Norco College
Technology Committee Meeting
12:50pm-1:50 p.m.
CSS 219
November 9, 2017

MINUTES

Present	Absent
Ruth Leal (Co-Chair)	James Finley (CIS/GAM)
Damon Nance (Library)	Kim K. Kamerin (AHWL)
Daniel Lambros (IMC)	Janet Frewing (Math)
Sergio Quiroz (ASNC)	Vanessa Acosta (A&R)
Daren Koch (Tutorial)	Mitzi Sloniger (COMM)
Lenny Riley (DOI)	Guest
Cathy Brotherton (CIS/BEIT)	Ricardo Aguilera (TSS)
Marcus Calderon (ASNC)	Mike Angeles (TSS)
Deven Fafard (ASNC)	James Reeves (Business Services)
	Bryan Reece (President)
	Anthony Becerra (SFS)

1. Call to Order 12:50 p.m.

2. Consent Calendar- Ruth Leal

    a. October 19, 2017 Minutes were not available. Will provide at next meeting.

3. Technology Plan – Ruth

    a. Subcommittees Report - Ms. Leal provided an update regarding the subcommittees.

        i. Goal #2 – The committee needs to begin working updating the Technology Strategic Plan. The subcommittee will meet over the winter and begin the framework to present to the committee in spring.

        ii. Goal #6 – The items sent to the TSS department has not been provided. The committee will follow-up with Jim Reeves and TSS for 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.

b. Technology Request Template & Criteria

   i. Last spring the subcommittee met and worked on a revision to the criteria and questions for program review technology requests. The goal was to simplify the questions and point values. The committee reviewed the work of the subcommittee. The revised documents need approval in order to send out to the users to begin the prioritization process. Each council has sent the list of technology requests and the Technology Committee needs to begin the work. The process needs to be updated in the Technology Principles and Guidelines to reflect the approved process from ISPC: all technology requests come to the Technology Committee for review and prioritization, the TC uses its criteria rubric which is assessed annually to make its recommendations, and provides a prioritized list for each council (BFPC, APC, and SSPC) that is sent to ISPC for approval and back to the councils for information. The lists are then forwarded to the President's Office. ISPC does not reorder the prioritization work done by Technology Committee.

   ii. The timeline for process: needs to be complete prior to the end of the semester.

   Motion (Brotherton/Lambros). Approved.

c. Work Order Process & Tech Support

i. Issues that were brought forth at the last Technology Committee meeting and follow-up conversations are:

1. Follow-up communication once work order is placed

2. Priority system for work-orders (clear process published)

3. Need for local tech support for faculty to contact

4. Faculty do not have access to Footprints and phones are not in classrooms to call Help Desk

ii. The subcommittee met and discussed solutions to the challenges:

1. Creating three categories for prioritization of work orders (instruction, impact to students, and operational) and within each of those categories would be two divisions (impacts instruction/ability to teach class and does not impede ability to teach class but needs to be addressed for instructional purposes; impacts service to students/unable to serve students and does not impede service to students but needs to be addressed for quality of service to students; impedes ability to do job and does not impede job duties but needs to be addressed for impact to workload) and the prioritization would be in that order with the first categories' subdivision taking highest priority. ITAs would analyze the work and then move it to the correct prioritization after review.

2. Need for 1 FT Help Desk Technical Support Staff at Norco College. The Technology Survey supports the need and demand for a live troubleshooting help desk to be local and accountable to Norco College. This person could take phone calls and emails from staff/faculty in order to troubleshoot and then place the work order with more definitive information to help the ITA resolve the issue more efficiently. This person would also be able to communicate with the user about progress and status as well as liaison to the technicians about availability, etc.

3. Add 1 FT ITA to assist with the increase in technology on campus and to provide better customer service and support.

4. Make aware to TSS and college administration that faculty do not have access to footprints and are unable to directly place work orders. If a Help Desk live person is not in place, TSS may want to consider another system to request service.

5. Live Tech Support – once per month have a tech in the CRC for example during college hour to handle walk-in requests for tech information on hardware/software and support of mobile devices. This would minimize calls for help desk and provide help for laptops.

iii. Another technology meeting was held by Jim Reeves to discuss the issue and here's a summation:

1. Areas of Concern

a. Prioritizing technology requests has not been representative of the institutions commitment to instruction.

b. Requests for technology support are submitted to Footprints with little feedback that indicates when the request will be addressed.

c. There are different versions of software in different computer labs across the campus.

d. Software installation can be required multiple times each year creating significant demands on staff.

e. Software procurement and installation is not always originated and completed in a timeframe necessary to support classroom needs.

f. The level of technology staffing has not increased with the growth of the College.

2. Observations/ Proposed Solutions

a. IT staff have been tasked with developing priority response guidelines that place an emphasis on instructional support. Proposed priorities with a target response timeframe will be presented to the IT Committee for review at their next meeting. If a response was not possible in the target response timeframe, the faculty would receive a response from staff.

b. A recommendation that we align more intentionally the software in a classroom with the semester course schedule to reduce the need for multiple installations of software during the course of the academic year.

c. Mike Angeles has confirmed that the College has access to the LANDESK software that supports the remote installation of instructional software.

d. It was recommended that a well-defined software procurement process be developed to assist faculty to secure software updates in a timeframe that allows for a planned installation.

e. It was recommended that a "Quick Fix" time be established each month to provide faculty the ability to receive over-the-counter service. Staff will set these dates and report to the IT Committee.

f. It was recommended that all college software be resident on a server that allows faculty to review the available catalog of software.

g. It was recommended that contact information in classrooms be revised to include convenient access to IT and IMS support services.

> h. It was recommended that when a classroom technology repair was requested, that all faculty in that room be alerted of the request.
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> i. The request for additional technology staffing will be included as a request in the prioritization process with BFPC and subsequently with ISPC.

3. Mr. Reeves also stated that TSS will work with the academic departments to improve planning so that staff aren't in emergency mode at the beginning of the semester.

4. President's Office Technology – Bryan Reece

   a. Dr. Reece discussed the purchasing of audio/video technology in the President's Office and asked about the process to ensure that all purchases were following the correct process for planning and resource allocation. It was discussed that through the Technology Strategic Plan that there is a process for purchases outside of program review but that the committee would review it again and work towards ensuring that it is implemented.

5. 25 Live – Leonard Riley

   a. Mr. Riley stated that he met with Beth Watts and Kurt F. at the District Information Technology department on updating to the new version of 25 Live. The version that Norco College is currently using is two version old and needs to be updated. A question from the committee was on how 25 Live requests get confirmed. Mr. Riley stated that he emails the requestor after checking and verifying any conflicts. He reported that at present he and Ana Molina are the 25 Live administrators for Norco College.

5. Website – Leonard Riley

   a. The new website mock-ups were shown and Mr. Riley reported that he is currently working on building pages so that when the move to SharePoint 2016 is completed by the District Web Management and IT team, Norco College will be ready. Mr. Riley is currently using Dreamweaver to build the pages with templates provided by Mike Juan. The District Web Management staff were not able to provide Mr. Riley with access to SharePoint 2016 yet until the move has taken place so he will have to build the pages on Dreamweaver and then move them over to SharePoint. It is a two-step process. He is working with Ruth Leal on the design of the webpages.

Technology Projects – Dan Lambros

   a. TSS Update

   Mr. Lambros reported that the podium computer project is completed. There is a PowerPoint problem that IMC is aware of and currently addressing. Faculty on the committee brought forth an issue with the podium computers being too big for the podium and causing issue with visibility and space for the instructors. The computers are all-in-one's and the swing arm was not designed for them. It was

discussed that perhaps a better process could be discussed to avoid a similar situation from occurring again in the future with installation of new computers.

6.   Open Forum

Adjourned: 1:50 p.m.

Next meeting will be December 7, 2017 in IT218