



LPC Mission Statement

Las Positas College is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.

LPC Planning Priorities

- ❖ Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
- ❖ Provide necessary institutional support for curriculum development and maintenance.
- ❖ Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.
- ❖ Coordinate available resources to address current and future professional development needs of faculty, classified professionals, and administrators in support of educational master plan goals.

Attendees

Members Present (voting):

Diane Brady
Don Carlson
Segal Boaz
Greg Johns
Dan Marschak
Sherman Lindsey
Victor Sandoval

Members Present (non-voting):

Kali Rippel
Steve Gunderson
Scott Vigallon
Heidi Ulrech
Tim Druley
Bruce Griffin

Members Absent:

Mike Schwarz
Faculty, BHAWK
Faculty, SLPC
Faculty, CLPFA
Mike Sugi
Amy Rel
Classified (1)
Student (1)

Meeting Guests:

Technology Committee MINUTES

October 1, 2018 / 1:00 / Room 1687

Meeting Minutes

- I Called to Order at 1:04 pm.
 - A. The committee members introduced themselves.
 - B. the committee charge and membership from the website was reviewed. MOTION: To ask Kali Rippel to serve as committee chair by Sherman Lindsey, second by Don Carlson. Kali Rippel accepted the nomination, unanimous approval.
 - C. Quorum was met.

- II The agenda was reviewed. MOTION: To approve by Segal Boaz, second by Greg Johns; unanimous approval.

- III MOTION: To approve minutes from March, April and May of 2018 by Don Carlson, second by Segal Boaz; approval with 2 abstentions.

- IV Staff Reports
 - A. College
 1. Computer/ Network/ Audio/ Video – Steve Gunderson
There was a great deal of work that went on over the summer here at LPC. The two most visible projects included bringing B1000 online as well as the upgrade of the Telecom System. Heidi Ulrech will speak more to the Telecom upgrade but I do want to commend Heidi Ulrech and Wendy Pinos on their excellent work with the Telecom upgrade. In addition, there was a complete upgrade to the wireless network that was led by Wendy Pinos and a number of other installs and upgrades across the campus that included many people from both the District and college level.
 - Approximately 300 systems were installed and imaged in B1000. These systems included all computer labs. Go Print stations for those labs, in addition to faculty systems. A lot of work goes into bringing a building online:
 - Switches need to be installed and configured,
 - devices need to get patched,
 - computers need to be installed and configured,
 - phones need to be installed and patched,
 - everything needs to be tested.

- Not to mention the months of planning and design. This project was particularly difficult to get going because there were a number of items that were not completed by the contractor before the start of the semester. There are still outstanding items as we sit here today. But there was a very organized effort from both the college and district to make sure these technologies were up and running in time for classes. It was great seeing everyone pull together for the collective outcome. QUESTION: Is that why there hasn't been training for the lecture capture? Yes, the system isn't ready yet.
- Other projects included:
 - 28 New MACS that were configured and deployed for the Express lab
 - A number of MACS were also imaged and installed in the music practice rooms, the music library, and the recording studio in B4000
 - In the 804/805 class area. New CAT6A cable was installed for both labs, 60 computer systems were upgraded and imaged, as well as providing 60 new Virtual Machines for student use. 30 of these systems came from 502 which was converted from a computer lab into a work area.
 - 45 PC's and 40 MAC laptops were imaged in the 714 lab
 - 22 systems were imaged for Admission and Records in room 1672
 - 175 systems up in building 2000 and 2100 imaged and updated.
 - All systems in the Child Development center have been upgraded to the latest computer standard.
 - New computer systems are currently being installed in both building 1800 and 1850 and are very close to being completed.
 - New systems have also started to be deployed to Faculty in B2100 for initial testing and Admin Images are currently in que
 - The counts for computer images and updates total approximately 700 systems over the summer.
 - There were 4 pallets of surplus that have been inventoried at the warehouse
- In addition to the upgrades the department worked on a number of other projects:
 - The campus AMAG-Security System was upgraded onto two new virtual servers. This included both the control system for the campus as well as the video server. This work was coordinated with Sean Prather, Michael Sugi and Mark Nieman from ACME security. These systems do not negate what is being done with security master plan but was vital to get us on the current version of the software.
 - The 803 lab was carpeted at the beginning of the summer session. 100 systems were removed from the area and then replaced after the work was completed.
 - The Telecommunications upgrade brought 8 new servers online for the department. Some of these are under the purview of our vendor and a few are our responsibility. In any case it has added to the workload of managing resources.
 - Another project that Heidi and I have been working towards since last spring is the RICOH copier upgrade. I will let Heidi speak more to that if she would like. But this

project also brought on another server build and possibly one more before we are done. All equipment and software has been purchased and the primary server has been built. We are currently working with the vendor on software installs and testing of the applications. This will take place over the next few weeks and we will provide an update as we move closer to deployment.

- Technology is installing a new Unitrends appliance that will handle server backups for all Administrative and Instructional servers. This project starts tomorrow and is being handled by both college and district technology.
- Verizon Wireless Update - There were some changes that were needed in the original contract so these changes needed to go back to board for approval. I believe that the new agreement is going to board this month. We will work an update to the plans and design. Technology will report the next steps as more information becomes available.
- LPC Technology has started the process to upgrade all audio visual systems for the 2420 Lecture Hall. A user group has been identified and the kick off meeting has taken place. We will update the group as we get more information.
- LPC Technology has also started the process of upgrading room714 which is currently a 45 seat computer lab. The plan is to convert this space into a Visual Communication MAC lab as well as a work area for the students.
- In addition to all these projects the technology staff have been working on service requests coming thru the Service Now system and have provided support for events such as Commencement and Convocation.
- Future Projects either in que or in progress include the following:
 - SARS Anywhere Upgrade
 - RICOH Convenience Copier Replacement
 - Distributed Antenna System Project (DAS) – Kick Off Meeting has taken place
 - Unitrends – Backup
 - Life-Cycle Computer Replacement
 - Life-Cycle Printer Replacement

Lastly, there was a thank you to Sherman Lindsey, Mike Furuyama and David Lee for all they did to complete the projects mentioned above over the summer.

NOTE: Technology works with Architects, Designers, Consultants, and our Construction Management team on submittals, RFI, design issues, and scheduling as it pertains to technology related items for all campus construction. These activities do not stop for our department while we are providing everyday support.

QUESTION: Do you think that we are going more in a PC or MAC direction? Right now MACs are being used in areas where the industry prefers a MAC, such as: Visual Communications and Music. Apple has made it very difficult in the business world to support them. The new

OS (operating system) has removed imaging completely from their product and we are forced to purchase third-party applications. The college has about 2000 system total on campus and about 200 of them are MAC. In the 803 computer lab, the college could replace that lab with PCs four times for the cost of once with MACs. The college will continue to use Apple and Microsoft products and whatever else is needed for students to learn but it will be done in a thoughtful way.

2. Open Learning/ TLC – Scott Vigallon

- A Blackboard archive license has been purchased. The license will be in effect from July 1, 2018 to June 30, 2019.
- The VeriCite anti-plagiarism service, which both colleges use in Canvas and which was purchased by Turnitin, will remain available for another 12 months or so. It will have the same functionality and the same cost. A new product, Simcheck, will eventually replace VeriCite and become Turnitin's low-cost, anti-plagiarism option. A beta release is expected in Q3 this year or possibly even Q1 next year. Simcheck's price and functionality will be equivalent to the current VeriCite.
- The DE Committee is working on developing a course review process. This would include reviewing courses designed by faculty teaching online for the first time and new online courses taught by existing online faculty (the latter would be fast-tracked through the review process).
- The DE Committee is also working on a DE plan.
- The OEI is making Cranium Café available for all student services areas, not just Counseling. This will help the college meet the accreditation standard of providing equitable services to students online.
- Over the past two weeks, Scott worked with Eric Stricklen from District ITS who tested whether a Canvas setting would disallow students in merged classes from seeing each other and allow students in officially cross-listed courses to see each other. This would keep us on the right side of the FERPA law. The above process was tested because if Canvas shells are to be created automatically for every course, faculty will have to merge courses themselves in Canvas instead of in Class Web. The process of merging is pretty straightforward, but the testing so far has revealed results that have impacting effects. Those results include effects on course names, effects on exactly what students in different sections will see, and effects on new "mirrored classes". The committee decided that it's best to take the results to the District Technology Coordinating Committee since the effects will be district-wide. QUESTION: What is meant by merging classes? If a faculty member has two sections of a particular course online, the sections can be merged together so that content only needs to be uploaded once.
- There were several milestones set for DE during Summer 2018: 1. It marked the first time in any semester that there was more enrollment in DE courses than face-to-face courses (54% to 46%). The previous high percentage was 49% in Summer 2017. 2. The retention

rate of 89% was the highest ever for any semester at LPC, besting 85% set in three previous summer terms. 3. The retention rate of 89% was higher than the 88% attained in face-to-face classes. This is the first time ever that the DE retention rate was higher than the corresponding f2f retention rate. 4. The success rate of 78% was the highest for any semester, obliterating the previous high of 75% set in Summer 2017. 5. The success rate gap of 1% (79% to 78% in favor of f2f courses) is the closest gap for success rates ever at LPC. The previous best was 5% set in Summer 2017 and Spring 2018. QUESTION: Can you define retention rate, is that over the entire course? Retention rate consists of those students who are in the course after the Census Date and continue to the end of the course. Success rate is completion with a "C" or better. QUESTION: What are the primary (fall and spring) terms look like? On the website that information is available, last Spring was the best we've had, the gap in success rate was 4 – 5 percent. LPC's rates are close to the average for the state (give or take). All the actions that LPC is taking (ie: entering the OEI and new Distance Ed initiatives) should all help to raise rates. Last year DE classes were 16 percent of all sections.

3. Telecommunications/ Copy Services – Heidi Ulrech

- Telecommunications System

Over the summer we replaced the college telecommunications system in its entirety. This project had a very aggressive timeline as we needed to have the primary elements of the system in place, with time to stabilize before August, when we were bring the new classroom building online and preparing for new faculty and the new semester. That was achieved with the Avaya Communication Manager and Communication Messenger servers, with new user desktop phones and voice mail boxes in place on July 1st as well as training classes, instructional documents and revised web pages with videos. The remaining servers for Enhanced 911, call accounting, call center management and recently the attendant console were installed, configured, tested and training through the months of July, August and September. The project is near completion with the only outstanding items being follow up on E-911 reconfigurations and system administration training on all the major functions of the system. Our partner Advantel, who was awarded the bid, did a great job managing the project, including all the server delivery delays; and of course our in-house technology staff, particularly Wendy Pinos and Steve Gunderson who took the lead on the server and network integration as well putting in 14 hours days along-side me during the cutover.

- Copy Services

Over the summer we submitted a requisition to replace all of the convenience copiers on campus as well as purchase machines for the new classroom building. We did run into some unexpected snags that we are working through but hopefully we'll be removing the old machines and installing the new ones around the end of the month. These machines are also from Ricoh so many of the features will be familiar to LPC, with some new features that we think faculty, staff and students will appreciate.

As part of the new convenience copiers there will be a new print queue interface called PaperCut that will replace the existing FollowMe software. So stay tuned for more information as we get closer to the rollout.

Lastly, we have also submitted a request to replace the black production copy machine in the Copy Center. This is expected to go to Board this month.

4. Website – Tim Druley

- Over the summer Tim completed moving the remaining web pages over to Omni Update except for Accreditation and the RAC Archive. Training for Omni continues, contact Tim directly to schedule a time.

- Anticipated future projects are:
 - Giving faculty and staff access to update the faculty and staff directory
 - Making enhancements to the Omni templates

QUESTION: Is there a way on the Distance Education site that all the DE classes can be pulled in and displayed? There either needs to be direct access to Banner, or a query run with all the classes and put into a file on the server, where the web site can access the information. Tim can discuss this and other options with District ITS.

B District ITS – Bruce Griffin

- A notice went out informing everyone that both Banner and ClassWeb would be down over the weekend for a major upgrade from Banner 8 to Banner 9. All of the components of Banner 9 are there and they can be rolled out by module at a time, Human Resources was the first to go live with Banner 9. The ClassWeb portion will take a little longer and the focus for this will be in 2019 as District ITS wants to take more time to test the applications in ClassWeb before releasing. Next to be rolled out is District Finance and then the colleges. ITS is paying close attention to the load on the system as it is rolled out. Some staff will have access to both versions 8 and 9 so as to not slow down existing workload as they learn the new screens. Complete conversion must be done by the end of December as Banner 8 will no longer be supported.

- Plans are in progress for remodeling the District website. The Marketing Department is helping to review and update the content.

- With funding from Measure A, the network is going through a major upgrade. The plan is to prepare the equipment during the week and to install after hours and one building at a time. QUESTION: What can the faculty, staff and students expect to experience afterwards? There should be improved performance with newer equipment and it will set the colleges' up for increased bandwidth (1 gig to 10 gigs) that will be installed in the future.

- Many of the college's buildings disrupt cellular coverage, the Distributed Antenna System (DAS) will extend the cell service into the buildings. Once the hardware is in place we can reach out to the carriers to provide their service. It will not improve the cell coverage outside the buildings. QUESTION: How long? The project is expected to take several months.

- There is also a project in queue to upgrade The Zone. This will work closely with the ClassWeb improvements and will allow for single sign-on of Zone mail, Canvas, ClassWeb, etc. QUESTION: With Canvas, there was a plan to do a proxy page is that also part of the plan? Bruce was not aware of that particular request but is open to further conversation. A comment was also made that in the past there were issues with logins timing out and interrupting students doing work and taking tests.

V Old Business

- A. Steve, Bruce and the consultant will be regrouping to see where the Technology Master Plan is currently at with summer vacations and the transition between Jeannine Methe and Bruce Griffin. The Technology Master Plan is seen as an addendum to the Facilities Master Plan so the Facilities Master Plan needs to be pretty complete first, and that is expected to go to the Board in December. QUESTION: what would be the process for the Technology Master Plan? The primary leaders of the Tech Plan need to regroup and determine how best to distribute the draft plan for review and comments.
- B. Currently there is a review of technology security district-wide. There is a document titled CIS Top 20 Security Controls and is seen by industry as a pathway to being responsible steward for data security; and will be looking at these components and applying them across the district. The WiFi portal disclaimer may be wrapped into this project as a means of explaining the rules and requirements. This agenda item can be removed as it is being explored in a bigger project.
- C. Met with Nolan Howe last week and they are working on the last piece of the Follett Discover integration. District ITS staff have been busy with the migration to Banner 9 so hopefully as that settles Follett Discover can be re-engaged.
- D. Currently the college is using a product called Tightrope for digital signage, and many of the people who are using it are dissatisfied. In addition last spring, some students inquired about digital signage on campus. Over the summer Spinetix software was demoed with encouraging feedback but with all the other summer projects it hasn't progressed. Going forward they would like to have some people test the product and see what its usability is like. QUESTION: What is digital signage? The monitors outside Counseling and Admissions in B1600 are examples of digital signage. It was mentioned that the monitors have been seen but have not paid much attention to them. Is that because of how the information is being displayed or something else? There is another sign as you drive into campus, is that part of digital signage? The Las Positas College sign was recently replaced, but the LED display is burned out. There have been discussions regarding signage at the entrances to campus and this has been happening in Facilities.

VI New Business – None.

VII Good of the Order

- The Biology faculty inquired about the e-mail system and why students use a different system than faculty and staff, Google has more opportunity for collaboration? Bruce Griffin explained

that student e-mail (Zone Mail) uses the Google platform for higher education which is free to both the student and CLPCCD and can be used for life. In addition, Google is managing all the accounts not CLPCCD. Faculty and staff e-mail use Microsoft Exchange which is integrated into the MS Suite of products via Outlook. District ITS does manage Exchange: hardware, software, user accounts, etc. It gives CLPCCD more control and security especially in the case of potential litigation. QUESTION: Why don't we move to Google for e-mail? There would be a cost for this type of account and the migration would be very painful. It was noted that a local university did move to Google from Exchange and it was not well received. Another thing to consider is that if you move to Google, you are now subject to Google's terms, conditions, and privacy. QUESTION: If a faculty member wants a Zone Mail account, can that happen. That already happens.

- QUESTION: Is there any way to shorten our domain name? The college is only allowed one domain name with the .edu extension. LPC.edu is already taken. The .edu in the e-mail address is the identifier that allows special promotions from vendors. It was also noted that when CSU Hayward changed to CSU East Bay the cost was over a million dollars
- QUESTION: Some faculty express concern that portions of e-mail threads can get hidden under previous e-mails? A suggestion was to look at the settings in Outlook, maybe under Conversations, which can address this.
- QUESTION: What about changing the student e-mail from zonemail.clpccd.edu? The rumor was that when the name was decided on, it wasn't expected to get a lot of use. The name Zone (Mail) was selected from contest submissions.

VIII Talking Points

IX Adjournment at 2:42 pm.

X Next Regular Meeting

- November 5th
- December 3rd
- January – No meeting
- February 4th
- March 4th
- April 1st
- May 6 th

Documents:

- Sign-in Sheet