

**Norco College**  
**Technology Committee Meeting**

12:50pm-1:50 p.m.  
 IT 218  
 September 21, 2017

*MINUTES*

Present	Absent
Ruth Leal (Co-Chair)	James Finley (CIS/GAM)
Shirley McGraw (Co-Chair)	Daren Koch (Tutorial)
Daniel Lambros (IMC)	Damon Nance (Library)
Janet Frewing (Math)	
Kim K. Kamerin (AHWL)	
Lenny Riley (DOI)	Guest
Cathy Brotherton (CIS/BEIT)	
Vanessa Acosta (A&R)	
Deven Fafard (ASNC)	
Mitzi Sloniger (COMM)	
Sergio Quiroz (ASNC)	

1. Call to Order 12:50 p.m.
2. Consent Calendar- Ruth Leal
  - a. May 18, 2017 Minutes were reviewed. Motion (Kamerin/Brotherton). Approved.
3. Committee Business – Shirley
  - a. ITSC Update – It was reported that the district IT is closing the loop on redundancy and switches on the network. Ms. McGraw stated that Landesk, the inventory software, was going to be installed by a vendor and that the staff needed to be retrained to access the software. The district IT purchased Microsoft Project.
4. Technology Plan – Ruth
  - a. Subcommittees Report - Ms. Leal provided an update regarding the subcommittees.
    - i. Goal #1 – The Summer Staff Development Day technology workshop was on 25 Live and conducted by Leonard Riley and Ana Molina. It was well attended by over 30 staff members. Feedback was positive. Plans are to have a workshop at the Spring Staff Development Day. Also, the suggestion in the fall was to have a lynda.com workshop for students that could include faculty/staff. This needs to be coordinated. More info to follow. It was discussed that the committee needs to identify faculty workshop topics and

coordinate at least one workshop in the fall. Mr. Riley will look into topics and report back at the next meeting.

- ii. Goal #2 – The committee was reminded that this academic year, the committee needs to wrap up the goals and start working on the technology strategic plan for 2018.
- iii. Goal #6 – The technology co-chair sent a request to the Technology Support Services department for reports on the following:
  1. **Computer Lab Refresh 2016 Program Review Request** – Confirm that IT 125 computers were replaced and provide updated information on the replaced computers using the same format in the attached report.
  2. **Computer Lab Refresh 2017 Program Review Request** – Confirm that this recommendation by the Technology Committee was placed on the TSS program review for 2017.
  3. **Computer Equipment Refresh 2015 Program Review Request** – Confirm that the designated computers for Phase I were replaced and provide updated asset tag numbers and room/owner information. If any were not replaced, please provide information and reason as to why the computer was not replaced.
  4. **Computer Office Refresh Updated List 2016 PR** – Confirm that the designated computers for Phase II were replaced and provide updated asset tag numbers and room/owner information. If any were not replaced, please provide information and reason as to why the computer was not replaced.
  5. **Computer Office Refresh 2017 Program Review Request** – Currently we have purchase dates for 17 computers in Phase III. Per the recommendation from the Technology Committee, these at present are the only computers to be placed on the TSS program review for 2017. Please confirm that these have been placed on the TSS program review for 2017.
  6. **Inventory/Warehouse** – Please provide a current list of all computers in inventory or in the warehouse. Include computers that are scheduled to be installed and please provide the information as to who/where they will be installed.
  7. **Inventory List of Podium Computers for Non-Lab Classrooms** – Please provide the asset tag numbers and purchase dates for the computers in inventory that will be replacing the 43 classroom podium computers.
- iv. As requested, the faculty brought concerns forward on the work order system. It was stated that the Help Desk (district) received a new system and additional personnel last year. Faculty concerns are not that they do not receive a reply upon placing the work order but that once the request is received they do not communicate with the requestor or provide additional information and that it is days/weeks before a technician makes contact or provides service. Ms. McGraw explained the process and stated that she only has two people in her department and that she doesn't micromanage staff. Faculty were concerned that the priority process explained by Ms.

McGraw was that top priority was given to management and not the classroom. Faculty also were concerned about a break in communication. The conversation needs to continue with an in depth look into the work order system, priority process, and tech support. It will be placed on the agenda for next month and the committee would work towards a recommendation on the process. At this point, the conversation is not about Help Desk (district) but if that changes the Technology Committee would invite Help Desk into the conversation. Inventory of computer stations, peripherals, software and drivers installed by classroom was brought forth as an issue by faculty. It was determined that it is important information for the college to know what version of software, license date and renewal information, and who pays should be provided. A list was requested. This discussion falls under Goal #6.

b. Technology Annual Survey 2017

- i. The committee was asked to review the surveys for faculty, staff, and students, so that they could bring back their input to discuss at the next meeting. It was stated that the survey is the basis for recommendations, workshops, program review, etc.

c. Equipment Refresh Recommendation

- i. A request came from the Academic Affairs Department for an updated list of podium computers in the classroom after receiving several concerns from faculty members. In coordination with the Technology Committee, a list was created and a recommendation made by TSS staff that 43 podium computers needed to be replaced due to the age of the computers (minimum age 5/6 years). It was reported that there are enough computers in the warehouse at present to be able to replace the podium computers. A list was provided to the committee. Podium computers that were not included were from computer labs and are replaced along with the computers as part of the lab. This request is in accordance with the Refresh Plan and was next on the committee's list to place podium computers on a rotation.

Motion (Brotherton/McGraw). Approved.

- ii. As part of the TSS Staff recommendation, was the notation that IT 121 Reading and Writing Lab still is in dire need of replacement. The VP of Academic Affairs noted that there are instructional technology funds that could purchase additional computers. The committee considered a recommendation that if funds are available, the IT 121 Lab should be considered a priority and funded. Based on the priority list and refresh plan, the committee had, as in previous years and in previous program review recommendations, identified IT 121 as the highest priority on campus to replace for classroom labs.

Motion (Kamerin/Frewing). Approved.

- a. Mr. Riley stated that there are problems with 25 Live. All of the experts within the district have left. Beth Watts, Scott Tracy, and Chris Blackmore are working to fix the issues, mainly a double booking problem. District IT is currently using an old version of 25 Live and we are unable to upgrade until we move to a cloud-based system. Mr. Riley is part of the workgroup and will report back to the Technology Committee next month with an update.

6. Website – Leonard Riley

- a. The new website mock-ups were shown and it was discussed that the look/feel of the new design is in line with the Red Fusion pages and mirror the University of Redlands as recommended by the Technology Committee. The district is in the process of transferring from SharePoint 2010 to SharePoint 2016 and we anticipate that we can upgrade our website in spring 2018. The new look is simpler, cleaner and will call for simplifying our information and how the experience is for the student. The committee liked the new look and the fact that the new site/pages would be mobile friendly. The student representatives felt that mobile friendly was important and a simpler/cleaner look would be better for students.

Technology Projects – Shirley and Dan

- a. TSS Update

Ms. McGraw informed that TSS will start the interview process next week for a permanent part-time employee. The Student Portal Project Updates should be in the testing phase. IT has students working on getting students into the Active Directory and working through the process. TSS is getting ready to start installing equipment that was funded from program review. The Library's 20 new computers are being imaged. Upward Bound has 6 new computer installs. There are 32 open TSS/IMC work order requests for some type of repair.

As an update to the LanDesk software, inventory software that the District purchased, is that TSS staff, Ricardo Aguilera, went for training in May.

6. Open Forum

Adjourned: 1:50 p.m.

Next meeting will be October 19, 2017 in IT218