2009-2010 College Technology Committee Minutes

September 16, 2009

October 7, 2009

October 21, 2009

November 4, 2009

Evergreen Valley College Campus Technology Committee Draft Meeting Minutes Wednesday, September 16, 2009

Present: Octavio Cruz, Bill Doherty, David Eisenberg (Recorder), David Hendricks, Rozanne Lopez, Kevin McCandless, Steven Mentor, Tom Onwiler, Nasreen Rahim, Sam Sakulsinghdusit, William Silver Keith Aytch, Shashi Naidu, Joel Stryker, Shashank Upadhyayula, Leslie Williams Absent:

Guests:

I. Preliminary Items

A. Call to Order Meeting was called to order at 3:05 p.m.

B. Adoption of Agenda

a. Additions/Deletions/Corrections --no items added--

b. Items to be deferred

C. Approval of Minutes

Last meeting in spring was a working meeting to parse out the technology plan; no minutes were taken from this brainstorming session.

II. Information/Discussion Items

A. Welcome back!

This will be a challenging semester due to the technology plan and budget cutbacks. We need to be aware of ways that technology can help people during low budget times. We may need to give feedback about what parts of technology can/should and cannot/should not be cut back.

B. Accreditation update (Hay and Ruppenthal)

Kuni wants our expertise to get through the accreditation process. She is also looking at the timeline. RJ went over a handout of the process outlining the four standards. He described the team that has been assembled and the makeup of the steering committee. The steering committee consists of 25 people. They are going to Associated Students tomorrow to get their help; they will be included in the process. It is important to have a framework where all people on campus can understand how we are approaching it and can volunteer. There are opportunities for everyone to provide feedback. The committee is looking for tools to best solicit feedback while posting drafts and ,within subcommittees, to exchange drafts. Google docs is fine for collaborative work, according to RJ, but the catch is that the editor needs to have the same functions that are available in Word for tracking changes. The point is for the campus to have a voice along the way in an open process. Kuni then reviewed the timeline. The writing process has begun and will continue through March, where the focus will shift to editing so that it is ready in May. Once approved by various levels, it will be submitted to the accrediting commission. Since we are writing until March, we may have to anticipate things that aren't done at the time of writing. RJ noted that we have about six weeks this semester and six weeks next semester to do the actual writing. They would like to have two drafts this semester. They are also looking at a way to post the drafts for

comment by the campus. Kuni said that during the summer, faculty, staff, and administrators did preliminary work. RJ said that a new section of the web site will be devoted to the evidence and associated documents. Steven commented that people can sign up for pre-writing (gathering text), writing, and revision. RJ wants people who are involved to be involved all the way through.

C. Accreditation Process, specifically Standard III – Technology Resources and Distance Education (McCandless)

Octavio Cruz handed out Standard III and will email it to the committee members. Kevin and Octavio were asked to help with this section, which involves technology resources. We have to respond to the different areas, and the content experts are probably in CTC. We also have to find people to do the writing; Octavio asked for volunteers. The final version is due at the end of December. Kevin said that we will start from the midterm report. Our model for the accreditation is Skyline College, which has successfully passed accreditation. Steven noted that the work on Standard III may have a large overlap with the work for the technology plan. Tom will provide his monthly status reports as evidence.

D. DTO report (Onwiler)

ITSS was busy during the summer. Active Campus Portal is coming. What we need is focus groups on campus. Tom wants to work through this committee to have a student focus group and a faculty group for faculty pages. Tom is looking for volunteers from faculty and students. The portal will connect with Google apps and Moodle. David suggesting contacting Office of Student Life and ASB. Nasreen will provide Tom with names for a faculty focus group. David Hendricks asked what kind of commitment Tom wants from students. Tom estimates it would be only a couple of meetings.

Tom also wants a computer club where students can take computers that are being replaced and load them with Open Source software and then sell them to students who otherwise would not have computers.

There's less emphasis on the network and servers this year; the network equipment got upgraded as part of VOIP, and the servers are in good shape. VOIP is part of the remodeling process, but wireless was not included in the arts complex and the remodeling. William commented that Roble remodeling is on hold, so VOIP will be on hold for that building as well. Eventually the entire campus will be VOIP; even faxes will be done over VOIP. This will cut our phone bill substantially. All lines will have the ability to dial out.

This summer the district office became .edu instead of .org. The printer/copier contract is on hold while the expenses and costs are being verified and justified. William is interested in discussing ways of having faculty members lower their printing costs. There should be a training component. Tom is trying to roll out resources along this line, for example, the ability to have a shell for every course on Moodle for posting a course syllabus.

There's a new enhanced process for matriculation. Any intervention with a student counts in the new system, so ITSS will be gathering data from more sources. William says that we need to capture the number of peopple trying to add classes via waiting lists, etc. Waiting lists need to be more regulated.

Other products: retention alert, gradebook, and cohort tracking in Datatel. Online census rosters are online. They are setting up a chargeback system for reprographics; last year they printed 10 million pages, to be implemented by spring semester. ITSS is also trying to set up a training matrix to see what people need to be trained on. Steven said that sometimes we tend to focus on large pieces of software, but there may be low-hanging fruit such as using the reviewing bar on Microsoft Word to capture changes.

E. Laptop rollout update (Silver)

Last March, the laptop user agreement was accepted. Since that time, faculty expecting laptops have been asking when they will arrive. In April, CTSS had been reassigned and laptop deployment was delayed until summer. At the beginning of this semester, the laptops were delayed until the end of the semester. Colleagues asked why they are at the bottom of the list, and it was a reminder that many of them have very old computers. William wrote to President Coon, and heard last night, that within the next two weeks, any faculty member who is on the list for one will get one.

Steven said that it's not clear what we want from the people at the top, though they are clear on what they want from us. When making decisions to reallocate priorities, it would be good to run this by CTC. Tom said that vice presidents from the campus made decisions to reallocate resources.

Sam noted that the response was very quick, and that the President agreed to give CTSS overtime to get the laptops ready in a timely manner.

F. CMS / online education update (Rahim)

G. Check to make sure all committee members are ratified by Faculty Senate

III.Action Items

IV. Other

Evergreen Valley College Campus Technology Committee Draft Meeting Minutes Wednesday, October 7, 2009

Present:David Eisenberg (Recorder), David Hendricks, Steven Mentor, Sam Sakulsinghdusit,
William Silver, Leslie WilliamsAbsent:Keith Aytch, Bill Doherty, Kuni Hay, Rozanne Lopez, Shashi Naidu, Nasreen Rahim,
Joel Stryker, Shashank UpadhyayulaGuest:Octavio Cruz

I. Preliminary Items

A. Call to Order Meeting was called to order at 3:05 p.m.

B. Adoption of Agenda

a. Additions/Deletions/Corrections Going green.

b. Items to be deferred

C. Approval of Minutes

Minutes for previous meeting were approved

II. Information/Discussion Items

A. Associated Students (Sulayao)

Maggie Sulayao from Associated Students announced that they will have their own website. Tom Onwiler told her about the Active Campus Portal. Tom will attend one of their meetings.

B. District Technology Committee (Onwiler)

Wireless and VOIP implementation: the budgets are being monitored very closely. New buildings or remodels should have had wireless, but it didn't happen in the new arts complex. The bid was \$48K, which was rejected, and the proposal is being reworked. Leslie was incredulous at hearing that the building had no wireless. It was considered, said Tom, but no action was taken. Acacia and Roble have wireless, which will be taken out during the remodel. VOIP is planned for Acacia as well as wireless. The PE building has VOIP planned, but wireless was not planned. The situation for Cedro is similar, so ITSS is working on adding wireless to the plan. Sam said that the building bid for the construction was done two years prior to the campus wireless project, so only wired networking was installed. There is no place to mount an access point, so, Sam said, we are victims of a timing problem. Even if there were a place for an access point (or if it became available), there is no money for them. Tom noted that there have been cost overruns on every building.

Steven asked that, if money were available, would it be possible to install wireless? Tom and Sam said that yes, there is room available. David Eisenberg asked about cost, given that items such as routers are pretty much a commodity item. Sam said that we are using a highly-rated wireless router from a company called Meru, which lets you do security and access control.

We now have a document imaging system. A & R is scanning transcripts; it's an expandable technology. It can be expanded to other areas without cost. It costs \$2700 for a scanner that does indexing, but normal scanners will work with the system.

Moodle has a template set up for every course as part of going digital and going green. William said there were quite a few faculty that don't want their students to go through the process of using Moodle and logging on. William hopes that Active Campus Portal will be a possible solution.

Leslie asked about transcripts. Octavio said that the imaging system is integrated with Datatel. They are populating the system with incoming transcripts. Counseling goes to A & R every day to pull transcripts and copy them. A&R is now indexing every transcript and connecting it to Datatel, so that you can pull up a student's record and see all their transcripts. Eventually A & R wants to scan all the grade rosters. They chose transcripts because it is the most heavily used. Leslie was concerned with confidentiality when scanning. Tom said that the people doing the scanning are trained and certificated. Sam asked if Leslie could use campus email to send confidential information over the network.

William is considering that faculty with papers that don't have electronic originals could scan the originals to PDF and put them on Active Campus Portal. Tom noted that if you don't need the file indexed, you can use any scanner. ITSS is putting together a list of recommended multifunction devices so that people can use those networked machines. William wants a list of the places where these scanners are. Tom said that Reprographics has a scanner and can do this. There will still be a chargeback system for all departments' printing, but not for scanning. The other chargeback you will see will be for long distance phone calls. This will probably be activated in Spring 2010.

Steven noted that part of this committee's function is for information-sharing. It gets a few people up to speed with things that otherwise would not be transparent.

Blackboard to Moodle is going forward. Tom will send out a survey for online census, and will repilot in the spring. Octavio said that it was piloted with Math and Science; the ability for a faculty member to go online and drop any student from the roster. David Hendricks said that this was a very useful function. When you drop a student, Datatel tries to recompute the student's billing, and this can be a slow process. A & R will modify this to do only the drop and do the billing as a separate batch process. William asked about dropping students after census. Octavio said that, beyond census, it is the student's responsibility to drop. William asked if he can help students with a drop with W electronically, or if he needs to email Tiffany Lam. Octavio said that this problem is compounded by the number of sections we offer. Steven also says that he also has a large number of students who don't drop, but don't attend, and therefore fail. A lengthy discussion of dropping vs. dropping with "W" vs. failure ensued.

Tom said that ITSS is implementing a full-featured, robust, datatel-integrated gradebook. It is either there for all faculty or for none. David Eisenberg asked if there was the ability to attach a comment to each grade, as one can do in Moodle. Tom would like CTC's input on how to roll this out. Steven and many other humanities faculty don't do everything by the numbers, so their needs are different. Steven said it seems worth doing, but also something worth bringing back to our divisions.

C. Accreditation

Octavio said that work on standard 3 has begun, and he will send out current work along with a link to Skyline College's approved documents. Octavio needs to look at a copy of the campus and district technology plans. Steven said that there is a report, and one being heavily redacted. Tom said that the district will construct its plan from the two college plans. Steven will send the old plan to Octavio. Octavio also needs facilities information about infrastructure, and Robert Diaz

has that information. It is also in the technology plan. David Corley has all the information about wireless and VOIP, which is needed for the accreditation report. Octavio wants to know about the Moodle timeline and rationale for its adoption. Tom is the chair of the Courseware Management Team, and he has the information. Steven noted that there is a large overlap between what Octavio is doing and what CTC is doing. Sam noted that the report has to include acknowledgment of the people involved and the classified staff, not just the technology. Steven said that some of the problems come up again and again during accreditation. Technology has its effects independent of the people. We are serving the machines rather than them serving us.

D. Technology Plan

Steven went over the three areas: Teaching and Learning, Student Life, and Data Collecting and Reporting. He looked at the College Council reports from the previous two years. Steven watns to start with what we have actually done, and then update it since that last plan. What have we learned, and what are our plans? He summarized a list of recommendations for 2008-2009.

- Spam Policy
- District email policy
- Issues around training and blackboard
- Faculty web sites
- Modernization and wireless
- Smart Classroom and Scheduling
- District Technology Committee
- Rolling out Software upgrades, patches, and new software
- Faculty laptops
- Plagiarism
- Captioning and Accessibility
- Computer Use Policy for Wireless and in general
- Campus Portal
- Going Green

Steven asked for additions and future items.

- Sam: Technology Replacement Plan.
- William: College going wireless; VOIP; website redesign.
- David E: Open Source
- Keith Aytch: Student copier use
- Tom: Printing reduction
- William: Change of CTC's charge

Steven's plan was to write what we have done and then outline needs and goals. Budget issues will take center stage for the plans. Steven will do the main writing with feedback from the rest of the committee, along with input from committee members. Sam can provide content, but wants to know if Steven wants just facts, or assessment and analysis as well. A discussion of how there are many people issues involved. Ideally CTC could assist with those issues.

E. CMS Status

We have gone to Moodle.

F. Going Green

Deferred until next meeting.

III. Action Items IV. Other

Evergreen Valley College Campus Technology Committee Draft Meeting Minutes Wednesday, October 21, 2009

Present: Bill Doherty, David Eisenberg (Recorder), Rozanne Lopez, Steven Mentor, Tom Onwiler, Nasreen Rahim, Sam Sakulsinghdusit, William Silver, Maggie Sulayao Absent: Keith Aytch, Kuni Hay, David Hendricks, Shashi Naidu, Joel Stryker, Shashank **Upadhyayula**, Leslie Williams **Octavio Cruz**

Guest:

I. Preliminary Items

A. Call to Order Meeting was called to order at 3:10 P.M.

B. Adoption of Agenda

a. Additions/Deletions/Corrections No additions or deletions

b. Items to be deferred

C. Approval of Minutes

Minutes unanimously approved.

II. Information/Discussion Items

A. Going Green

Steven asked if there were any updates or ideas. Maggie said that AS is talking about going greeen. All their papers will be available on the web site. She suggested that CTC do its minutes electronically rather than in paper. Tom said that Moodle is available for every course in the district so that all instructors can put their handouts online electronically. Repro can scan documents to make them electronic. The pilot for census went well, and will be improved for Spring 2010. This year we should get rid of all the CRTs across the district. This saves \$47 in energy costs per computer. The virtualization project is complete; they have made 3 servers do the work of 23. William was talking about reducing printing with a colleague; there's probably soe degree of resistance from faculty for a variety of reasons. Sometimes it is well founded; some things should be printed. Some is just for the sake of resistance. William would like to do a PDD workshop to train colleagues at the point that resources are available. He took a document to be scanned into a PDF, but it was not editable. The challenge is in sharing the documents, not the creating. While William thinks Moodle is useful, faculty will not use it just for sharing documents. Email and Active Campus Portal (ACP) may be better solutions. Tom said that Active Campus Portal will be live in Spring. We might not expect students to be ready to receive and print their documents, William commented. He wants to see how receptive students are to the idea. Tom guesses that at least 10% of the students don't have a computer or access to one. This is based on 10% not having email addresses. Those who do have email may not have access or experience. William is asking himself the hypothetical: he posts the syllabus on his portal page and emails them and tells them to print the syllabus before the first class. He wonders how many students will do that. Tom is in favor of projecting it on the screen; Rozanne suggested a copy in the library on reserve. Sam said that eventually all classrooms will be smart. Maggie asked if the syllabus would be online. William said that yes, it would be available through the ACP, with messages to the students via email the week before school. Nasreen just had a training session with a CIT/BIS instructor. She has lots of study guides, and she is now building her course in Moodle. Steven said that we need to find best practices for going green and promoting them to faculty. Give a list of the top three things to do (and why). The second piece is asking consituencies what things can go electronic. The last thing that Steven has noticed is that going green and going blind seem to go together. As everything gets online, that puts the printing cost onto the student. If they can't print, they have to work on the screen. Steven is on screens conservatively 3 hours per day. After that time, his eyes are strained. We want to be proactive about ergonomic issues, because students don't have that uppermost in mind. Tom and Sam supply the technology; how to get it used is what the rest of the committee is about. Tom noted that this campus has 1500 computers, and 1/3or more are student computers. It's a new way to operate and it will require a transition. When it comes to technology, Tom said, it's not students holding things back. David pointed out that one cannot presume that students know the basics of word processing. William said that we have to acknowledge that when we go electronic, it passes on the cost of printing to the student. William said we should no longer have hard copy printed minutes. Unanimously approved.

B. CMS (Course Management Systems) Status

We will henceforth call it LMS (Learning Management Systems). Nasreen is doing multiple trainings and getting more people on board. Her goal is to have everyone using Moodle by Spring. Today she sent out an @ONE training notice. People are asking for the inroductory course for spring. Quite a few classes will be going hybrid, so there will be more online and hybrid courses. William has been using Moodle since summer. He thinks there's a compatibility issue with Moodle and Internet Explorer version 6. Tom asked William to email this to David Corley. Tom said that he has officially disseminated the information that we are abandoning Blackboard, going to Moodle, and disbanding the Course Management task force. Nasreen is going to the division meetings to spread the message. She will get mentors from each division to assist in the process. Jan Tomisaka will be the admin liaison with ITSS. William suggested that people moving to Moodle won't realize that they can transfer the course content to the next semester's shell themselves, and it doesn't need an administrator. Nasreen wants faculty to be as independent as possible. Moodle has a lot of resources availables. Nasreen has a course evaluation form that can be put into Limesurvey. They are putting together a peer evaluation form. William said it would be useful to send out an email when the spring course shells are available. Steven noted that the topic expanded to online training. This is a report that turned into a good discussion.

C. Software update Status: Microsoft Windows 7

Tom said that Windows 7 looks very much like other versions of Windows. He has not run into any programs that run on XP that don't run on Windows 7. Last Friday was the first meeting for planning migration; this is an 18-month process. There's no migration path; it's a full re-install. William asked if there were compatibility issues between XP and Windows 7. Tom hasn't seen any so far. Tom will get computers to the areas where there may be issues. ITSS will have training. Tom would like to set up a server to back up the "My Documents" folder on everyone's computer. Steven perceived that there is more care being taken with rollouts, and there is a commitment to testing. Sam said that the process is Test/Play/Deploy. CTSS will come up with its own plan independent of the district office. As soon as Sam has a plan, he will share it with CTC. CTSS will be intimately involved with the rollout.

D. Technology Plan

Steven distributed a copy of the technology plan outline. Once the template is locked down, Tom, Sam, and Steven can begin filling in the information. Steven will circulate the overview. Each section has a subsection for infrastructure and security. This allows us to eliminate the "Goal #3"

from each section. The last section will be called "Infrastructure and Security"; the former will include Communication. That section will be highly technical. Sam suggested adding Community Engagement to the Student Life section, or add it as a separate section altogether. This does need to be added; the question is where. If it stands alone, it may be a rather slim section. Sam said that we now have a lot of partnerships with organizations around the bay area. For now, Steven recommends that it be separate; if it is too lacking in content, it can be merged with the Student Life section. For Teaching and Learning, everyone can contribute once Steven has a draft. For Student Life, Victor Garza and Rosemary Lazzatera are the representatives. Sam defined Student Life as a campus life experience; events, activities, etc. These have technology in them, and we need to include that. Maggie is aware that the campus needs more events. Steven said it would be nice to have a list of events that were partly supported by technology. Right now we have the CyberLounge, but it is not very attractive. Sam says that AS should get together and figure out what things are needed; until then it is just wishful thinking. Steven will redistribute information from previous plans into the new structure. At times he will ask for input from CTC members. Each portion will have a narrative introduction to make it more readable. Once Steven has a draft, he will distribute its portions to the appropriate people for feedback and additions. Sam suggested that we make outcomes tangible and measurable in the report. Steven said that each portion could have a "tangible results" section at the end of each subsection. Rozeanne suggested both short and long term goals. Steven will send out a sample section by Monday.

E. Accreditation

Octavio said that accreditation is on track. They have until 14 November to respond to questions, and the tech plan is a good outline. There's plenty of data and information available. Steven said that as it is fleshed out, Octavio's results can be used as input to the tech plan. There may be material already written that we can use. Skyline took a brazen approach; their opening line was "We have met the standard," and they gave examples. Octavio said that there have been systemic changes over the past three years.

III.Action Items

IV. Other

Evergreen Valley College Campus Technology Committee Draft Meeting Minutes Wednesday, Nov. 4, 2009

Present:Octavio Cruz, Bill Doherty, David Eisenberg (Recorder), David Hendricks, Steven
Mentor, Nasreen Rahim, Sam SakulsinghdusitAbsent:Keith Aytch, Kuni Hay, Rozanne Lopez, Shashi Naidu, William Silver, Joel Stryker,
Shashank Upadhyayula, Leslie WilliamsGuest:Sally Chumbley

I. Preliminary Items

- A. Call to Order
- B. Adoption of Agenda

 a. Additions/Deletions/Corrections
 Added Windows 7 Planning (Onwiler)

b. Items to be deferred

C. Approval of Minutes

Minutes were approved.

II. Information/Discussion Items

A. District Technology Report / Windows 7 Planning

The technology replacement plan has been funded. Each campus got \$300,000 instead of last year's \$350K. Sam did an excellent job of finding which computers needed replacing. We need to be sure to offer laptops to faculty. They can't have a docking station unless they buy it from their own funds. Once Sam gets servers set up, we will be able to back up "My Documents" folders. Sam said that backup and disaster recovery is new. When people move from computer to computer, CTSS assists in transferring files. In order to avoid a culture shock, Sam wants faculty and staff to be involved. As long as you put your documents where they should be, they will be backed up. Anything you put in "My Documents" will be archived on a campus system, so be careful about putting personal information there. Sam said he had a scalable storage server. CTSS is in the process of putting the software in place. CTSS is currently busy with the move back to Cedro. The backup will be here, but it will take some time. Sam is looking at springtime. This is important, Tom said, because there is no direct upgrade path from XP to Windows 7; you need to reformat your hard drive. Tom said all indications were that XP would be supported for another 1.5 years, so he would like it done by that time. Tom said that we need an EVC plan, and it needs to come from this committee, which needs to hold a Windows 7 Planning Session. We have to make sure that people have a backup plan and that drivers work on Windows 7. Training is another issue that needs to be addressed. Sam asked what CTC's role should be; are we to be advisory or consulting? Sam said that business need drives technology. What are the things that require us to move to Windows 7? CTC has to jump in at some point. Sam will not move the campus to Windows 7 as there is no demand, except in Sally Chumbley's area, where we are teaching Windows 7. CTSS will not be pushed to roll out Windows 7 unless it is necessary. Tom's big concern is that the business case is that, in 1.5 years, if support is discontinued and there is a security breach, we are vastly exposed. Tom doesn't want us to go down the road and all of a sudden have 2 months left with 700 computers to fix. Tom said this was not urgent to switch, but

we definitely had to have a plan for the 18-month timeframe. It should be EVC's plan; DO does not want to make the plan for you.

Steven said we were set up to anticipate problems and interface between CTSS, ITSS, and the campus. Half of him is hearing this as an opportunity to make the plan coherent. The other half says, "Is this truly CTC's function?" If we are advisory, whom are we advising? Steven noted that we need to inform the constituencies before asking for their input. Sam is happy to provide the high-level planning. Bill Doherty asked if we were the right committee; it should be discussed with the proper level of administration. Sam said that CTC should be involved with user communication, but the high-level planning is not in CTC's purview.

Steven noted that if the move drops too low on the President's agenda, we may run out of time. Steven said that it would be useful to meet with the President and give him our concerns, and that it cannot go back burner. Tom suggested that Sam make a plan (which he has to do anyway) and take it to the planning council. Steven said that the forward-looking thing to do was for Sam to make the plan, have CTC look at it, and then present it to the President. This is an intractable problem, as much so as the .DOCX patch. The more groups that know, the better; our best course of action is to let people know. The meta-issue is how we thoughtfully get messages out regarding technology that will affect their work for the best effect possible. Tom said the message has to come from this campus, and Steven said it has to come from multiple sources. Tom agreed with Sam that Sam's group has to implement it, and he is the key to the plan.

Bill Doherty noted that there was no specific communication plan; that could be a role for this committee. Tom wanted to add that he personally and professionally would like to see the old computers recycled and find a way to get them to students in our community.

B. Technology Plan update

Steven has been taking the themes from the last two years of minutes and putting them in the plan. He presented one area as a sample to see how it was received by the committee. Tom recommended that the sub-parts of the plan be delegated rather than leaving them to volunteers. We discussed the topics and who would best be able to handle them. Steven will put out a list of the topics and the names of people who could write about them.

C. Follow up on changing domain name and lessons learned

The process is going smoothly with a few minor glitches that are being resolved in a timely manner. This was a mandated change; Steven suggested that the person who mandated this understand that it caused a fair amount of shock to many people. Tom said that it would have been better to tell everyone up front; there was only one email in the summer.

D. Accreditation

Octavio and Nasreen are busy writing the self-study.

E. Follow up on laptop distribution

Tabled until next meeting.

III. Action Items

IV. Other