

ITAC Meeting - 4.7.2023 - 0830 - 5740

in-person:

A Snead, T Welsh, E Pauken, M Walters, S Hughes-Winfrey, S Hubbell, G Fredericks, V Owens, C GEarig, L Cool, D Brock, S Pearson

TW - tech plan, pull a plan together that shows resources but hides enough so it does not constitute a security risk, Inventory has changed since the pandemic, used to have a nice spreadsheet, but we have 100s more laptops than we used to, Tech plan will look to evolve how we do things post-pandemic. Inventory 'll be part of the plan.

Tech updates to talk about things that have happened and are pending,

GF - Canvas, nothing new, it's been stable, no changes which is a good report

Simple Syllabus, piloting a universal syllabus, accessible, pre-loads policies and standard things that need to be in every syllabus, allows students to navigate by links, location in Canvas isn't ideal, hoping it

More things to do pending budget approval

Stephanie H-W - updates in the culinary theater to better accommodate Zoom

DBrock - Nothing new on the agenda, 'll talk about budget requests

LCool - looking at revamping the fitness lab 6030, new computers and large TV for displays

Val - over spring break Crestron equipment was updated, control panels put in rather than remote

CGearig - quite a few changes, added two new courses for Cybersecurity, few prereqs so we can open it up to the public, second class is advanced and is geared to professionals, added to pathways, start in Fall, updated IT support tech assoc. degree program, made it IT Support Specialist with different concentrations now, networking, security, etc.; can start the program and then choose the specialty later, ties to a cert of achievement in each area, having 2420 updated this summer, last time was 2017, 'll work with IT on new equipment, virtualization is a need for students so we'll improve the equipment for that part of the field, updating CIS courses to align objectives with program pathways, ensure when a student takes it they're getting taught what they need; overall updating of curriculum, IoT, embedding in security in every course to keep it in students' minds, in process of adding a FT CIS faculty, still in search phase

Evan/Sarah - TargetX, CRM for retention and recruitment

E - compliance with new TCPA regulations on text messaging, bulk texts are now more restricted, need students to opt in to receive any notifications other than emergency notifications; i.e. marketing texts. Building the process for students to opt in, question 'll be on the admission application, it'll be given as a prompt to existing students

Enhanced domains, is an update from Salesforce, TargetX is on top of Salesforce, have to deal with updates to both, this one impacts our external links, going thru URLs to ensure that'll work, redirects 'll work until the end of the calendar year but after Dec. 31 the redirects 'll stop

S - changing application to accommodate text opt-in and for use-name (preferred name), also linking TargetX and Banner so they can flag the application in TargetX and it will automatically import that data in to Banner, in the process of negotiating the time it'll take to complete these items and the Cost, they'll provide us with a quote for those changes they won't do for free. One of the items is to see if an applicant already exists in Banner, initial attempt was pretty broad so they were manually having to do this, Axiom is saying they can improve that so we'd only have to verify 20% of matches. Already going better, having to match far fewer, former last name can be part of this, removing special characters from Axiom before it went to Banner which doesn't handle special characters well, improving that, Also working on Guest Student, Axiom was only doing half of that and they're looking to improve that.

MW - biggest change in last few years is laptop checkout, current policy is checkout is for a semester, don't have to fill out a form, have not run out of laptops ever, in hundreds if not close to 1,000, have plenty for students, didn't have a chance for a planning session, had to do it quick, didn't have the infrastructure initially because it was new, laptops are more complicated than books, little details that we learned thru experience,

Zoom rooms at TTC, upper level study rooms in the library some are occupied, the two study rooms they have are now the library classroom, smaller room off to the side the students can use that have computers (open ones upstairs don't

have computers)

Have about 160 hotspots, checked out per semester, program is going to change, we might get another vendor that'll provide more at a cheaper cost, current hotspots are 3 years old, if the deal with the new vendor works out we'll have the students return what they have and swap them for the new ones, expensive program due to monthly cost of each hotspot so it's more limited than the laptops

TW - when the pandemic started we couldn't get new laptops due to supply chain, took all the laptops from inside the college to hand out, figured it out on the fly, students came by and picked up laptops

Extended WIFI to parking lots so people could connect without entering the building

GF - Universal Design committee, back in '16 or so Lois Baldwin pushed thru this committee, established to ensure our web pages met accessibility standards, led to an instructional designer being hired, works with Office of Student Access so students needing special accommodations (visually impaired, for example) have courses that are accessible, we're trying to get to the point all courses are accessible

TW - in 2017 we got a complaint filed against us, we got a remediation plan from the state, in February 2020 we had a report due, due to the pandemic we didn't hear back on that report for 2 years, during that time we had a committee working on this, we've been working with them again, have one last item to fix then the case will be closed

TW - Universal design never hurt anyone, it's so everyone has access, UD group 'll be meeting soon

Susan Pearson - do we see the UD being applied to say the Health Careers program

TW - that's not the charge of the UD committee, that'll come down to instruction, more detailed per program

TW - the cyberattack allowed us to make necessary changes overnight that might otherwise have taken years

We have to do cybersecurity training to keep out attack insurance

TW - Cares Act money is gone so we're looking at ways to build those purchases into the regular budget

Many systems are cloud-based

Cloud strategy allows us to focus IT staff efforts to be focused on tasks other than server maintenance

MJS Theater upgrade was a big improvement

TW - Budget requests

What are some of our big-ticket items that affect the whole college and are good for different problems

Large request for upgrading the SIM lab for Nursing/EMT, potentially could be a hosted system

There's a lot of backend infrastructure improvements that need to be made

Culinary Theater needs to be upgraded to stay current

CAD areas need to be updated to run the newer versions of CAD software

TW - phone system - current system is all onsite and physical, new systems are IP based and many are hosted, we will be looking at moving to a hosted phone system, Ring Central is a good example of this

Classroom replacement computers

TW - looking at redundant internet connection using 2 providers, so much is external we need a backup path to the internet, wiring between buildings is old particularly to the East buildings, Security cameras are getting old and need to be replaced over 3 years, door locks are another item to be replaced also over 3 years, have another 30 classrooms to be updated Crestron

AS - gave an overview of the Alertus system

GF - FSC tech lab not being used as much as it had been, more faculty having laptops and working remote, looking at the needs of replacing computers in there, currently about 8 workstations, maybe 1 or 2 people working in there at a time, hoping to reimage that room so it's more useful to faculty, put in a request to have a multimodal room to facilitate their training sessions and could be used as a sandbox, also an instructional design area, working with IT on a ticketing system to better respond to help requests, request to have a room on campus to record video and FSC could also use such a room, 7310 and 7312 'll be those rooms

TW - there was a major tech upgrade at the MSJ theater in the Museum, big debut was for the Fretboard Festival, used Dale

B. Lake for the fretboard windup concert, Media Services isn't expert at

Other

Susan Pearson - multimodal rooms at CAH, Moriyah loves them, she got Moriyah to help her and now she's more excited to use it, the learning curve is the

Also has a couple of instructors who still don't have that set up

Lena Cool - thanked Tim for leading this committee and for all your service

SH - dynamic forms is launched for ARR, several faculty and student forms, continuing to roll out new forms, working well, planning on a DW upgrade, looking for a good date for it

Stephanie - certain students haven't gotten the email nor any notification that one was sent when a faculty member sends one
Christine - if it's a Canvas notification students can turn them off

TW - we'll schedule another meeting for Fall, we'll look at the roster for the meeting

adjourned