

**Technology Planning Committee Minutes**

January 19, 2023  
9:00am – 10:00am

**MEMBERS PRESENT: Erik Sorensen, Paul Chown, Tom Cossey, Jose Ramirez, Leigh Dooley, Darius Kalvaitis, Stephanie Byrd, Jessica Herrera, Reno Giovannetti**

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| **Item** | **Facilitator** | **Time** |
| Erik called the meeting to order. | **Erik** |  |
| **In the Event of a Campus Power Outage**  Erik is going to bring this to Management Council.  We did this via COVID directive. Laptops are a possible solution (there are some left and available). LRC 105 was set up emergency hub. LCR is technically where we would send people in a power out or emergency.  Reno, is this documented and in a plan? No. It should come from a life planning team, but managers are changing so leadership is in flux. How to keep the CR machine running in case of power out. Emergency Plan is needed with an X, Y, Z.  VPN is a possible solution but needs to be updated.  Thomas, email from marketing came out about “essential personnel”: who actually is that?  Public Safety could take an active role. | **Erik** |  |
| **Student Help Page**  CR has a help page now. <https://www.redwoods.edu/SSO>. Erik said we are running into a lot of issues with students not being able to get into Canvas. There are about 35 pending help tickets. It’s hard to figure out what the common thread is as the information given is limited.  Darius stated that a lot of students email from their Gmail or yahoo mail. Getting the messaging out early that using your own CR email for communication is critical.  Erik said the information is on the home page at the top and there is a link to get to help. Other than that, he is unsure how to reach students other than through Canvas.  Darius suggested this information should be added to the syllabus template.  Reno said it is difficult to say how many of these students already set up their email and just forgot their password or aren’t setting it up correctly. There is a log on Canvas that can be created to see how many people are logging on, how many are having problems logging on and what type of problems they are having. Reno can get these logs and share with the group as the information might be useful. It’s possible a lot of students are just forgetting their password.  Erik feels that staff aren’t trying to address the problems they are just directing people to put in a ticket into IT but IT doesn’t have the staffing to be able to keep up with it. Hopefully as people get used to multifactor this will let up. But he doesn’t think students are being pointed in the right direction.  Reno suggested making a push with student services to have a permanent person who can help with log in issues.  Jessica said they try and help as much as they can when students are having trouble in the library. She feels that there is a line of communication that staff isn’t receiving. There is possibly more they can do from the library but they need that communication.  Erik said the tech line is doing a good job. But they need people to go through the proper channels and not just go straight to Jose and Erik.  Jose said we need to get messaging to faculty saying what the correct protocol is but no one seems to want to take that on.  Erik said he is happy to send out messages but he doesn’t think people always read the emails that they are receiving so he’s not sure how to get the message out more effectively.  Reno said if there is specific information that needs to go out they can help with that. But the dilemma is what information should go out and who is responsible for that information. He also said a lot of students go to the homepage and click on Canvas and get an error message. The homepage should be changed so there is one link for WebAdvisor, Canvas and Student Email.  Stephanie agreed that when students go to the Canvas link they get very confused.  Leigh reported that this issue should be fixed soon. Brian will be back tomorrow and it is on his to-do list to fix the links. All of those links (WebAdvisor, Canvas and Student Email) will lead to the same place.  Reno said we aren’t telling students or funneling them into the fact that they have to set up their email and that really has to happen before they can log in to Canvas.  Erik said if people set up their email correctly it is still possible that they are having an issue with Canvas not related to their email and we can look at those issues once we confirm they have set up their email.  Reno said we need to do some scenarios and run through them: if students are doing X or Y this is what they get. Once we have that information we can formulate messaging based on what the students are having trouble with. Then students who are having trouble can go to the portal page first to troubleshoot. If they are still having problems after following the directions on the student portal page, then they can go to IT. Sending students straight to IT is not a viable solution.  Paul shared that Jose recently put a link in to try and track down where the students are failing. He can go back into the admin page to change that link to go back to the SSO page.  Darius thinks that a lot of students who are using their computers for classes are video learners. If you give them too much text they won’t read it but they will absorb the information in a video. Having someone prepare a video tutorial that new users can watch may be helpful. We could then put a link to the video on the syllabus.  Jessica mentioned that a lot of students don’t understand that their WebAdvisor password is not the same as their MyCR Portal password. Knowing this would be helpful so they can differentiate. She feels this is part of the disconnect. She suggested it might be helpful to invite the Student Tech help to join TCP to get their input.  Tom shared that a lot of the students he has spoken to this week are getting lost in the Authenticator App. He asked if there was any place that will help students out with that.  Reno replied that when they set up their email there is a whole section about the authenticator app. But he agreed with Darius that a video tutorial would be good.  Erik said he agrees that a video is a great idea. But who is going to do the video? He doesn’t have the tools or ability to do it.  Jessica feels we really need to push for full time student tech help.  Erik said Amador put in screenshots on the help page and people are still having trouble following through it. Erik said they ordered one time passkeys to test them out for faculty or staff that are leaving the Country. If the passkeys work they may be a possible solution for students that don’t have smart phones to set up the authenticator app.  Reno suggested we may be able to find another institution that has a video tutorial that they would share. Reno volunteered to search for one and if he finds something useful he could have Brian put a link to the video on the website. |  |  |
| **Open Discussion**  Erik reported that tele-presence is an issue with the phone system. They are struggling with a licensing issue with Cysco. CDWG emails say they are committed to resolving the issues but the issues have persisted.  Reno stated that the nursing department is pretty dependent on telepresence. He suggested that further down the road we should talk about upgrading so we are not quite as dependent on Cysco. |  |  |
| **Future Agenda Items?**   1. **Teleworking AP/BP.** 2. **Telepresence System** |  |  |

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| Adjourn |

There being no further business, the meeting was adjourned at 10:00 a.m.