



Technology Committee MINUTES

March 7, 2022 | 1:30 PM | ConferZoom

LPC Mission Statement

Las Positas College is an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

LPC Planning Priorities

❖ Establish a knowledge base and an appreciation for equity; create a sense of urgency about moving toward equity; institutionalize equity in decision-making, assessment, and accountability; and build capacity to resolve inequities.

❖ Increase student success and completion through change in college practices and processes: coordinating needed academic support, removing barriers, and supporting focused professional development across the campus.

Committee Name Quorum 6

Members Present (non-voting):

Drew Patterson
Steve Gunderson
Scott Vigallon
Heidi Ulrech
Tim Druley
Bruce Griffin

Members Present (voting):

Tamica Ward
Michael McQuiston
Michelle Gonzales
Ruchira Majumdar
Jared Howard
Collin Thormoto
Hermina Sarkis-Kelly

Members Absent:

Amy Rel
Anette Raichbart
Jamila Jabbar

Guests:

Shriya Shah
Ann-Marie Fisher
Chris Crone
Sherita Waters
Terri Danner
Mark Eres
Nathaniel Rice
Stacey Followill
Rachel Ugale

Meeting Minutes

1. **Call to Order at 1:33 pm;** Quorum was met.
2. **Reviewed the Agenda;** MOTION: To approve by Michael McQuiston, second by Ruchira Majumdar.
3. **Review of February Minutes:** MOTION: To approve by Michael McQuiston, second by Collin Thormoto.
4. **Staff Reports**
 - A. College
 - i. Computer/ Network/ Audio/ Visual
 - The PO to build a hy-flex classroom in Rm 1002 has been cut.
 - Classrooms in B4000 are all scheduled to be updated.
 - A pre-construction meeting with Verizon on the cell tower is scheduled for next week.
 - A purchase request to upgrade all the MAC classrooms will be going to Board next month.
 - Service requests to the department have increased since faculty and classified have begun to return.
 - ii. Instructional Technology
 - The DE Interaction Guidelines were presented at the February 9 Academic Senate meeting. They were scheduled to be sent to the divisions for feedback.
 - Academic Services presented Scott with a list of 50 randomly selected asynchronous online courses taught in Fall 2021 that can be reviewed by the ACCJC. Scott inputted two ACCJC reviewers into these classes February 16, then took them out March 2.
 - The committee's HyFlex session on flex day March 8 will be one hour long and will include a brief overview, an update on training, a look at the current classroom technology, and reflections by HyFlex instructors Irena Keller, Kristy Woods, and Bill Komanetsky.

- Scott is in the midst of designing HyFlex training for this spring. It will be delivered in all three modalities. He is hoping to be finished soon, or at least by spring break. He would like to offer the training after spring break. Training will consist of 4 or 5 live meetings that will most likely be one hour in length. Those who can't make the meetings can watch the recordings asynchronously. The training will be modeled after the training delivered to LPC by Brian Beatty from San Francisco State late last fall. Scott has also designed a model course template for HyFlex classes.
 - The committee's recommendation for the district to pay for all of the current tools we use on the STAC list, plus Canvas Studio, Hypothesis and Cranium Café, was relayed to the Technology Coordinating Committee at its meeting February 11. Since then, it was announced that Studio will be placed on the STAC list, but Proctorio will be removed. If we want to purchase Proctorio, we would have to do it outside of the STAC. The DE committee tasked Scott to alert the TCC to have the district purchase Proctorio. QUESTION: Is there a way to see how much Proctorio is being used? Need to go through Proctorio for this. It was dropped from the STAC due to some colleges and instructors not liking it because of privacy and equity issues. One instructor commented that they use it regularly but turn off the camera and other tools that feel too intrusive.
 - Probably by the start of the summer session, Canvas will have a new support mechanism in place. It will consolidate our support links to a single non-editable link called "Canvas Support," rather than having individual links for every contact method. The rest of the help menu can continue to be customized. If clicked, this new link will open the Support Center on the right side of the screen. It will show past interactions with the Support Center, including guides as determined by which page the user is on. It will also provide the ability to ask a question to a new Virtual Assistant (chatbot). The Virtual Assistant will provide information from specific articles from our Knowledge Base. Scott will need to modify the current Knowledge Base to fit the parameters of the chatbot. If the request is more complex, users will still be able to contact Support via chat or ticket based on the individual's role. These three options will appear after responses are given by the Virtual Assistant, as well as at the end of any guides linked in the interface.
- iii. Telecommunications/ Copy Services
- Continuation from last month's report: a lot of requests for changes to SARS configurations and new SARS sites.
- iv. Website
- The website directory is in process of being updated.
 - Working with administration on the student debt relief form, which has had quite a bit of traffic. These are students requesting CARES funds to help pay off outstanding fees for taking classes in previous semesters.

- Working with the new PRNG Director:
 - new student photos for the photo library that can be used on the website;
 - new web pages are being developed for summer and fall semesters;
 - new banners developed to advertise the 8 week session classes.
- Working with a few members of the District TCC to review BP/ AP 3725 on the accessibility policy.

B. District

- Technology Master Plan RFQs have been reviewed and the chosen consultant will be going to Board for approval next Tuesday. There were four proposals submitted, three were found acceptable and one failed. The timeline is quick, the goal is for the draft to be completed by the end of June. The drafts will go through shared governance for review in the Fall. QUESTION: Since this committee won't be meeting in April due to Spring Break, how will that impact the consultant's process for collecting information? There will be a kickoff meeting after Board approval and can work with Drew if an additional meeting of the Tech. Committee is needed.
- Early planning workshops for Advise are scheduled for the week of March 21st. The VPs have identified key people to be involved in this meeting. There will be other meetings where additional stakeholders will be invited.
- As of this time the vaccine mandate is still in place and preparing again to launch the website for proof of vaccination for those students who have not submitted proof already. About 11000 students have been cleared to be on campus, district-wide.
- There will be a kickoff meeting for Okta a single sign-on solution that will be specific for each college and their resources. Hope to have this in place before summer. Should also help with onboarding for ZoneMail. QUESTION: What software will be using single sign-on? Upgrade password process for ClassWeb; hope to use it for library online access. Soon will be able to view a new Zone portal with applications available there. ZoneMail and ClassWeb will be included, Canvas will be a little more complicated to integrate, so not right away.
- Due to current world events, the District has put blocking on foreign internet traffic to our websites at both campuses. An increase in attempted attacks to services such as ClassWeb was noticed, especially coming from eastern Europe. Hopefully, we will be able to remove this blocking in the near future. eMail originating from this region is also being blocked via the spam filter.

5. Old Business

- i. LPC Technology Master Planning – See Bruce Griffin's report.
- ii. Collaboration Needs with Colleagues and Students – On Hold.

- iii. Technology Use under Emergency Circumstances
 - a. Technology for Hy-flex Classrooms – See Scott’s report.

Tomorrow’s Flex-day will also offer sessions on using Pronto and the groups feature as well as other services that can integrate into classes.
- iv. Technology Topics of Conversation in Guided Pathways – Will be creating landing pages for the seven pathways that are available; more information to come. Continues to discuss the Advise software.
- v. Website Analytics and Home Page Discussion – The web page for website analytics was updated with new reports. Some of the feedback from that was a noticeable decrease in traffic over previous reports. Will keep watching to see if the traffic picks up with the return to in-person instruction, or is the decrease due to the removal of internal college IP addresses from the reporting. QUESTION: Why is there not a percentage showing for Canvas and ClassWeb activity? These sites aren’t tracked by Google Analytics since they are external applications and the webmaster doesn’t have access to place the code for tracking. On the external links report these two sites place at the top.
- vi. Exploring Text Messaging and Student Communication Platforms – A&R sent out their first texting campaign on March 2nd to over 5000 students reminding them of the deadline to apply for graduation. There were eight replies and one opt-out. Waiting for other student services departments to go live with their ChatBots to start student campaigns. QUESTION: How many were successfully sent to a cell number? Not stated in the written report.
- vii. Forms and Workflows – On Hold.
- viii. Governance Worksheet – Reviewed revised committee charge; committee tasks for the year; and Governance Worksheet. MOTION: To approve by Michael McQuiston, second by Collin Thormoto.
- ix. Security Certificate for Website – Noting new to report.

6. New Business - None

- i. Software demo of Accommodate from Symplicity. Highlights from Demo:
 - All DSPS students need to have verification of disability from medical professionals; tracking of alternative media requests; testing requests and etc.
 - Accommodate supports DSPS needs but Symplicity also offers other applications that support other student services needs.
 - Accommodate offers: secure document management; e-signatures and acknowledgements; log requests from students, faculty, etc.; reporting and analytics.
 - Fully hosted, software as a service (SaaS) via AWS; API and automated feeds; supports all common authentication platforms.
 - Mobile responsive and accessible.
 - All DSPS students need to have verification of disability from medical professionals; tracking of alternative media requests; testing requests and etc.

- A secure way to send and manage sensitive student documents.
- One portal to manage and respond to student requests, as well as students can also log into this portal to conduct business.
- QUESTION: Can users be giving different permissions or is it all of nothing? The college can control the permissions with 250 options, selecting from many categories and sub-categories.
- Pricing is based on enrollment and can access all features and functions.
- QUESTION: How can the college access the data if the agreement is discontinued? This topic will be addressed in the service agreement, but all data entered into the system is owned and managed by the college, simplicity doesn't touch it. At the end of the contract, data can be requested in various formats and will be purged from the Symplicity system after 30 days.
- QUESTION: Can the software be used by other departments? There are different Symplicity products for different departments, Accommodate is specifically designed for DSPS needs.
- QUESTION: Are there some controls that the student has to limit what their instructors see and what are the capabilities that faculty have? Accommodate does support single sign on (SSO) for students and faculty. Capabilities are controlled by workflows and settings that are assigned by the college.
- QUESTION: What are the measurements that the college is hoping to achieve? This is a topic that the college should be discussing during training and deployment to help tailor the configuration of the software. One topic is to better facilitate communication between the staff, student and instructor. During Covid, enrollment decreased about 11% but for DSPS students the decrease was almost twice that.

The college is asking the vendor for a proposal for a one year contract to see if it is going to meet the need. Funding has already been identified for this at LPC. The committee support DSPS proceeding with Accommodate.

- ii. GoPrint – QUESTION: Following up on the conversation, from before Covid, regarding upgrades to student printing system? In Spring of 2020, two classrooms in B1000 were being prepped as proof of concept for wireless student printing; then Covid hit and everything stopped. At this time due to other priorities and staffing limitations there isn't a current timeline for returning to this project. Once the proof of concept is complete, wireless student printing will be rolled out to the rest of the student computing areas, starting with 803 and the library. The student wireless printing (aka: NetZCor) needs to be in place before additional payment options can be considered. QUESTION: Do any of the payment options allow for student accounts where the accounts can be credited? Student accounts was one of the options along with ApplePay; but there are pros and cons with all the options as well, such as what will be the impact on college resources. There will need to be deeper discussion on this topic as to which solution makes the most sense for students and the college. In addition, the GoPrint system has always been self-supporting in that the cost of purchasing the GoPrint debit card not only pays for consumables but also pays for the annual maintenance/ software costs of the system. Since the college has had limited on-campus instruction for two years, there has been no revenue for the program and the college has had to support it.

7. Good of the Order - None

8. Talking Points – None

9. Adjournment at 3:25 pm.

10. Next Regular Meeting:

- April – Spring Break
- May 2nd