

Chabot-Las Positas Community College District Technology Coordinating Committee (TCC)

Meeting Notes April 10, 2015

Chairs:

Jeannine Methe Chief Technology Officer	Norman Buchwald Faculty Chair	Scott Vigallon Classified Chair
--	----------------------------------	------------------------------------

Core Representatives:

Tim Dave (absent) Chabot VP or Delegate	Don Miller (CCCConfer) Las Positas VP or Delegate	Ken Agustin Network Systems and Services Manager	
Mike Seaton (Gordon Watt for M. Seaton – CCCConfer) Senior Instructional	Steve Gunderson Senior Instructional Network Systems	Norman Buchwald Chabot Faculty Senate	Lisa Ulibarri Chabot Faculty Senate
Howard Blumenfeld Las Positas Faculty Senate	Ruth Hanna Las Positas Faculty Senate	Debbie Fields Faculty Association	
Minta Winsor (absent) Chabot Classified Senate	Scott Vigallon Las Positas Classified Senate	Rachel Ugale District Classified Senate	Chasity Whiteside (absent) SEIU
Vacant Student Senate, Chabot	Alex Nguyen (absent) Associated Students, Las Positas		

1. General Business

Approval of Meeting Minutes 12/12/2014 and 3/13/2015

Tabled until next meeting

2. State's "Online Education Initiative" (OEI) - Update

Scott Vigallon was asked to present information on the OEI at the Educational Support Services committee and they have asked to be kept up to date about what is going on. The ESS group wanted to have some say in how the OEI is carried out by the colleges. The Statewide Academic Senate is discussing the OEI in their plenary.

Online tutoring services are now available through LSI NetTutor at a low cost, including up to 24/7 live tutoring and asynchronous tutoring options. Colleges can contract with NetTutor for comprehensive online tutoring, after hours online tutoring to supplement local efforts, and also subject-specific tutoring. The cost is \$25 an hour, charged to the minute for time spent helping students. There is also a system-wide license for Worldwide Whiteboard, an online tutoring platform for colleges wanting to hire tutors for private online tutoring that can be implemented at no cost. It can be used for counseling/advising. This and NetTutor are available inside and outside of the OEI.

There will soon be a Canvas resource site for colleges that includes videos and demo sites and colleges can create a site on Canvas right now. The student readiness module is supposed to be available by the end of the year. It will be available to colleges via a

Canvas implementation. The OEI is also working on training online counselors and they might begin calling students who are at-risk. The OEI is not offering online basic skills courses right away, but they will be embedding support resources in their courses. In order to meet the accreditation requirement of student authentication, the OEI is forming a statewide proctoring network to provide on-ground proctoring. They are also looking to procure a system to verify student identities online. They are also partnering with the council of chief librarians to offer streamlined library access for students.

New professional development opportunities are in the works for OEI rubric training. Contract negotiations with Canvas are ongoing. Board approval by Butte-Glenn CCD is expected to be April 22 with a contract signed by May 1st. Project planning and a communication protocol along with pilot college implementation and professional development will commence. According to the OEI Executive Director, the OEI might need to ask State Legislature for more money. Representatives from instruction and student services at full launch pilot colleges are figuring out the details of the business processes and agreements of the colleges within the exchange. The OEI is also looking at a help desk solution for after hours support.

Steve Gunderson asked if the colleges were evaluating any part of the OEI. Debbie Fields said that this should be a priority for the district and a decision needs to come from top down. Other colleges in our region are already part of the OEI, with even more colleges becoming part of the degree audit and common assessment initiatives. Steve suggested the TCC makes a recommendation to explore joining the OEI. The group discussed doing this jointly with the ESS committee, possibly forming a subcommittee. Debbie suggested that this topic needs to be put on the agendas of other committees as well. Rachel Ugale suggested that the group learn more about the OEI and suggested that others look at what has been posted on the OEI website. The TCC group agreed to write up a recommendation to develop a charter for a district-wide task force to explore, investigate, and research the OEI and make a recommendation to the Chancellor about which aspects of the OEI, if any, are appropriate for CLPCCD participation.

3. Education Master Plan Charrette – Technology Session

Steve Gunderson and Scott Vigallon facilitated the charrette group for technology on February 20, and the information collected will go into the Colleges' Educational Master Plans. The initial inquiry this group worked on was about what could be done to improve overall functionality of technology in the district. Steve wanted to make sure when MIG releases the drafts of the educational master plans, that the feedback gathered at the charrette would be included. The feedback included the following topics:

- augmenting processes to leverage technology to create efficiencies
- marketing and the use of social media
- expanding the methods of communicating with students
- staffing vacant positions
- reviewing and assessing implemented technology
- bringing classroom technologies up to current standards
- gathering input when updating technology
- providing a centralized help desk
- a more robust document management system
- using electronic signatures
- expansion of wifi and cellular coverage at the sites

- providing services to students who attend online.

Scott noted that people in the charrette group commented that we are not using current technology to improve current processes. Steve said a foundation needs to be built in order for technology to be scalable. Debbie Fields asked about document management, and Steve explained that the charrette group wanted a system specifically to be able to maintain current versions of various documents and is not the same as the scanning system called Banner Document Management System (BDMS). Scott added that there is a need for a system that replaces the current forms that we have available as fillable PDFs. Don Miller added that at his previous institution, there were no hard copy timesheets to process, and that everything was approved online and tied into their payroll system. Steve summarized that we must begin looking at different technologies to find out what fits the business requirements that exist at our district. The business requirements must be clearly identified first, before pursuing any technology. Howard Blumenfeld said that not everybody is aware of newer technologies. Ken Agustin mentioned that we might send out a survey to the college community to identify priorities. Scott suggested that the group come up with the requirements for the next meeting and then prioritize them. Lisa Ulibarri noted that technologies used across the district needs to be identified so everyone is aware of what currently exists.

4. Improved Processes for Communication (New hire workstations, Program Review technology requests)

Norm Buchwald already covered this topic at the Chabot Technology Committee since it was an agenda item related to Chabot only.

5. Forms Generation Software, including online approvals; prioritize

The Forms Generation Software requirement was discussed under Agenda Item #3 for the Technology session for the Education Master Plan Charrette. Norm Buchwald agreed to draft a list of what features should be available in a Forms Generation software package and what the priorities should be for needed functionality. Norm will research this topic and present this information back to the TCC in our next meeting.

6. Outlook Email Migration – Update

Ken Agustin said Outlook had been stable for the general population until last week. Some faculty who get to email on the instructional network at LPC had issues getting connected, but everything has since been resolved. Steve Gunderson clarified which areas were specifically affected and talked about plans to mitigate these types of issues in the future. Jeannine Methe has summarized the issues in an email to all users. Scott Vigallon mentioned having a mass voicemail sent to all users with information, in addition to the emails that were sent out. Information is posted on the district website when the email system is down, but not everybody knows where to find it. Ruth Hanna noted that email is at the heart of how we do business, so outages make it difficult for people to do their jobs. Ken noted that a lot of IT resources are being dedicated to resolving these issues. Norm Buchwald suggested using text notifications when outages occur. Don Miller asked if it was possible to do both voicemails and texting. Jeannine mentioned that the mass voice mail option has been investigated and can be used in the future. However, currently, there is no text option available, but in the future CLPCCD

will be implementing SARS-MSG that does provide text capability to staff and students who would choose to “opt-in” to this service.

Ken noted that there was an increased amount of offensive email that has been making it into the quarantine as it should, although not into the Outlook inboxes. This issue has been escalated with the vendor to try and find a way to further filter out emails before it goes to spam.

Howard Blumenfeld suggested that LPC Town Halls would be a good place to make announcements about the email system and added that he uses social media to make announcements in case email is down. Lisa Ulibarri said that Chabot has brown bag meetings where the same announcements could be made.

7. Training – Lynda.com and other options

Agenda item deferred to next TCC meeting.

8. Other

Norm asked about the status of the online help desk ticketing service, Tech Center. Ken explained that the Tech Center sustained some damage due to a water leak in the building roof, but the server is now up and running. It now needs to be connected to the Chabot and Las Positas networks so that users can resume entering their own tickets. He expects this will occur very soon.