



Technology Committee

MINUTES

February 7, 2022 | 1:30 PM | ConferZoom

Meeting Minutes

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

- ❖ 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.

Committee Name

Quorum 6

Members Present (non-voting):

Drew Patterson
Steve Gunderson
Scott Vigallon
Heidi Ulreich
Tim Druley
Bruce Griffin

Members Present (voting):

Tamica Ward
Anette Raichbart
Michael McQuiston
Ruchira Majumdar
Jared Howard
Collin Thormoto
Jamila Jabbar
Hermina Sarkis-Kelly

Members Absent:

Michelle Gonzales
Amy Rel

Guests:

Shriya Shah

1. **Call to Order at 1:34 pm;** Quorum was met.
2. **Reviewed the Agenda;** MOTION: To approve by Collin Thormoto, second by Michael McQuiston.
3. **Review of December Minutes:** MOTION: To approve by Jared Howard, second by Michael McQuiston.
4. **Staff Reports**
 - A. College
 - i. Computer/ Network/ Audio/ Visual
 - The audio/ visual installs for B2400 classrooms were completed over Winter Break. The audio/ visual equipment in B100 was also refreshed. It was noted that when B100 portables are removed that the new A/ V equipment will be used to refresh older equipment in B1600.
 - Many years back the college began discussion with Verizon to install a cell tower on campus to give better coverage outside of the buildings. The DAS (Digital Antenna System) to provide cell coverage inside buildings was completed a couple years ago. The construction plans for the tower were approved by DSA (Department of State Architects) and a kick-off meeting has been held. The project is expected to take 8 months with a tentative start date of March. The three towers will be installed on top of the Mertes building. QUESTION: Who are the carriers we have on campus? Inside we have AT&T and Verizon; and outside only Verizon at this time. Sprint & T-Mobile are still on hold while they complete their merger. QUESTION: Do they pay us for this? Yes, there is a lease; the college is only paying for Inspector of Record on the project.
 - ii. Instructional Technology
 - Instructional Technology Specialist Wanda Butterly had her position upgraded from part-time to full-time beginning January 24. She will be working Monday through Friday from 8-4:30.
 - TLC workshops began January 27 and will continue throughout the semester. Registration is available on the

workshops web page. Additional vendor trainings from Hypothesis and Pronto are also included.

- There has been faculty demand to train instructors in HyFlex teaching this spring, so on January 26, faculty were queried, seeking interest in training during the spring and summer. So far, 66 instructors have responded. Scott will design the training for the spring. More information will be forthcoming.
- Vice Chancellor Theresa Fleischer Rowland addressed the DE Committee January 28 and explained that the district is looking to conduct faculty training over the summer in the areas of HyFlex and synchronous online teaching. A work group has been established and will commence shortly.
- The committee developed this definition of HyFlex: A HyFlex (Hybrid Flexible) course allows students the choice of attending class on campus or online. Online modalities may include synchronous online, and/or asynchronous online instruction.
- The DE Committee voted to approve the revised LPC DE Interaction Guidelines. They will be presented to the Academic Senate on Wednesday.
- The state's two-year license for CCCs to use Canvas Studio expires June 30, 2022. An email from the CVC-OEI on January 14 said that "at present, there is no funding in place to support that." Studio costs \$1.30 per FTES as part of the statewide purchasing program named STAC. This issue will be brought up at the next district TCC meeting since it affects Chabot, too. The DE Committee will recommend to the TCC that the district purchase Studio and the same STAC tools from last time, along with Hypothesis and Cranium Café.
- On December 17, faculty were alerted that they can continue creating quizzes in Classic Quizzes (our current quiz tool) until June 30, 2024. Originally, Canvas said it would prevent Classic Quiz creation in July 2022, and begin forcing colleges to use New Quizzes. The DE Committee will wait until January 2023 to establish a timeline to implement New Quizzes. This will allow Canvas to ensure that the tool is as mature as possible before LPC begins using it. The timeline will require agreement with Chabot.
- A communication plan that could be implemented in case Canvas goes down again for a lengthy amount of time was created. It includes various ways to communicate with faculty and students.
- At the end of fall semester a survey was sent out to faculty inquiring about use of the new student communication application, Pronto. The majority of the responses were positive, but found a mixture of responses regarding how well students used it. Pronto worked very well in some classes to encourage student engagement with faculty and classmates, while other classes had little student usage. Suspect that the structure of the course may factor into how useful of a tool Pronto may be. So far, for those who have used Pronto, the feedback has

been positive. Have not experienced any abuse in use of the system, which may be due to the messages going to everyone in the class; but also found that other students benefitted from the questions and answers that were posted. Anticipate that Pronto could be a very useful tool when used with HyFlex courses to bring together students in different learning modalities

- iii. Telecommunications/ Copy Services – The focus so far for the semester has been on the Student Services departments and getting their SARS and telecommunications systems back online and re-configured after spending the past two years providing services remote.

- iv. Website
 - Making a lot of updates to the Spring 2022 web page as well as vaccination information.
 - Student Life has requested a redesign of their LPC web site. There has been discussion on what resources and approvals will be needed for this and are waiting to hear back.
 - Has more website analytics data that excludes certain LPC IP address; can review at a future meeting. Reports can be viewed at: <http://www.laspositascollege.edu/web/report.php>

B. District

- CRN Advise is a product from Ellucian that is a student engagement tool that works with Banner and other technology products to provide support for students and keep them engaged and progressing. This supports the work of the counselors as well as Guided Pathways in ways of early alerts. This project has had a soft kick-off with regard to the technology on the back-end and Banner connecting to the cloud. Key dates have been determined with March 21st being a workshop with stakeholders; April will be more implementation with key users. July 25th is the tentative “go live” date. Interested parties are encouraged to contact their respective VP about being included in this work group.

- A concern was e-mailed to the committee regarding the decision to migrate to Exchange/ Outlook 365. Last year the district-wide e-mail system was experiencing numerous issues that were being exacerbated by other additional factors. The decision to move to the MS 365 product instead of Gmail was made through the District TCC with unanimous approval from the committee, minutes and review documents are posted on the District TCC website. One of the first issues that was identified with Gmail was the use of the .org address that District uses, it would not be able to be used seamlessly with the colleges’ .edu addresses. The cost comparison was comparable considering the Microsoft licensing already in place. The transition has been bumpy due in part to having three individual organizations that share the same e-mail system, issues are being addressed as they

materialize. In addition, the security that Microsoft has created additional complications with the security we are using, which took some time to work through all the issues. The spam and fraudulent e-mail being experienced is as high as it has ever been – for every industry. A lot of time has been spent tightening and loosening those parameters to find settings that will allow e-mail that is appropriate and limit that which is not. Periodic checking of one's junk folder is advised. QUESTION: For those employees who are not as technology inclined, is there some kind of training available? That's a tricky one. Information on how to use our spam filter, Barracuda, could be put together, but making it widely available online also has the potential for tipping off those with malicious intent as to what we are using and how to begin an attach. QUESTION: At the beginning of the semester there was a lot of mail going into spam, even for students and their Gmail and Zonemail accounts? ITS has worked a lot with Google to address these concerns so it should be better, but Google has its own parameters for filtering that we have no control of. One of the things that we can control is the verbiage that we use in our correspondents, such as: free laptop or debt relief. Certain words or phrases will automatically be caught by spam filters.

- A Request for Qualifications (RFQ) is on the street for district-wide technology planning, which will include sections for each of the three sites. The proposals are due around the middle of the month. Would like to get two volunteers from the LPC Technology Committee to serve on the RFQ review committee. Drew P. and Heidi U. volunteered.

5. Old Business

- i. LPC Technology Master Planning – See Bruce Griffin's report.
- ii. Collaboration Needs with Colleagues and Students – On Hold.
- iii. Technology Use under Emergency Circumstances
 - a. Technology for Hy-flex Classrooms – See Scott's report. Additionally, there are about 12 classrooms that have been (quickly) set up to accommodate HyFlex teaching. Multiple vendors have provided proposals and quotes for equipping and installing a more permanent HyFlex solution. There is conversation at the administrative level as to the direction that the college should be going with HyFlex.
- iv. Technology Topics of Conversation in Guided Pathways – See Bruce's report on Advise. Additionally, there is a collaboration between LPC and CSU East Bay to develop 4-year planning degrees using Program Mapper, so the student would start at LPC and transfer to East Bay to finish up. Vice-chancellor Rowland-Fletcher is working closely on the project with CSU East Bay and could provide more information if desired.
- v. Website Analytics and Home Page Discussion – Defer.
- vi. Exploring Text Messaging and Student Communication Platforms – Training was held on Ocelot and are now waiting for the individual departments to complete their configurations for their ChatBots and campaigns. As those are completed the service can be turned on. The

departments will be working with their Dean to develop a calendar for their campaigns so as to reduce messaging overload. QUESTION: Will these campaigns be going out to everyone with phone numbers in our database? It will depend on the campaign that is being sent as to who it will go to; targeted campaigns will go to a targeted group of students. An example of a campaign that would go to all students would be a reminder of the last day to drop with a W. QUESTION: Are e-mail also being sent out as well in parallel? It depends on the department and the message being sent. In many cases, a campaign is being sent that directs students to a website with more information. A big concern is sending too many campaigns (texts) causing the student to Opt-out of the system.

vii. Forms and Workflows – On Hold.

6. New Business

- i. The annual Technology Survey 2020 – 21 of employees was taken last May. There were 35 responses to seven questions regarding the service and support from Technology; the weighted average was between 4.32 and 4. 66. The survey also contained an option for comments; many of the comments were related to the Covid response.
- ii. After reporting that there wasn't a security certificate on the website, it was determined that there is but that it is viewed by looking at the servers by host name. There is a load balancer in front of the servers, to aid in redundancy, that is causing this to appear otherwise. Will need to work with Microsoft on the Azure product to allow the certificate to be applied to the traffic flow on the web servers. There are some technical details that need to be addressed before this work can be safely performed.
- iii. Reviewed the Governance Worksheet for the Technology Committee. Some edits to the charge were suggested, but the committee structure and term were left as is. Will continue with review and task list at the next meeting.

7. Good of the Order - None

8. Talking Points – None

9. Adjournment at 3:02 pm.

10. Next Regular Meeting:

- March 7th
- April – Spring Break
- May 2nd