

**Technology Planning Committee Minutes**

October 19, 2023

**Members Present: Erik Sorenson, Leigh Dooley, Gustavo Vasquez, Stephanie Byrd, Jessica Herrera, Brian Van Pelt, Madeline Lopez, Amy Moffat, Tom Cossey**

**Agenda Items:**

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| **Item** | **Facilitator** | **Time** |
| **Communicating to Students about MFA change/other important info**  Jessica Herrera reported that there had been discussions at a recent meeting about the Microsoft Authentication app that is going to be required and how to best get that information out to students. Students are having issues accessing their emails and the library’s emails are going to students’ spam folders. Text messages and/or signage were suggested. Erik asked if the library had considered creating their own flyers. Jessica said they did discuss it but felt that a flyer was likely needed campuswide for areas other than the library as well. Brian Van Pelt suggested that it would be beneficial to have the graphic designer make a flyer to send out to the various departments and campuses and perhaps Molly Blakemore could put something on the app or send out a text message. Madeline Lopez recommended reaching out to the marketing department as she had recently heard that people are not supposed to make their own flyers, they are supposed to have the graphic designer do it. Erik Sorenson stated that he did send out an email to employees and requested that Molly send an email to students. He is unsure how much direction he needs to give to marketing in situations like these. Brian mentioned that sometimes he will hear about something but isn’t always aware of how large the repercussions of the said thing are. Erik said the fact that students don’t check their emails makes communication more difficult as well. Erik suggested that Jessica put in a help desk ticket for marketing to create a flyer that could go out across campus. Jessica asked if they should run the flyer by IT prior to printing. Erik said he would be happy to review the flyer or provide any clarification needed. The information that should be included is in the email he sent and on the help desk page. Marketing may want to use different wording than what IT uses. Gustavo shared that a lot of students and staff at Del Norte haven’t been able to update their multi-factor authentication because they don’t know how to do it. They download the app and add their email but it is not technically connected because the app has to be authenticated and the directions on the help desk website don’t cover this. Erik said he will have Amador work on getting a document on the help desk page that gives directions on how to authenticate from text to the authenticator app. Stephanie reported that she got the email telling her she needed to install the authenticator app and it took her four different installs and she is still having problems with it. She used the Microsoft help page but didn’t feel that the process was explained very well. Stephanie suggested that IT might want to provide their own instructions rather than directing people to the Microsoft instructions. Erik said they direct people to the Microsoft instructions because the information sometimes changes but agreed that it may be useful to have Amador prepare instructions as well to put on the help desk website. | **Jessica** |  |
| **Website and recovery update**  Brian Van Pelt gave TPC a brief report on the status of the website and recovery. The website has been restored to the state that it was in in January 2023. He is going through the website, he is getting tickets, people are contacting him and he is finding things on his own. One thing he has found is that users who were added from January through the present were not restored. He is also running into some other strange problems that he is working his way through. Right now they are having some form of data alteration, specifically involving emails addresses. That is happening with certain web addresses as well. Links to the help desk using the redwoods.edu address aren’t working. Erik shared that they are working on recovering more data off of the driver. They are having some engineers re-manufacture a solution to get CR access to data. CR didn’t necessarily have a hardware failure, it had a failure on the orchestrator, the piece of software that offers access to that data. The process will take approximately 8-10 more weeks. Erik will continue to update the TPC. IT is also moving forward with reinstalling the courier application so the college can start making requests to its database again. This should be done in the next week or two. | **Brian/Erik** |  |
| **Security Awareness Training Policy AP 3731**  Erik shared a draft Security Awareness Training Policy. It is a generic template and is similar to Cabrillo college’s AP. All employees need to get training in security awareness. It is a requirement through the Chancellor’s Office and the college’s insurance provider. Erik and Jose will work on this and bring it back to TPC along with the APs that were discussed at the last meeting. Erik asked TPC members to email him with any feedback. | **Erik** |  |
| **Discuss Technology Plan**  IT is working on a three-year Technology Plan and will continue to do so over the next couple of months. Erik was asked to get some goals together and to start matching up some IT projects with initiatives. Erik asked TPC members to review the plan and let him know if they are working on things in their areas that should be added to the plan. Erik let TPC members know that the draft plan is included in the Teams group he created for TPC. He will send invitations to the Teams group to anyone who hasn’t already joined following the meeting. Erik shared the goals that are currently included in the draft plan. Those goals include: (1) supporting student learning; (2) maintaining, improving and expanding technological infrastructure; (3) encouraging a culture of data-driven decision making; and (4) supporting the institutional process. Erik shared some ideas of things that IT needs to fit in the plan somewhere including: (1) cybersecurity, disaster recovery, operations; (2) ease of access to systems and resources, technology everywhere; and (3) create a sustainable funding and staffing model. There are a lot of themes that are carried over from the previous plan. IT was able to accomplish quite a bit from the last plan. Erik also went through the EMP initiatives and pulled some things out to include in the plan. Erik gave TPC an extensive review of the initiatives that are currently included in the draft plan and some actions they plan to take to further these initiatives.  Amy Moffat asked how the Technology Plan connects to the larger institutional annual plan that the IEC is looking at. Erik said he tried to tie the Technology Plan into the EMP, the Facilities Master Plan and the Distance Education Plan. If Amy has anything that would help him tie the Technology Plan in he is open to suggestions. He knows some of the projects that need to get done but he isn’t exactly sure how to present those things in the plan. Amy said she appreciates that he has organized it by the EMP initiatives. Today the IEC is supposed to approve the annual plan. Amy said if there was anything that should trickle down to the Technology Plan Erik she will make sure to alert Erik or have Crystal alert Erik. | **Erik** |  |
| **Technology Planning Summit?**  Crystal suggested that the TPC may want to hold a technology planning summit. With the TPC meeting only once a month for an hour it can be difficult to get some of the planning work done. Erik will be working with the TPC to come up with something as they start going through the technology plan. Erik noted that some people who worked on the previous plan are still on the TPC and he asked that if any of those people have any advice or input from their previous experience working on the plan he would appreciate them sharing that with him. | **Erik** |  |

1. **Future Agenda Items?**
   1. **Program Review**
   2. **APs 3720-3729**
2. **Additions**

Stephanie Byrd suggested that IT may want to consider offering internships to students. This could help IT provide support while also giving students the opportunity to get some experience. TPC discussed the potential opportunity, some limitation, and the channels that IT would need to go through to explore this idea.

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| **Adjourn**  There being no further business, the meeting was adjourned. |