


Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, April 12, 2024, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 10 voting members, 1 non-voting, and 8 guests, total of 19 attendees. (note: 8 voting members required to meet quorum)

Chairs (3)	Classified Senate (3)	Student Senate (2)
<input checked="" type="checkbox"/> Bruce Griffin (DO CTO) (non-voting)	Christina Davis (CC)	<input type="checkbox"/> Theresa Pedrosa (CC)
<input type="checkbox"/> Christina Davis (CC Classified Supervisory)	<input checked="" type="checkbox"/> Cathy Gould (DO)	<input type="checkbox"/> Brody Price (LPC)
<input checked="" type="checkbox"/> Tim Druley (LPC Classified)	<input checked="" type="checkbox"/> Scott Vigallon (LPC)	Guests:
Administration (4)	Academic Senate (4)	Ann-Marie Fisher Thomas Dowrie
<input checked="" type="checkbox"/> Nathaniel Rice (CC)	<input type="checkbox"/> Mona Abdoun (CC)	David Reed Patricia Shannon
<input checked="" type="checkbox"/> Stephen Gunderson (LPC)	<input checked="" type="checkbox"/> Lisa Ulibarri (CC)	Dionicia Ramos Rachel Ugale
<input checked="" type="checkbox"/> Kristen Whittaker (ITS) (non-voting)	<input checked="" type="checkbox"/> Carlos Moreno (LPC)	Erika Dishman Angela Castellanos
<input type="checkbox"/> Sara Wood	<input checked="" type="checkbox"/> Jeff Judd (LPC)	
<input type="checkbox"/> Bruce Griffin (DO)		
College IT Managers (2)	Bargaining Units (2)	
<input type="checkbox"/> Rahman Abdul (CC)	<input checked="" type="checkbox"/> Debbie Fields (FA)	
<input type="checkbox"/> Stephen Gunderson (LPC)	Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:03am	
1.	Welcome and Quorum Check <i>For information: Quorum met at 9:05am</i>	
2.	Approve Today's Agenda (action item) Motion to approve by Cathy Gould Seconded by Nathaniel Rice 5 yeas / 0 no / 0 abstentions	Approved
3.	Approve March 8, 2024 Minutes (action item) Motion to approve by Tim Druley Seconded by Scott Vigallon 5 yea / 0 no / 1 abstention (Jeff Judd)	Approved

4.	<p>Academic Fraud with AI presented by Patricia Shannon, Chabot College Instructor <i>Information:</i></p> <p>Patricia Shannon, Instructor at Chabot College presented current issues and concerns with regard to academic fraud with AI. See attached presentation for details.</p> <p>Following the presentation, a discussion ensued. CTO Griffin stressed to the committee the importance of taking this presentation to their various constituencies as the concerns regarding AI go far beyond academic fraud. AI can have an enormous impact on financial aid as AI can skirt the issue of non-active students being dropped from class and could also block legitimate students from getting the classes they need.</p> <p>Lisa Ulibarri informed the committee that Chabot College is taking the concerns about AI very seriously as there are many ways in which it can impact the college. Chabot has taken their Jedi exploration group and split it into several smaller workgroups in an effort to make research and needs assessments easier to wrap their arms around. One group is currently working on an AI policy, another group is looking at plagiarism checkers, and how technology might help.</p> <p>AI causes many grievances and it would be helpful to have a larger conversation about it that is more focused rather than an airing of grievances which is why the Instructional Technology department should lead the conversation.</p> <p>Chabot Faculty Senate is working with our administration for support and input on an AI policy.</p> <p>Per Scott Vigallon and Jeff Judd, Las Positas College does not currently have an AI policy.</p>  <p>A look at AI_ one educator's experien</p>	
5.	<p>Electronic Communications Guidelines Review presented by PRMG Director Dionicia Ramos <i>Information:</i></p> <p>PRMG Director Dionicia Ramos gave a presentation on the upcoming Electronic Communications Guidelines. While working with District colleagues and the colleges on CRM Recruit and Advise, it was discovered neither CLPCCD nor the colleges did not have a texting policy and texting is going to be one of the powerful parts of CRM Recruit and Advise. Furthermore, we also do not have a policy or written guidelines for how we will use these tools once they become our official means of communication.</p> <p>ESSS & PRMG worked collaboratively on these guidelines and we have reviewed it with SLT and received feedback from Student Services at both colleges which is included in guideline being present to this committee.</p> <p>The reasons for creating these guidelines are to have a place to define what is already happening in terms of communication and create language where there currently weren't any guidelines regarding electronic communications. During the process, we discovered we did not have anything in writing that email is going to be the official communications tool of our district. While texting and other forms of communication is powerful, not every student provides their cell number.</p>	

Electronic Communications Guidelines Review presented by PRMG Director Dionicia Ramos (cont'd)

As a district, one thing we can guarantee is that we are providing students with an email and a means for them to check their email. That does have to be a place where can communicate officially, and specifically that ZoneMail is the official email address where we will communicate with them.

As to why it is important to have guiding principles with regard to electronic communications, we want to make sure we're effectively communicating with students and have a way to get them information that's important to them while also knowing that we have a responsibility to manage their information and carefully adhering to privacy and confidentiality. Electronic Communications Guidelines allows us to define some things have not yet been defined so this document has language around what is electronic communication and who our target audiences are such as prospects, applicants, currently enrolled students, and alumni.

Next, we're looking at definitions. What do we mean when we say "Emergency Communications", or "Mass Communications"? This document attempts to define such terms. There is also language addressing critical time, sensitive communications, necessary in any situation affecting health and safety of the community.

Opt-in or Opt-out are also defined because most of the feedback we've received has been centered around whether it is better to allow people to either Opt-in or Opt-out of receiving text messages and the language around that.

The management of electronic communications has also received feedback. Who gets to send out electronic communication and who is approving that role? How are we equipping people who have the ability to have this role with information and resources so that they can do so responsibly and in adhering to these guidelines? We found this role belongs to the Registrar. We do not have this role at the district-level. Some feed back has suggested that the role should be at the department manager level and that manager would be responsible for making sure their department knows there is a plan for electronic communications and how that plan works. This is still undetermined but part of what we wanted to build on is there some oversight and someone who is accountable to who's receiving access.

Again, we found when it comes to district-wide communications, we did not have any guidelines in writing. Currently, some folks are sending information to groups within their college and only PRMG sends information out district wide to all students on behalf of the Chancellor. This guideline puts in writing that the Chancellor or designee will authorize mass communication to all students in the district.

Text messaging should not be used for communicating personal or confidential information, personal matters, or for sending general information to larger populations. Text messaging should be limited to alerts sent for emergency purposes and time sensitive alerts (deadlines, cancellations, academic matters, etc.). Texting should not be used as the sole means of communicating an essential message or announcement. It must be supplemented by some other means (an email or web-based notice) to ensure all individuals, including those who have opted-out, receive the message.

Email messaging is used to inform students this is how the colleges and district will communicate. ZoneMail is the official communication tool of the colleges and district.

	<p>Electronic Communications Guidelines Review presented by PRMG Director Dionicia Ramos (cont'd)</p> <p>Following the presentation, a discussion ensued on how other tools such as SARS and LPC Go app can be included on the texting piece. Also discussed was the ability of Canvas to communicate with all students based on the notifications set by the students. Additional comments around language regarding opting-in/out were discussed.</p> <p>https://clpccdorg-my.sharepoint.com/:w:/g/personal/dramos_clpccd_org/Eakz0EsKBAVLgDXbGRNasbUBJ2b-jxBTLWVKM7kBvX5MAg</p>	
6.	<p>MyPortal Update <i>Information:</i></p> <p>The team is currently waiting on the user group to get started.</p>	
7.	<p>Guided Pathways News/Updates <i>Information:</i></p> <p>a. Chabot College & Las Positas College Chabot College: No update Las Positas College: No update</p> <p>b. District, CRM Recruit, CRM Advise, & Degree Works CRM Advise: David Reed provided the update. Work continues on getting data visibility for some of the key users. Counselors with SWPS and new dashboards have been set up for Pathways. Intermediate communications planning with PRMG so we can get some timely messages out.</p> <p>Degree Works: CTO Griffin provided the update. The merger is underway. The vendor has been given both instances for testing. They are working on merged instance right now and we're preparing production. We are on track for June completion. This merger will allow us to pull Degree Works data for students into MyPortal and CRM Advise and eventually the upgraded version of registration.</p> <p>CRM Recruit: No update.</p>	
8.	<p>District ITS News/Updates <i>Information:</i></p> <p>CTO Griffin provided the update. The Banner migration took place on March 15 – 17 and CTO Griffin acknowledges the hard work of the staff for the success of the migration. We were opened for business by 6am on March 18 which took a tremendous amount of work. The migration has several benefits but from a security standpoint, the databases are now encrypted.</p> <p>Technology Planning: CTO Griffin provided the update. ITS needs an updated technology planning and the hope is to have that to this committee for the May meeting. This is merely an update, not a formal creation of a plan so aside from making a presentation, we likely won't need to run it through shared governance.</p>	

9.	College Technology Committees News/Updates <i>Information</i> <p>a. Chabot College: Lisa Ulibarri provided the update. Chabot is currently looking at the Program Area Review Resource concerning technology requests as some of the requests are not being properly vetted. In response, the Chabot Technology Committee are looking to improve the process by asking users for more specific information before they submit the request.</p> <p>b. Las Positas College Tim Druley said there was nothing of note to report.</p>	
11.	Open Discussion <i>Discussion:</i> <p>Nothing to discuss.</p>	
12.	Good of the Order <i>Discussion:</i> <p>Wing Kam asked for an update on the district wide Accessibility committee. CTO Griffin provide the update. The recommendation has been reviewed by the Chancellor and will go to SLT this month. Once change the Chancellor wants is have the Accessibility group report to the Technology Coordinating Committee.</p>	
	Meeting Adjourned at 10:32am with a motion by Nathaniel Rice, second by Cathy Gould. 5 affirmative votes, 0 no votes, and 0 abstentions. Future Fall 2024 Meetings: Sept 13, Oct 11, Nov 8, and Dec 13	