



# Technology Committee MINUTES

October 5, 2020 | 1:30 pm | ConferZoom

## LPC Mission Statement

Las Positas College is an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

## LPC Planning Priorities

- ❖ Implement the integration of all ACCJC standards throughout campus structure and processes.
- ❖ Establish a knowledge base and an appreciation for equity; create a sense of urgency about moving toward equity; institutionalize equity in decision-making, assessment, and accountability; and build capacity to resolve inequities.
- ❖ Increase student success and completion through change in college practices and processes: coordinating needed academic support, removing barriers, and supporting focused professional development across the campus.
- ❖ Coordinate resources and provide professional development for effective online instruction and remote delivery of student support services and college processes to advance equitable student outcomes.

Committee Name      Quorum 6

### Members Present (non-voting):

Steve Gunderson  
Scott Vigallon  
Heidi Ulrech  
Tim Druley  
Bruce Griffin

### Members Present (voting):

Anette Raichbart  
Angelo Bummer  
Mike McQuiston  
Drew Patterson  
Ruchira Majumdar  
Jared Howard  
Collin Thormoto  
Hermina Sarkis-Kelly

### Members Absent:

Mike Sugi  
Amy Rel

### Guests:

Chasity Whiteside

## Meeting Minutes

- 1) Called to Order at 1:33 pm. The members in attendance introduced themselves. Quorum was met. The committee charge was reviewed. No nominations or volunteers for Committee Chair were put forward, will follow up with the President's Office for further direction.
- 2) Agenda was reviewed and one addition was made to New Business. MOTION: To approve by D. Peterson, second by C. Thormoto – Unanimous.
- 3) Minutes for March and May of 2020 were reviewed. MOTION: To approve both minutes by M. McQuiston, second by C. Thormoto – Approved with three Abstentions.
- 4) **Staff Reports**
  - A. **College**
    1. **Computer/ Network/ Audio/ Visual**
      - The College Technology Department continues to have part of the department working from off-site and using tools such as ServiceNow, VPN, MS Teams and Zoom to provide support to college employees; while a small crew remains on-campus. Server and desktop services and maintenance are still being regularly addressed. The department has received additional calls from students needing technology assistance (which is abnormal) but staff are assisting as much as reasonably able. May need further discussion on how these student issues could be better addressed. The department continues to work with the library to respond to student requests for technology; laptops and hotspots continue to be popular requests. More devices were received over the summer in addition to hotspots that were purchased by the LPC Foundation. Thank you to Tina, Diana, Sherman, Heidi and Christine for making all this happen
      - In preparation the for the fall semester the department setup a number of areas on campus with a remote tool called Splashtop. The software allows our students to login to computer systems here on campus so they can access software resources needed for instruction (ie: remote desktop).
      - Outside wireless was also expanded out into parking lot C in front of the 1600 building. This was at the request of

Student Services. We are also looking at expanding into parking lot H where there is shade, but the conduit runs to that area make it more difficult to get wifi coverage.

- Over the summer the B400 computer lab was upgraded with new computer system. These systems had already been ordered before Covid and we wanted to get them installed and out of the warehouse.
- The technology department has been working on construction reviews, markups, and design for the building projects here on campus. These projects include the following:
  - 2100 Academic Support and Office Building
  - Horticulture Building
  - Viticulture Building
  - Public Safety Complex / Advanced Manufacturing & Transportation
  - Temporary Faculty Village – Parking Lot G
  - 1690 Remodel – Academic Services
- Our instructional systems crew which basically consists of Sherman Lindsey and Christine Hornbaker has always provided excellent support for our events on and off campus. Since Covid they have really stepped up when it comes to producing content, streaming, and directing a number of events for the college and district. If you have been part of any of the following events, then you have seen their work.
  - The Livestream for Convocation
  - The Livestream for College Day
  - The Livestream the 9/11 remembrance
  - Livermore PD Memorial in our amphitheater last monthI want to acknowledge their great work and express my appreciation.
- Last report included the failing projection screens Building 4000. This project has been completed. All new screens have been installed.
- Last report also included the need to replace the last of the life-cycle computers on campus. I have put this project on hold until we have a better understanding of when we have more students on campus. We do not want computer systems losing warranty if they are not being utilized.
- Audio Visual in the 2420 Lecture hall has been completely upgraded with our latest AV standards. It is now equipped with a beautiful LED video wall. The large lectern that used to take up the center of the room has been removed. There are many new bells and whistles and we cannot wait until it actually gets some use. Next, is to go back and work on the AV for the inside classrooms in the MD building.

## 2. Instructional Technology

- For statewide tools that are set to expire at the end of December, the state chancellor's office said that it hopes to get a communication out to colleges in early October. According to VP Kristina Whalen on Sept. 14, President Foster assured her that LPC would fund Ally, Proctorio, Labster, and Cranium Café through the Spring 2021 semester.

- Canvas announced Sept. 15 that in addition to 24x7 live chat for students and faculty beginning in January, there will also be 24x7 email support and a “self-service” page available from the Help icon. This will replace the 24x7 phone support that is currently available. The self-service page will be powered by LPC’s Knowledge Base that will give students and faculty answers to popular college-specific questions. Such questions include: How do I log in? I registered for a class, but why don’t I see it in Canvas? How can I purchase my books online? Colleges have the option of paying for 24x7 phone support for students and faculty beginning Jan. 1. The administration has been briefed on this option, but a decision has not been made yet.
- The district sent Chabot and LPC recommendations on how to handle various legal issues pertaining to online instruction. The legal issues center around the use of cameras and recordings, pictures of students, and using Proctorio. The LPC administration is seeking clarification on some of those issues before any next steps.
- Language has been developed and will be brought to the Academic Senate on the following Canvas processes: a. Develop procedures/guidelines that govern placing users who are not students enrolled in the class or instructors officially assigned to teach the class into Canvas courses. b. Develop recommendations or procedures/guidelines for student access to courses once a term ends. c. Develop a process for deciding what to do with content in a Canvas course belonging to an instructor who no longer is teaching that course.
- Some districts have district-wide implementations of Zoom (we do not), and recently CCC TechConnect has come out with an upgrade that seems to make Zoom work a lot better in Canvas. This new integration makes the interface in Canvas look like the interface when faculty log into the ConferZoom web site. The new way reportedly is easier to use and has had positive results from CCCs that have implemented it. At LPC and Chabot, faculty created their own accounts at the ConferZoom web site prior to knowledge of the district-wide implementation option. The question was raised at the TCC as to whether we should explore a district-wide implementation and the new upgrade within Canvas, or if we are already too far down the road to change things up. One issue that would need to be resolved are the email addresses of faculty who choose not to use their college addresses in Canvas. Email addresses in Canvas have to match what’s in ConferZoom. The DE Committee decided to recommend to the TCC that the new upgrade be implemented between the Fall and Spring semesters.
- Bookstore manager Nolan Howe addressed the DE Committee about adding the Follett Discover Access integration into Canvas. Nolan explained that Access is not about selling books to students but rather providing them with single signon access to the digital materials they have already purchased. By logging into Follett Discover Access through Canvas, students can then access all of their digital books and materials from publishers in one location without needing to access different publisher websites, eliminating the need for multiple logins, passwords, etc. Scott worked with Follett last week to add the link to Follett Discover Access in the new Student Support hub.
- District ITS emailed everyone Sept. 18 to prepare for a ConferZoom security update scheduled for Sept. 27. However, there is a message at the top of the [ConferZoom site](#) that says: *Zoom has postponed their originally scheduled September 27th update. More information will be posted here when available from Zoom.* The big change is that

ConferZoom will require passcodes for all meetings. The change will occur whether you log directly into ConferZoom or if you use ConferZoom within Canvas.

- Because of the pandemic, the CVC-OEI wants all colleges to place courses in the exchange, regardless if the colleges are in the CVC-OEI Consortium or not. It has requested that the necessary technical work be done to make this happen as soon as possible. District ITS Senior Programmer Eric Stricklen had previously raised several questions about the technical aspects. This issue was brought up to the TCC, explained, and discussed, but no action was taken. It was noted that since the exchange would affect multiple areas at both colleges and the district, we should work in unison on this project. This will be placed on the next TCC agenda. QUESTION: Taking into consideration all the technical issues, when might we be ready to become part of the “Exchange?” With all the recent changes due to Covid, that’s a difficult question to answer; too many parts to be integrated.
- CanvasCon Online, which is the annual Canvas conference, is free online on Oct. 15. You can [register](#) on the conference web site. Registration ends at 4 p.m. Oct. 9.
- The CVC-OEI is hosting an Improving Online Pathways Speaker Series from Oct. 27-Nov. 17. The theme is Developing and Strengthening Online Career Education. It’s a series focused on development of online programs and courses, professional development, student services, and marketing.
- Kimberly Tomlinson has agreed to be the faculty coach in the OCPD for the fall semester.
- On Oct. 17, Canvas will introduce a new History icon in the global navigation menu. Clicking it will show the most recent pages viewed in Canvas up to the last three weeks. In addition, when you click Account – Notifications, you will see a new interface for choosing account-level Notifications. This new interface will match the interface for course-level Notifications. Keep in mind that Notifications for individual courses can be changed within each course and override your account-level Notifications. Both of these changes affect all users.

### 3. Telecommunications/ Copy Services

- Copy Services – The Copy Center has been operating since we went into “shelter” but with only one full time Ricoh employee that being Carlos. Their hours are Mon – Thurs from 7 am to 4 pm and on Friday from 7 am to 2 pm. The number of copy jobs is down to about 5-6% of normal from last August and September which is to be expected.

I have talked with our Ricoh Managed Services Reps about the possibility of getting some type of credit for not having the second full time employee (as we are contracted for) and they are looking into it.

- SARS – We did need to take the system out of service for a couple hours on a Friday afternoon a few weeks back to do a system update that enabled some additional features that work with Cranium Café.
- Lastly, I spent some time working with Jadin, at the front desk, to convert the college directory from a Word document with tables and lots of merged cells into an Excel

spreadsheet that is now formatted with the data that Tim needs to be able to upload to Web directory. I know that this has been on Tim's wish list for some time.

#### 4. Website

- There is now an advertisement for "Year to Career" which is a joint program between LPC and Chabot that is being marketed as programs that can be completed in a year.
- Some new "Invest in You" banners uploaded in the home page.
- Maxient incident referral forms, a project through Student Services, hope to have those links posted in the next few days.
- Adding a link to the home page that will redirect to the LPCSG page for voting information.
- Participating in the East Bay CAN project, which is a joint program with CSU East Bay for student transfers.
- QUESTION: For the calendar on the home page, how does one go about having events added to that? In addition to Tim, the Outreach Specialists that work with Vicki Shipmen have also been given access.

#### B. District ITS

- To provide more information on the outage last week: The primary air conditioning unit for the data center stopped working and failed to switch over to the back-up. They were able to get the system switched over to the back-up but a few hours later the back-up system failed. The decision was made to take many of the systems down to reduce the heat generation but left the e-mail system up for the time being. The system was fixed early the following morning but had trouble clearing all the tests. Once the system passed all the testing, ITS staff began bringing systems back online in a methodical manner which takes hours to complete. Plans are being developed to address many of the failure points in the HVAC system for the data center that have caused many outages over the years.
- The eMail upgrade project is progressing in two phases: First is to move the on-site system into the cloud with tentative completion of late October. The second portion relates to MS Office 365 and all the applications within that. This rollout will be phased starting with Word, Excel, Power Point and also including One Drive and Forms. After that the collaboration tools such as Teams, Yammer and then SharePoint.
- The CRM/ Recruit project is expected to wrap up by the end of the semester and begin rolling out in January. This program works directly with Banner to assist with outreach and enrollment.
- The DegreeWorks upgrade project at LPC should be wrapping up around the end of the month. They are currently working in the test instance and will need some down time when moving into production. This is our first upgrade of the DegreeWorks system. QUESTION: Will this

upgrade require training for the counselors and etc.? Not positive but don't believe that additional training will be needed.

- East Bay CAN (College Action Network) consists of a number of groups working to facilitate transfer both to and from Chabot, LPC and CSU East Bay including concurrent enrollment. In looking at the student systems used by the three entities it was determined that there is no common platform between Chabot/ LPC and CSU East Bay thus making it very challenging to integrate.

## 5) Old Business

- A. The LPC Technology Plan has been in the planning stages for some time as a means of having increased college driven direction in addition to the planning that is documented in the Information Technology Master Plan that is district-wide. But due to work load, the Bond Measures and now Covid 19 it has failed to progress. With the accreditation self study starting, the thought is to focus more on making sure that the existing planning documents are up to date. For now, we want to put this project on hold and explore where the resources can be obtained in the future.
- B. Collaboration Needs with Colleagues and Students – nothing new to report.
- C. The Webmaster's time has been spent on other needs since the topic of Faculty Profile pages was introduced last spring. Conversation continued regarding the current online directory; and "Rate Your Professor" external web site. Look further at other examples of profile pages.
- D. Technology Use under Emergency Circumstances -
- Scott V. posted the link [http://www.laspositacollege.edu/onlinelearning/assets/docs/LPC\\_2019-20\\_DE\\_report.pdf](http://www.laspositacollege.edu/onlinelearning/assets/docs/LPC_2019-20_DE_report.pdf) showing what Instructional Technology did in response to the Covid shelter order and moving instruction online.
  - It was reported at a department meeting that instructors are frustrated with the video options that are available to them for online instruction through Canvas. The TLC (The Learning Center) will look at developing some training for the Canvas video editing tools. Other instructors reported using other products such as Camtasia, which work better, but they are having to pay for it out of their own pocket. Would like for the college/ district to provide/ support resources that are more conducive to instruction. Scott V. responded that Screencast-o-Matic is the only program that is locally available for editing video. The campus use of any other software would require the purchase of licenses (some are very expensive and complicated to use which may minimize their return on investment). Would like to have this concern brought to the District TCC (Technology Coordinating Committee). It was noted that some find Canvas Studio to be pretty intuitive to use. Also, FlipGrid is another popular software that can be integrated into Canvas, but it was noted that this software has captioning issues. Scott V. mentioned that he has been advocating at TCC for a third-party software budget for Canvas for a long time, but has experienced no progress, nor is there any process in place for making such software requests.
  - Additionally, it was reported that some alternative products are available through the college/ district or with an education discount but that instructors are not aware of what's available. Steve G. mentioned that the college/ district does have certain resources but that there are

licensing restrictions and not available to everyone. So these resources can only be made available on an as needed basis and by request. The department can reach out to our educational software vendor and clarify the licensing restrictions. It was also requested that a web page be set up so that instructors can search for available software for classroom and online instructional use.

**6) New Business**

A. Issues Faced by Instructors in New Online Environment – See discussion in Old Business, item D.

**7) Good of the Order**

- Suggestion for next meeting to add to the agenda, discussion on technology that is being considered by Guided Pathways.

**8) Talking Points - None**

9) **Adjournment** at 3:32 pm. MOTION: To adjourn by R. Majumdar, second by J. Howard.

**10) Next Regular Meeting:**

- November 2nd
- December 7th
- January – Winter Break (No Meeting)
- February 1st
- March 1st
- April 5<sup>th</sup> – Spring Break (No Meeting)
- May 3<sup>rd</sup>