



FOOTHILL COLLEGE

# Technology Committee Meeting

## MINUTES

**Date:** 12/20/17

**Time:** 2:00 p.m. – 3:00 p.m.

**Location:** Library Conference Room 3533

### Attending

Judy Baker, Kyle Brumbaugh, Julie Ceballos, Lisa Delapo, Kevin Harral, Akemi Ishikawa, Kristy Lisle, Sherri Mines, Joe Moreau, Paula Schales, Vanessa Smith, Bret Watson

### Discussion Items

1. Welcome and introductions
2. Review and approval of minutes from October meeting (available at [https://foothill.edu/president/ttf/TC\\_DRAFT\\_Minutes\\_102517.pdf](https://foothill.edu/president/ttf/TC_DRAFT_Minutes_102517.pdf))
3. [2016-2019 Foothill College Technology Master Plan](#)
4. Updates

### Discussion Detail

1. Welcome and introductions  
TC members went around the room and through Zoom for introductions.
2. Review and approval of minutes from October meeting (available at [https://foothill.edu/president/ttf/TC\\_DRAFT\\_Minutes\\_102517.pdf](https://foothill.edu/president/ttf/TC_DRAFT_Minutes_102517.pdf))  
Minutes from the October 25, 2017 meeting were approved.
3. [2016-2019 Foothill College Technology Master Plan](#)
  - a. Formalize a procedure and timeline for possible revisions to Tech Plan
    - i. TC discussed how the colleges and district plans overlap, and the need to keep them in sync. A procedure will need to be formalized for alignment of the three plans. The plans will be revisited every year for revisions. A systematic process will need to be created to coordinate and work as partners.
    - ii. The proposed draft is based on a timeline developed by ETAC, which is a starting point designed to keep everyone on track.
    - iii. The Proposed Technology Plan Review Process/Timeline was reviewed.
      - Fall Quarter is on track.
      - Winter Quarter will continue dialog for any revision to the plan. The Tech Plan is based on strategic capabilities for the college, which overlap with other components and plans across campus. Therefore, if necessary, changes to the Tech Plan may be made, based on changes made to other plans. Year 3 and 4 goals can be challenging to project in the tech world, but best estimates will be made with the knowledge we have.
      - Spring Quarter will complete revision, if any, along with any new goals. Next year's objectives will be finalized. In the absence of any volunteers to assist with the Tech Plan, committee members will be assigned sections to review.

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<http://www.foothill.edu/president/ttf.php>

- b. Preliminary assessment of progress toward completing the current year's, 2017/18, Technology Plan Objectives
- i. Goal 1, Objective 1:
    - The goal and the objective are both broad.
    - It is crucial to remind everyone that there is need to use the intake process to have experts review tech projects.
    - It was requested that the protocol be clearly defined in order to understand which projects should be submitted. Some projects, independent of the network may have no need to submit. If there is any doubt, it is best to submit a project and then ETS can help determine if the project needs to be processed as a tech request or can move on independently as a work request.
    - Sharon Luciw and her team will create a chart to help users determine the difference between a work request and a tech request.
    - Supervisors (and above) only have access to the project request site so that managers can have conversations with requestors before projects get into the queue.
  - ii. Goal 1, Objective 2:
    - The reporting chain for the Furniture, Fixtures and Equipment Coordinator will be clarified.
    - The tech project process will become more visible to everyone across campus. There will be a need to streamline the process, especially if another bond is pursued in November. A better workflow will be created.
    - Funding is dwindling. Fund transfers may need to be discussed in the future. Timelines for spending bond funds, restrictions on spending and strategic prioritization will become key in ongoing conversations.
  - iii. Goal 1, Objective 3:
    - Currently, there are not many existing service level agreements.
    - Sunnyvale Center is one project in progress, which will be renewed or revised as needed. The agreement is in its 2<sup>nd</sup> year and will be reviewed at the end of the 3<sup>rd</sup> year.
    - PSME and PSEC will soon have service agreements.
  - iv. Goal 2, Objective 1:
    - This objective originated from discussions with the Office of Institutional Research.
    - Use of SurveyGizmo, SurveyMonkey, Google Forms, etc. by various entities on campus creates concern for security and student privacy.
    - There was discussion about a possible adoption of a district-wide survey tool for the average user. This enterprise wide system will help minimize the number campus of the various tools currently being implemented as well as cut costs.
  - v. Goal 2, Objective 2:
    - New hires often do not get the equipment needed in a timely manner. This can create a bad first impression for new employees.
    - Sharon Luciw and the Employee Onboarding Group, are working on streamlining the process for employees. A definitive workflow, timeline and process will be automated as much as possible, when appropriate.
  - vi. Goal 2, Objective 3:
    - The digital signature platform, Adobe Sign, is being utilized to build digital forms with e-signatures. Dental Hygiene and the Mellon Scholarship are already using digital forms.
    - The district is now reviewing how to analyze digitization or replace wet signatures with another process and to determine what really requires a wet signature.
  - vii. Goal 2, Objective 4:
    - Media rooms across campus need to be easier to use with the least amount of effort.

- Classroom technology has been standardized, but not conference room technology. A formal standard needs to be applied. Opportunity for needs assessment and a standardization committee was discussed.
- viii. Goal 3, Objective 1:
    - This objective was spearheaded by KCI. The committee discussed whether the district had the infrastructure for quick turnaround.
    - Virtualized desktops have location-based infrastructure at the colleges, which creates an optimal user experience. Bandwidth at De Anza is at 10GB. Foothill will be going from 1 to 10GB. Sunnyvale will soon go up to 10GB as well. The district is monitoring saturation levels. There have been no problems at Foothill or Sunnyvale. De Anza does become saturated at 1 or 2GB.
    - Users like the reminder feature in the current portal and would like to see the feature continue as part of the MyPortal upgrade.
  - ix. Goal 3, Objective 2:
    - The refresh process is based on age assessment, but many times other issues due to wear, dysfunction, breakdown, etc. take priority.
    - The district suggests that the refresh base itself on date/age acquisition and publish, annually, eligibility for a refresh, 4-5 years out. In this way, everyone will know when her/his refresh is due. If someone is not due, but their equipment is failing, she/he can bring it to attention and have their issue prioritized. Past practice was to keep the refresh list hidden, but now transparency is requested. This will also encourage better collaboration and support across campus.
    - Experimental classrooms can be considered tricky from a scheduling standpoint. Faculty need to have multiple capabilities when scheduling for groups, individual, classwork, etc. based on reserving for a few hours, days, weeks, a quarter, etc. Meeting all those needs can be challenging. The college needs to be more strategic when working with KCI and meeting each other's needs.
  - x. Goal 4, Objective 1:
    - Clarification on how Office 365 can be used to backup office computers was requested of ETS.
  - xi. Goal 4, Objective 2:
    - 113 of the 114 California community colleges have committed to using Canvas. Victor Valley College is the last holdout due to their current contract with Blackboard.
    - When the new portal rolls out by the end of June 2018, Course Studio will no longer be available for use. Users have been forewarned repeatedly.
  - xii. Goal 4, Objective 3:
    - 3 Basic Skills courses have been integrated with the early alert system, Starfish.
    - Tutoring, remediation and financial aid videos are among the available resources.
  - xiii. Goal 4, Objective 4:
    - David Ulate is working on pulling the survey data together.
    - A baseline of what faculty really need will be determined.
    - When faculty walk into a tech classroom or meeting room, they should be able to optimize its capabilities with ease.
  - xiv. Goal 5, Objective 1:
    - A responsive mobile app is on track with the website redesign.
4. Updates
- Due to time constraints, the below updates will be tabled for the next Tech Committee meeting.
- a. Banner 9 upgrade
  - b. Centralized printing
  - c. Mobile App project
  - d. OmniUpdate training in Winter Quarter (Julie Ceballos)

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- e. College website redesign
- f. Tech project proposal status reports (view status of IT Project Requests via MyPortal>Employee tab>Check Project Status)
  - i. Contract with software vendor for Financial Aid Office; project submitted to (Kevin Harral)
  - ii. Evaluation of software/vendor for use in student employment (Kevin Harral)
    - Has an add-on for replacing the Liquid Office timesheet system that Nancy Chao and HR will be evaluating at a later date. Impacts the entire district for any area that utilizes student employees as they will need to interface with it to get student jobs posted and folks hired.