



Technology Committee

January 26, 2009
2:30 pm, Room 1603

Present: Bob Kratochvil, John Gonder, Jeannine Methé, Steve Gunderson, Pat Pohl, Scott Vigallon, Heidi Ulrech, Karen Zeigler, Angela Stoffregen, Sherman Lindsey, Elizabeth Noyes, Sylvia Rodriguez, Brian Owyong, Andre Hunter, Hermina Sarkis-Kelly, Debbie Earney, Brenda Weak, Leslie Gravino, Mark Tarte, Eric Stricklen, Jorge Guerra, Denise Rogers, Mario Palomares

1. Welcome

John Gonder welcomed everyone to the January Technology Committee Meeting.

2. Review of October & November Meeting Minutes

- The Committee reviewed the October minutes.
 - Jeannine Methé clarified from the October minutes that CLASS-Web is encrypted (both log-on and data stream); GroupWise is “and/or” (log-in, not data stream);
 - Scott Vigallon had a small correction on the “Core Team” from the October meeting. Noted and corrected.
 - MSC: AStoffregen/BOwyong
 - Vote: approved, with changes (above noted)
- The Committee reviewed the November minutes.
 - Scott Vigallon noted the support number for Web Portal, corrected.
 - MSC: AStoffregen/Owyong
 - Vote: approved, with changes (above noted)

3. Campus IT Reports

- a. Instructional Technology - Steve Gunderson: reported that all images and updates for computers were done before start of semester; We now have DISH Network service on campus, will also explore use of sling boxes on campus to eliminate need for additional dishes- noted that the TV signal is not “just for fun”, but for emergency purposes as well; we are working on conduits on west side of campus planned for mid-Feb. through mid-April. The IT Staff will work to minimize impact to classes and network; Several site visits have been done and more planned (Skyline, Ohlone, Sierra, etc.) to other colleges to look at ways instructional technology incorporated into classrooms and facilities.

- b. Telecommunications - Heidi Ulrech: The Telecommunications staff replaced and updated all of the GOPrint readers over the break, as we were having trouble with many of the readers past their life expectancy. Also updated version of STARS software; Tech staff had a ½ day training on SARS; worked with A & R on their call routing. Have begun meeting regarding the Security Master Plan (fire alarm system, lighting, emergency phones, classroom phones, etc.) Per Rich Butler, 1st Priority on classroom phones is Bldg. 2200, followed by the buildings on west end of campus. Vice President Kratochvil reminded committee of information presented at previous Tech. Comm. Mtg. regarding features of Security Master Plan; he also reported that the Ricoh modular unit and 100A will be relocated to east of Building 1200.
- c. Webmaster - Elizabeth Noyes: EN reported on some feedback that she has received regarding the website launch, at end of preview period about aesthetics and content, so incorporating those now; have about 130 banners to create/change, and this semester, hope to train another 12 people on Contribute.

4. District IT Update

Jeannine Methe provided the Committee with an update on the Web/Zone Portal project:

- a. The ZONE/Web Portal – Vice President Kratochvil let everyone know that there were additional attendees at the meeting today, due to interest in the Zone/Web Portal update. The ‘core team’ and those involved were invited.
- b. Jeannine Methe opened by wanting to make sure that people have the correct understanding of work being done with LaPTechs (initially contracted with them to provide support to student’s calls, technical help, etc.) for 1st two weeks of semester, wanted to gauge level of calls and help needed to determine support level required, going forward. Have now decided to continue with LaPTechs; Vice President Kratochvil voiced essentially two sides of concern about The Zone. One is dealing with large volume of calls for assistance from students, the other is feeling that many students didn’t even know about the new portal or how to navigate it; John Gonder gave overview based on his experience, and that of his students regarding the Zone. In some cases, students may not enroll in DE classes or be taking late start classes, so that they wouldn’t have immediately checked email or the website. Steve Gunderson noted that just this morning, he may have discovered an anomaly within the system not identified prior to rollout. Mark Tarte spoke about when issues began to arrive, he began to query his students, he has 3 classes on BlackBoard, and about 1 week before the semester began, sent several emails which a majority of students did not receive. They didn’t know they had an LPC email. Jeannine Methe and core team had identified ways to inform students about The Zone: 1) A&R sent postcards to students, 2) sent email to Blackboard students, (using existing, non-LPC, email addresses). 3) also sent additional mailer to those students who may have same name/initials to ensure they know their distinct email address. 4) information posted on College website, on Jan. 12th, (day before we went live w/ the ZONE), Eric generated email addresses for all of the active students in District. Some errors were generated by gmail/pin # issues. Resolved now. Jorge Guerra distributed handouts showing a chart depicting categories of calls received by LaPTechs re: the ZONE since beginning of semester. Most calls are around email. John

Gonder does think that the District made a great decision to go with gmail, strong application and access to GoogleApps; Debbie Earney wants to thank the LaPTechs on behalf of A&R for fielding these questions/issues from students during the beginning of semester. It was mentioned that we should budget for LaPTechs to do this every semester. It was suggested that Mark Tarte direct his students to video demo on web to help them with the Zone. Elizabeth Noyes and Scott Vigallon both had good suggestions that a banner highlighting ZONE FAQ be added and something noting that students have new email should be updated on the website.

5. Other

Next meeting is Monday, Feb. 23rd at 2:30pm, Room 1603