the event. If another occurs, IT will work with Facilities to ensure the backup generator is operational. IT is on call throughout the event. District IT also stated they are on standby during a PSPS event as needs arise.

It was reported the Amador Prosperity site will be shut down today for a PG&E PSPS event. Notice was forwarded to the CTE Division and will be forwarded to the A, S & HP Division as well.

**Conclusions:** n/a

**Action items:** None

**Person Responsible:**

**Deadline**

<b>TOPIC: Etrieve / Softdocs Update</b>		
<p><b>Discussion:</b> Trevor asked for an update on the Etrieve / Softdocs conversion and how it is impacting the financial aid and admissions &amp; records areas. It was reported YCCD purchased scanners for both areas. Scott informed the committee there is a bug in the program that increases the file size. The problem occurs between scanning and encryption of files from Matrix into Etrieve. The increase in size is utilizing the limited space in the program. IT will need to work with the vendor to find a solution. In the meantime, it is likely transitioning files from Matrix will be postponed.</p>		
<p><b>Conclusions:</b> n/a</p>		
<p><b>Action items:</b> None</p>	<p><b>Person responsible:</b></p>	<p><b>Deadline:</b></p>
<b>TOPIC: Dogwood Audio Update</b>		
<p><b>Discussion:</b> As reported last month, there is a need for an emergency repair to the audio equipment in Dogwood. Trevor reported after this committee's recommendation to move forward, College Council approved the expense of about \$25,000 from one-time funds. The equipment will ensure classroom functionality; it is not equipment for concerts or theatre use. Conversations have begun with faculty to ensure they are comfortable with the solution. It was noted there is also an issue with lighting in Dogwood, but that is not addressed with this upgrade. Jeff stated it would be conceivable for the new equipment to be installed by spring in-service if it is purchased relatively quickly.</p>		
<p><b>Conclusions:</b> n/a</p>		
<p><b>Action items:</b> None</p>	<p><b>Person responsible:</b></p>	<p><b>Deadline:</b></p>
<b>TOPIC: Guided Pathways</b>		
<p><b>Discussion:</b> Following up on issues brought up last month regarding Guided Pathways and AB705, discussion occurred on the request for automatic placement of students to avoid any blocks. Melissa was unaware this was being discussed and voiced concerns as counselors still want the guided process for placement. It is felt there may be conversations occurring in the Institutional Effectiveness Council and Student Success Council that are not being routed through the Technology Committee. Joe stated technically, it is possible to set up automatic placement but there are a few issues that would need to be fixed. For these types of projects, one of the business analysts would need to build a work flow to ensure an appropriate track. Melissa will have conversations with the counselors on automatic placement.</p> <p>A more simplified initial process for student email set-up was also discussed again. Scott stated there are larger, broader issues involved with the onslaught of emails that students initially receive. It is possible to change the link to state "first time users, click here" type of statement, but we would need to be mindful that it doesn't add more confusion to the student with subsequent emails. It was noted when students click the "reset password" button, they are receiving a new account. However, this issue is decreasing as most existing students have already been migrated. Lesley informed the group that subsequent student emails stem from the number of interest boxes a student checks when they use CCAApply. Melissa feels the interest boxes are controlled by the student. She suggested it may be possible to run reports on a periodic basis and forward additional information after the student is set up in the system.</p>		
<p><b>Conclusions:</b> More information to come forward as investigation into solutions continue.</p>		
<p><b>Action items:</b> None</p>	<p><b>Person responsible:</b></p>	<p><b>Deadline:</b></p>

**TOPIC: Other**

**Discussion:** Trevor again asked the IT team to consider reinstating the Districtwide Technology meetings that were previously held in Oakdale. Melissa agreed stating there needs to be a method of prioritization between the end-users to ensure better communication. Josh stated the meetings are on hold until a new Vice Chancellor is hired. Josh further stated prioritization by the college's Technology Committees is part of the Total Cost of Ownership (TCO) report. The colleges need to filter priorities and have input on large issues/projects. Discussion on metrics for prioritization will be included at next month's meeting.

Lastly, Josh reported there is about \$250,000 for TCO. He will prepare a draft plan for spending to be reviewed by both Colleges.

**Conclusions:** n/a

**Action items:** None

**Person responsible:**

**Deadline:**

**Adjournment**

There being no further business, meeting adjourned at 12:02 pm.

Record of meeting respectfully submitted by Terri L Isaman, Executive Secretary, CAS Division