



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):

Greg Johns
Elizabeth Verzi
Lord Brandon Ferrer
Moh Daoud
Meghan Swanson
Drew Paterson
Jared Howard
Mike McQuiston
Melissa Brown
Collin Thormoto

Members Present (non-voting):

Scott Vigallon
Heidi Ulrech
Tim Druley
Bruce Griffin
Steve Gunderson

Members Absent:

Mike Sugi
Sherman Lindsey

Meeting Guests:

Amanda Pisani
Cathy Gould

Technology Committee MINUTES

February 3, 2020 | 1:30 | Room 1687

Meeting Minutes

- I Called to Order at 1:37 pm. Quorum was met.
- II Agenda was reviewed and requested to have Item 6.A moved before Reports. MOTION: To approve the agenda was made by Greg Johns and seconded by Jared Howard, unanimous vote.
- III Minutes were reviewed. MOTION: To approve was made by Greg Johns and seconded by Lord Ferrer, unanimous.

Demo: Updated Zone Portal

District ITS staff, Amanda Pisani and Cathy Gould, gave a presentation of the changes that are being designed into the new look of The Zone. It is intended to be a cleaner look with tiles and a left side navigation panel. QUESTION: Will students be able to change their Canvas password from The Zone? So far No, the Canvas password is held in a separate file. At this time it is a benefit for Canvas to be separate so that it isn't impacted if The Zone is down for maintenance. QUESTION: Are there analytics on how many students are using The Zone? Not currently, but it is available. QUESTION: When searching for classes, are Chabot and LPC classes still blended? Yes, will need to take another look at search criteria(s) and what features are available in the next software version. QUESTION: Would there be a way for Student Government to be able to advertise some of their programs on the home page, such as the book loaner program? Yes, that could be possible. QUESTION: Is the calendar a personal calendar or is it linked to the Website events calendar? It's their personal calendar that is available from their Google/ZoneMail calendar. QUESTION: It looks like this can do exactly what ClassWeb does, are we to eventually steer students to The Zone instead of ClassWeb? That is the plan to transition to a single point of access. QUESTION: What about secure access and the current 6-digit PIN? It will be able to handle more complex passwords. QUESTION: Will Canvas be part of The Zone or not? There needs to be further discussion on this because there are trade-offs as it relates to system maintenance. QUESTION: If you're faculty will it pull from your Exchange/ Outlook e-mail and calendar? Yes. QUESTION: Does it need to continue to be called The ZONE? It could be rebranded to something else but, it would be next to impossible to change the zonemail.clpccd e-mail address

without creating a lot of chaos. QUESTION: Will we be able to view this before going to version 9? The plan is to begin rollout before version 9 to make adjustments. Looking at putting together a group to examine and give feedback as it gets closer to launch. Any further thoughts can be sent to Bruce and include Cathy and Amanda.

IV Staff Reports

A. College

1. Computer/ Network/ Audio/ Video – Steve Gunderson

- Over the break the technology department started audio visual upgrades in a number of classrooms on campus. The department has been prioritizing these classrooms by those that have the oldest technology and the need to fix failing equipment across the campus.
 - PE 209 and 212 are completely upgraded with the latest LPC audio visual standard. This was the standard implemented in B1000. This includes Crestron switching systems, new 6,000 lumens projectors, and screens.
 - Room 714 received the same upgrade which included dual screens in this area. This now completes the upgrades for the visual communications program and room 714.
 - Rooms 2490, 2470, 2460, and 2450 have all had new projection screens installed. These rooms needed to have the built-in sheet rock frame removed and patched. M&O did the demo and repair work in these rooms in order for technology to get these screens installed. M&O did an excellent job. All four of these rooms have been scheduled to complete the audio visual upgrades over the spring break. This will cover all the outside facing classrooms in building 2400. Over the spring semester technology will start assessing the remaining classrooms in building 2400 and other areas across campus.
 - On December 16th contractors started the demo of audio visual components in the 2420 lecture hall. Although the intent was to get this completed over the winter break, this did not happen. Technology has setup temporary technology so that classes may continue to meet over the semester. Contractors are working on off hours, and we are waiting for equipment time-lines from our vendors. There have been issues with scheduling and equipment delivery from overseas. The new timeline for completion is looking more like April or May.
- In January the Go Print software on both the server and the kiosks were updated to the latest version. Over the next few months' technology is starting a Proof of Concept for wireless printing with Go Print technology. In order for us to take advantage of this technology there was a need to upgrade the Go Print server software by two versions. The upgrades went smoothly but we are seeing some connection issues with Apple products. We are looking into this and will report out when we have more information.

2. Instructional Technology/ TLC – Scott Vigallon

- The [course review process](#) has been updated. The DE committee will change the process for the next academic year to say that ALL first-time DE instructors at LPC will go through the review process regardless if they have been trained to teach online course here or at another college.

- Based on feedback from reviewers at the OEI, Scott has revised the model course template he offers to online faculty. The new template has been approved by LPC's main OEI reviewer.
 - Two hundred seventy-four students completed the annual DE Student Satisfaction Survey in Fall 2019, and like previous years, results were positive. When asked to rate their level of satisfaction with different components of online learning, students were mostly satisfied or very satisfied in all areas. This included the DE program as a whole (76%), overall course quality (78%) and overall course satisfaction (74%). When asked if they would take another DE course from LPC, 86 percent indicated that they would (9 percent had no opinion).
 - When asked which, if any, degrees or certificates they would like to see offered online, students listed a wide variety of these programs. Also, 83 percent of students indicated that if they had the opportunity to take an online course at another California Community College because the course they need to take at LPC is either full or not offered, they would be interested in taking that course.
 - According to results of the DE Faculty Satisfaction Survey, faculty seem to be happy teaching online at LPC. Among the results: i. 97% were either satisfied or very satisfied with the DE program as a whole. ii. 100% were either satisfied or very satisfied with faculty support from Teaching and Learning Center staff. iii. 74% were either satisfied or very satisfied with faculty support from Canvas. iv. 68% were either satisfied or very satisfied with student success in their classes. v. 45% were either satisfied or very satisfied with student retention in their classes.
 - TLC workshops for the Spring semester began Jan. 29. There are 18 workshops scheduled, including new workshops on New Quizzes in Canvas and the new Rich Content Editor.
 - On Dec. 13, the district Technology Coordinating Committee viewed, and discussed, templates for a board policy and administrative procedures on accessibility for students with disabilities. This issue was taken to the Senior Leadership Team. The district TCC also said that a procedure for vetting third-party tools for accessibility and FERPA compliance needs to be created.
 - The Canvas drop issue has been resolved. Since the spring semester began, students who dropped courses had not been removed from those courses in Canvas. In the midst of District ITS trying to fix this, other issues were created. No solid reasons have been given to exactly what has been going wrong. At the District Technology Coordinating Committee meeting Friday, Scott proposed the district enter into a separate consulting contract with Canvas to help alleviate the problems it has been having integrating Banner with Canvas.
3. Telecommunications/ Copy Services – Heidi Ulrech
- Copy Services
 - The Copy Center was a little overwhelmed with trying to keep up with all the jobs the first week of the semester with only one person. Ricoh is sending additional help when

they have someone available. Now that we are past the opening classes things are better.

- After much discussion, the college has agreed to revised terms to the Managed Services contract for the college's Copy Center. The contract amendment was sent over for placement on the February Board, if approved the new contract will go into effect on March 1st.

- SARS

We were made aware a couple months ago that after the migration of SARS Grid to Anywhere that ODBC (Open Database Connectivity) was not working as it did. ODBC allows for real time look up of student IDs from SARS to Banner. SARS only holds W-IDs for students that are currently enrolled or one semester previous or upcoming. There were a number of issues that we needed to address and have been working on them on Friday afternoons when we can take the SARS server out of service. We were hoping that this past Friday would be the final action, but we've found some more glitches this morning so need to ask for continued patience in Student Services.

4. Website – Tim Druley

- The college is officially live with the student orientation and video guides that are accessible from the Counseling and Admissions and Records webpages.
- Student clubs, Student Government, Student Life and ICC websites have all been revised. Each club now has its own landing page and working on giving access to club advisors and presidents to make changes that will be sent to the Director of Student Live to approve before completing the change.
- As a follow up to the projects for Student Life, a new club intake form is being created and tested; the current discussion is whether W-IDs can be collected using this form.

B District ITS – Bruce Griffin

- There are some planned technology service interruptions coming up:
 - Exchange/ Outlook e-mail tonight between 10 pm and midnight to address some issues Chabot is having.
 - Sunday of next weekend, there will be electrical work on the back-up power system for the technology building; in addition, District ITS will take this opportunity to replace some failing equipment in the data center. Banner will go down at 6 pm on Saturday, e-mail will go down at 11 pm and the remainder of equipment (WiFi, DAS, phone system and etc.) will go down early Sunday morning. The system that won't be impacted are the website and Canvas since they are hosted.
 - At the end of March, Banner, Zone and ClassWeb will be taken down for Financial Aid updates.

- Ken Agustin, Network Services Manager retired in December. Currently, the thought is to revise the position to an Application Services Manager that will focus more on Banner and application programming. The district networking staff will report directly to Bruce Griffin going forward.
- The Distributed Antenna System (DAS) is giving strong service to AT&T and Verizon cellular customers, the introduction of Sprint and T-Mobile service is on hold due to their merger.
- This summer there will be parallel testing of the new faculty load modules for Banner with the hope to go live for Fall. The current “auto-pay” system is an in-house designed program that needs regular modifications and that programmer has announced their retirement, a more permanent program needs to be in place before they retire. The new FLAC program will allow for electronic approval of assignments via ClassWeb.
- Currently District ITS is testing the use of stamping external e-mails to try and reduce spoofed and fraudulent e-mail from being interpreted as internal employees.

V Old Business

- A. Selection of Committee Chair for remainder of year. MOTION: Meghan Swanson-Garoupa volunteered to be chair and attend College Council for the remainder of the year, Seconded by Greg Johns, Unanimous.
- B. LPC Technology Master Planning – Steve Gunderson discussed with administration that attempts to proceed with preparation of the college technology master plan document have been stalled due to workload. It is being considered that a seasoned writer be employed to assist with preparation of the college technology master. The Technology Committee will still be involved in reviewing the drafts of this document.
- C. Follett Discover – This topic has been on the agenda for the Distance Education Committee for multiple meetings and there has been no resolution of the committee’s concerns. MOTION: That this item be removed from the Technology Committee business by Scott Vigallon, Consensus.
- D. Review of Accreditation Standard III.C.4 – On hold.
- E. Collaboration Needs for Colleagues and Students – Nothing new to report.
- F. Student Technology Readiness – Nothing new to report.

VI New Business

- A. Recently, GoPrint/ ITC the vendor for the college’s student printing system, informed the college that the cost of producing the GoPrint debit card will be increasing significantly

(document of cost breakdown shown). Suggestion that the signature bar on the back of the card be removed to help lower the new cost to produce the card to under \$1.00.

The GoPrint debit card is in two forms:

- a bulk discount card encoded for 100 copies at \$0.10 that is sold in the college bookstore for \$8.00. (Keeping the cost of the bulk discount card to the student at \$8 is currently \$.0749 per print; with the new card cost of an \$8 discount card the new per print cost would be \$0.0719 that the college recoups.)
- a standard card encoded for 5 copies at \$0.10 that is sold for \$1.00 at vend machines in the library and Computer Center. (With the standard card sold at \$1 the cost per print is \$.098; under the new card cost the college would recoup \$.038 per print with a \$1 card.)

The concern is with the how the increase in card cost will impact the \$1 card; a \$.06 decrease per print revenue is significant. This revenue is used to pay for consumable materials incurred with printing and to pay for the annual maintenance on the GoPrint system. After discussion, it was suggested that the topic be tabled for the next meeting so there could be more analysis then.

- B. Conversation on Faculty ClassWeb Rosters - It was mentioned that faculty are still closing their classes while there are still seats available which could be impacting enrollment. How can classes be left open longer to allow students to enroll? It was noted that there were many cases of students looking for available classes and trying to contact the instructor for add codes with minimal success; at a time when enrollments are down. Concern was voiced about not wanting students to add after the first class meeting without the instructor being approached. Heidi offered to contact Bruce Griffin regarding getting Banner data on classes that have been closed so there can be informed discussion.
- C. Faculty Profile Pages – future initiative.

VII Good of the Order - None

VIII Talking Points

- Distance Education survey (online) that notes interest for additional classes in almost all disciplines.

IX Adjournment at 3:32 pm.

X Next Regular Meeting

- March – 2nd

- April – 6th
- May – 4th

Documents:

- Sign-in Sheet
- The Zone demo slides
- GoPrint/ ITC cost increase detail

Prepared by: HUIrech