



Technology Committee MINUTES

May 4, 2020 | 1:30 | ConferZoom

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):

Anette Raichbart
Greg Johns
Drew Paterson
Jared Howard
Collin Thormoto
Mike McQuiston

Members Present (non-voting):

Meghan Swanson-Garoupa
Steve Gunderson
Scott Vigallon
Heidi Ulrech
Bruce Griffin

Members Absent:

Mike Sugi
Sherman Lindsey
Amy Rel
Melissa Brown
Lord Ferrer
Elizabeth Verzi
Moh Daoud

Meeting Guests:

Cathy Gould
Eric Stricklen

Meeting Minutes

- I Called to Order at 1:37 pm. Quorum was not met.
- II Agenda was not approved.
- III Minutes were not approved.
- IV Staff Reports
 - A. College
 1. Computer/ Network/ Audio/ Video – Steve Gunderson
 - In response to COVID-19, since the middle of March and through April, the Technology staff have moved most of the support operations off campus. Utilizing work cells, ServiceNow, VPN, and Zoom. We are using Microsoft Teams to communicate our needs and keep each other in the loop throughout the day. Support is still being provided to faculty, staff, and has even moved into supporting students when needed. The initial few weeks of COVID produced:
 - Over 500 technology support calls
 - Over 300 laptops and tablets imaged/configured for check-out
 - Over 200 laptops or tablets checked out to employees
 - Over 220 Technology Service Requests (logged)
 - Over 110 staff members brought online and systems configured for remote access
 - Over 100 individual remote desktop training sessions via ConferZoom
 - Over 100 student technology devices made available – List continues to grow
 - Over 180 students provided access to free Adobe Creative Cloud
 - Over 175 technology devices ordered for Covid 19 response (thank you to VP Raichbart and the Business Office for responsiveness and cooperation)
 - Over 50 classrooms prepped for online instruction
 - 5 phone announcements updated for Covid 19 response
 - In our response to provide technology to our students, we have been working with the library to identify, or acquire technology for those who

need it. Requests have included the following items:

- Laptops – We have met the demands for laptops and software so far
 - Software
 - Creative Suite, Solid Works, and Sibelius
 - Hotspots have been in high demand and we have had trouble getting these. We currently have orders for 30
 - WACOM tablets have been requested but we have lent out a few
 - Cameras and microphones have also been requested and more are being ordered.
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- In addition, the technology department still has staff here at the college every day. Server resources, desktop maintenance and remote support calls are still coming in.
 - We are continuing to work on our construction reviews for the building projects here on campus. Projects such as Horticulture, the new 2100 building, the faculty village out in parking lot G just to name a few.
 - In March we completed the Audio Visual upgrades for Rooms 2490, 2470, 2460, and 2450. All the outside classrooms in 2400 now have the latest audio visual standards.
 - 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.
 - The Audio Visual remodel of 2420 has been pushed back until late June or July because of COVID
 - Building 4000 has many failing screens, and although we will be changing out the Audio Visual at a later date, it is important that we address the failing projection screens in that whole building. We have been working with our integrators to get quotes going and get the project to Board.
 - We have received quotes for the remaining computers that need to be updated for the life-cycle. This purchase is for all the remaining systems on campus that we were planning to do this spring but it looks like it will be put off until fall or spring 2021.
 - Lastly, thank you to Tina, Diana and the rest of the library staff for all their work to coordinate equipment check out to students.

2. Instructional Technology/ TLC – Scott Vigallon

- Christina Lee is stepping down from her position as the POOCR lead at LPC. She did an outstanding job in creating, and leading, the local POOCR process.
- The district has created a task force on professional development for DE to, according to Chancellor Ron Gerhard to “help shape this discussion and provide recommendations on what options and best practices we could look to in forming this professional development program.”

- Since VP Kristina Whalen offered OCPD training to faculty teaching summer courses, and since March 26, 60 responded and were all enrolled in the self-paced version of the OCDP. Because the training involves faculty submitting assignments that require grading and feedback, several instructional assistants were trained to help with these tasks. Wanda Butterly was also trained.
- LPC will submit blanket DE approvals to the state in order to teach all courses online during the summer and fall (in case fall goes entirely online). To be prepared to teach all courses online after that, the Curriculum Committee met April 20 and announced that courses that have not already been approved for fully online instruction—and can be taught fully online—will need to be approved. This means that the DE proposal form for the majority of LPC courses will need to be completed and approved. The DE proposal form was revised, and Scott trained the Curriculum Committee on reviewing the

new DE proposals on April 27. After that, he will no longer be responsible for reviewing, and approving, the proposals. Work will commence this semester and continue through the summer and fall.
- Scott installed the first phase of the Ally implementation into Canvas on April 15. For this first phase, the tool will work behind the scenes to allow students to download “alternative formats” of the files you upload. Ally cannot yet make Math and Science symbols, equations, etc. completely accessible via an alternative format. The second phase of the implementation, which is the faculty end of Ally, is supposed to begin in early June. Faculty training is currently unknown. The state is funding Ally through at least the end of December.
- Aside from the new Rich Content Editor, Canvas has made new features optional because of the masses of faculty forced to use its system for the first time during the pandemic. Scott will consult with Chabot about the timing of enabling the new features, probably in time for summer courses. New features include muting notifications by course (granular course notification settings can be configured in a future release), celebrations for on-time student submissions, limited submission attempts for Assignments, and auto saving content in the Rich Content Editor. This is in addition to adding the Pronouns feature. Since the new Rich Content Editor will become the default in Canvas in July, it will be enabled prior to summer. Virtual trainings on the new RCE will take place May 6 from 1:30-2 pm and May 14 from 2-2:30 pm.
- Wanda Butterly’s Instructional Technology Specialist position was increased from 25 hours a week to 40 hours a week through June 30.
- The captioning tool in 3C Media Solutions became functional again April 16 after the state chancellor's office allocated enough money for usage through June 30. It is in the process of ensuring its availability through December. 3C Media can also be used for live captioning and for captioning of professional development videos.

- Labster, which provides virtual simulations for a handful of science disciplines, was installed in Canvas on April 1. Darcy Ernst is the STEM faculty lead for Labster.
- The CVC-OEI extended daytime Canvas phone support for all CCC students and faculty through June 30.
- The CVC-OEI extended its license with Proctorio through June 30 with the hope that it will be extended through December.
- A new tutoring link title LPC Tutoring/RAW was installed into Canvas and put into all classes March 27. This allows the Tutorial Center and RAW instructors to deliver online tutoring.
- The CVC-OEI has provided a variety of resources, including live and recorded webinar trainings, along with increasing the hours of Canvas support for students and faculty to 24x7. Its web site has a calendar of events, which lists all of the webinars.
- To keep information available to LPC students and faculty, an Instructional Transition Plan web site was created and constantly updated. New pages on the college's Online Learning web site were created, and several existing pages were updated with the latest information.
- Tracy resident Tatiana Del Cid was selected as the LPC online student of the year.
- The fall courses on Canvas will be available after the decision is made whether or not to move all fall instruction online. They were originally made available, but it was noticed that many section numbers would change if courses went from f2f to online, and this would disable those courses. The same would happen to online courses whose sections are changed.

3. Telecommunications/ Copy Services – Heidi Ulrech

On campus these past few months with Steve and Sherman and have been ordering equipment like no tomorrow.

- Copy Services - The Copy Center has been identified as essential services and Carlos has been working in the center and providing regular tier-one maintenance. The primary job that he has had is working with Academic Services and the printing of the 2020-21 college catalog.
- Telecommunications System - There were a number of requests in the early part of the Covid shutdown for telecomm configuration and announcement changes, but things have been quiet lately. Expect it will get busy again when we ramp back up for on-campus operations again.
- SARS - There have been a few requests for changes to SARS configurations that have led to other SARS issues that we are addressing in coordination with District ITS and SARS

4. Website – Tim Druley

- No report.

B District ITS – Bruce Griffin

- There was an initial flurry of requests for VPN accounts to access Banner and desktop files from off-site and continues to work with the colleges to provide this access where needed.
- There have been Banner and ClassWeb changes to allow for new codes related to withdrawals with extenuating circumstances and pass/ no pass requests to reduce the need to download and fill-out a form and scan it back in.
- Have been closely monitoring enrollment trends both by the colleges and by District.
- Have looked at software to develop simple online forms where students can sign using their mobile device. Tim Druley has been involved in demoing these products.
- The past few months have been experiencing significant service disruptions with the District Outlook e-mail system. The District TCC looked at three options for addressing the concerns:
 - Migrate the system to MS 365 using our current license to host in the cloud
 - The Google Suite
 - Replace on-premises systemExpect to make a decision on how best to move forward before the semester is over and recommend to the Chancellor.
- Steve Gunderson and Sarah Woods had training on the Adobe Sign product, which is also in our Adobe contract, allows electronic signing and routing of PDF forms for internal employees (not set up for external groups such as students).
- Continuing with network upgrades that have been easier to accomplish with the shelter in place.
- A new position has been approved by the Board for an Application Services Manager. This is not an increase in FTE but an adjustment with the retirement of the Network Services Manager. This position will support the Application Services/ Banner side of the department.
- The Professional Development Task Force will be meeting to explore what is needed to improve teaching and learning in a distance environment.

V Old Business

- A. LPC Technology Master Planning – Steve G. reported that before Covid there were plans to have someone assist with preparing this document. As of March 16th everything has been put on hold with no indication of when we may be able to get back to this project.

- B. Review Accreditation Technology Standard 3.C.4 continued – It was noted that this standard does correlate with the charge of this committee as well as with the work that the Distance Ed committee does.
- C. Review Accreditation Technology Standard 3.C.5 – This question is appropriate for this committee.
- D. Collaboration needs with Colleagues and Students – Discussions continue within the district regarding collaboration tools. A tool that the LPC Technology Department has been using during the Covid shelter has been MS Teams (free version); it has chat, audio and video calling and file sharing. It was noted that some departments have experienced issues with collaborating on things such as classes, files and such, and using a departmental platform such as Google could be helpful especially now. Posting of sensitive student/ employee information in these cloud based sites is still a concern.
- E. Support Services for Student Technology Use – The Student Computer Center is working with the outreach staff to also be a drop-in location for students with technology related questions during the first few weeks of the semester as a way of getting the Center known to new students. The Smart Shop suggestion didn't seem to lend itself to supporting this topic very well. Scheduling a class as opposed to being available when the need arises was determined to be a better approach. The committee determined that this topic has been fully examined and can be removed from further agenda discussion.
- F. GoPrint/ NetZCor Debit Cards – There was consensus in the committee that the cost of the student pay for printing debit cards will remain the same but the number of prints encoded to the vending cards (not the bookstore cards) will be decreased to account for the increase in cost. Will move forward with purchasing cards for next year. Topic has been fully examined and can be removed from further agenda discussion.
- G. Conversation on using the Faculty Class Roster, continued – This isn't currently a concern as Open Registration for Fall just began, but as it gets closer to opening day it may be more of an issue with students having trouble finding seats in classes. Some of the minor changes that have already been made to the ClassWeb page are helpful already. Topic has been discussed and can be removed from future agendas for now.
- H. Governance Worksheet and Tasks – Quickly reviewed the changes made to the Governance Worksheet/ committee charge, etc. and reported that the e-mail vote to accept the changes resulted in seven responses and seven votes to approve. The approved governance documents were submitted to the President's Office.
- I. Faculty Profile Pages – revisit in the Fall.

A. The Technology Department received a request from a faculty member to take another look at the password requirements for computer/ network/ e-mail login. Steve G. reviewed the history of the development of the password policy. Currently they are:

- Minimum of 8 characters
- Must contain a minimum of 3 different character types (lower case, upper case, etc.)
- Force password changes every 180 days

This policy was developed for security reasons and has decreased the number of unauthorized account login attempts.

After discussion the key points noted were:

- 180 days between password resets is not excessive by industry standards.
- The importance of keeping student and staff information (FERPA) and documents secure should take precedence over convenience.
- Scams and data breaches are at an all time high.

Consensus was to not change the terms of the current policy.

B. Questions regarding the use of technology under emergency circumstances was noted at the March meeting. Since the nation went into Covid 19 shelter shortly thereafter: what have we (LPC) done; how has it worked; what might be considered in the future??

- The April LPC Connection Newsletter - http://www.laspositascollege.edu/president/assets/docs/lpconnection/2019_2020/LPCConectionApril2020.pdf
- Multiple stories of struggling students who were able to check-out LPC laptops within 24 -48 hours.
- Moving services such as tutoring, RAW and Smart Shop online and into Canvas.
- Give employees more than two days to convert everything to online format.

Both Scott V. and Steve G. stated that they are still in the stage of addressing needs and concerns on a daily basis and not at a point to do assessments. However, without naming the laundry list of people, many faculty, classified and administrators have pulled together to help in any way needed. Next year may be a better time to do reflecting.

C. Nomination of Committee Chair for next Academic year – No nominations.

VII Good of the Order – None.

VIII Talking Points – None.

IX Adjournment at 3:08 pm.

X Next Regular Meeting

- TBD

Documents:

- Final Governance Documents
- eMail Regarding Password Policy

Prepared by: HUIrech