

**Technology Planning Committee Minutes**

February 16, 2023
9:00am – 10:00am

**MEMBERS PRESENT: Erik Sorensen, Paul Chown, Todd Olson, Leigh Dooley, Darius Kalvaitis, Stephanie Byrd, Jessica Herrera, Reno Giovannetti, Colin Trujillo**

**ALSO PRESENT: Katrina Hanson**

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| **Item** | **Facilitator** | **Time** |
| Erik called the meeting to order. | **Erik** |  |
| **Strategic Enrollment Management**Katrina Hansen attended the TPC meeting to discuss what Students Services is doing to update the online enrollment process and to ask for TPC’s input on technology applications. Katrina shared that they are in Phase 1 of the process which is cleaning up and making the existing website as easy to navigate as possible. Their goal is to make it a clear, ideal option that can serve CR’s perspective students, incoming students and current students. Student Services has cleaned up and redesigned the start page. They talked to advisors and counselors about the language students use and tried to bring that language in. For example, rather than having links with the terms “apply” and “register” a link for “become a student” might make more sense to students. They would like TPC’s advise on purchasing a new application or using an application the District already has to assist in the enrollment and onboarding process. Ideally, the website would not just be a list with information and links. They would like to use an application that is mobile friendly, has the capability to post videos, and is accessible with different options to get the information. They would like something that is easy for staff to update. They would like the website to be integrated and be something students can return to later on for information. They would like an application that can walk students through the application process and connect them to services as they are onboarding. Katrina said they are brining their wish list of ideals to TPC and asking TPC to come up with some ideas that will work. They don’t want to look at options for applications and choose something they think is amazing and find out that it won’t work from a tech standpoint. Colin asked if the information Katrina was discussing is on the main home page. Katrina replied that it is the page that comes up when you hit the “apply” link on the main home page.Erik asked if Student Services had any ideas of applications already. Katrina stated that some schools have their own systems that are very fancy and probably expensive. Financial Aid has a program that is very similar with videos. This is a program that CR already has and pays for which is something that enrollment could potentially tie into. Student Services does have some ideas but didn’t want to pick anything without getting TPC’s input. Paul said he has been involved in many orientation overhauls and it is always a challenge. Paul does like the new page that Student Services has started but even that can be overwhelming when you see all of the links you have to click on. Instead of just copying another school’s approach it would be a good idea to find out what is working before we dive into it. Paul said that TPC and Tech Services would be happy to work with Student Services and come up with something they think will work. Paul would like to see more data and more evidence of the success of whatever package CR wants to get. Erik asked if we are currently talking about getting a new package. He said two things to consider are: (a) If we have something on campus already that will work; and (b) security. If Student Services has a program they are looking at they are welcome to bring it to TPC for review. Erik is not 100% sure what the ask is at this point.Colin said that Student Services didn’t want to just pick a product and come to TPC with that. They would like TPC’s help to choose a product. They don’t know if there is something on campus already that will work. Colin said there are a few products they have looked at that they can share with TPC. They do have a wish list: video capability, mobile friendly, easy to navigate, and some in house editability/partial ownership. They are not really putting a budget on it at this point. They want some help choosing a platform to move this forward with. They also want to get input from other groups. TPC is the first group they want to pull in on it. Erik said is he is going to a tech conference in March and will ask around about what might be working for other schools. TPC may not be the right group to find the product for Student Services but they are happy to look at any proposed product to see if it is a valid choice to bring on campus. Security and accessibility will be key. Paul said there are challenges with linking Datatel to any program. There are firewall issues. Students don’t have a Student ID until they have made it through the application process. If we try to take on linking a program with Datatel we would need to make sure it is providing useful data. Katrina said they can go to the website to apply but they do have to do an orientation before they are accepted. It is not a one-day process. Paul said through Datatel our only way of tracking is with a Student ID. If we want to track information on people who hit the “apply” button earlier in the process, we can have them input their email or phone # that can be saved in a database which would give Student Services the option to contact a potential student if they don’t follow through with the enrollment process.Todd said he is not an IT person but approaching it from a faculty standpoint, the data shows 10,000 people came to our website to visit the “apply” page but only 2,500 applied which makes him wonder why the other 7,500 did not. Collin said 100,000 have clicked on the “apply” button but there are 5 more steps they have to go through to get on board. Only 2,500 make it to that last step. That is one reason Student Services is looking at updating the process. Todd said that in terms of student behavior, most students would look at the homepage and not see the button that says “apply.” Additionally, not every student understands that they have to apply before they can register. Having a link for “Become a CR student” on the homepage would be more understandable to perspective students. Todd has had some personal experience with his son who looked into taking online courses from several different California colleges, including CR. CR’s website by far was the least user friendly of the ones he encountered. Cabrillo’s site was the best in their opinion. It was flawless with a chat button and a person available to chat with them live. Todd said if CR is going to put money into something it may be the most advantageous to put money into hiring people that can be available to chat and that can return phone calls. Katrina reported that CR currently does have a chatbot on our website that is just a bot. It has a lot of responses that are programed in to respond automatically. They would like to have a human that can respond to questions that require a human response. Todd said he feels that a lot of problems are hard to solve on the webpage. Students look at all of the links and get baffled and move on to another college that is easier to register. We’re entering a competitive market with students able to apply at many different colleges and we need to make it as easy as possible. Todd asked about using Canvas since students are familiar with that.Reno said that Canvas doesn’t check all of the boxes but it does check a lot of them. It may be useful as a template and a temporary solution while looking for a permanent platform. The material could be saved in Canvas and moved to whatever platform is purchased. Reno will assist and have a conversation with Katrina about this. Darius said that from a business standpoint, the #1 thing the college should invest in is getting students on campus. If customers (i.e., students) are having trouble on the website this is an issue that the college needs to fix. Colin agreed this is a really high priority item from his perspective.Erik asked if it would make sense to get a subcommittee going. Colin agreed a subcommittee makes a lot of sense. He would like to move quickly so we can have it up and running for the Fall 2023 semester. A subcommittee would be more nimble.  | **Colin** |  |
| **Student Help Page/Canvas alternate login process**Leigh stated that people are reporting an issue when they click on the “MyCR Portal” it takes them to “my apps.” It is one specific page that comes up in a sequence. Leigh asked if it could be removed from that particular pathway. She understands that Jose may need it for diagnostic purposes but if it is not needed, it should be removed.Erik said this would probably be a question for Jose who isn’t in attendance. Reno said it has to do with how Canvas is set up on single sign on. This particular page is only supposed to be there if people haven’t already been told how to sign in. The page was removed from the sequence but Paul asked IT to put it back in to diagnose problem. Reno believes Jose solved that issue so that page should be removed from the sequence.Erik will talk to Jose and see why it is still there and if it can be removed.TPC members discussed the sign on process and what students see when they have a problem signing on. They also discussed the multi-factor authentication and how it doesn’t necessarily mean multi-device. Reno suggested that IT should probably should test out what screens come up when students have problems logging on so they can ensure they are getting accurate, helpful information.  | **Reno/Leigh** |  |
| **Student Survey/Wifi/Communication**Erik said a survey will be sent out to students which will be discussed at next month’s meeting. The survey has to do with communication and how students are learning about getting into their email, etc. and where dead spots are on campus with Wifi. IT wants to work with students that are having tech issues or problems with their devices. They want to get these bugs worked out so there are not so many problems.Paul said it is important to determine who should be the cohort for the survey. He suggested possibly a GS class.  | **Erik** |  |
| **Open Discussion**Erik said TPC members should be thinking of things that can be included in the annual plan and bring back any program ideas. Leigh reported that Reno is putting together a trouble shooting guide for student workers. He is going to ask the student workers to collect specific information that would travel with the referral to IT when necessary. Leigh asked what information It would need. Paul replied that a Student I.D., CR address, a personal email to contact the student and a phone number would all be helpful. Paul mentioned that if IT becomes Student Help IT for the campus they won’t get the IT work done that is needed for the rest of the campus.Erik agreed that IT is willing to help but they don’t have the staffing to deal with all of the student issues. Leigh said she would be willing to help advocate for full time student help position. Erik suggested workshops at the beginning of the semester might be helpful.Paul said he applauds the trouble shooting guide and thinks it is a good start. |  |  |
| **Future Agenda Items?**1. **Teleworking AP/BP.**
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| Adjourn |

There being no further business, the meeting was adjourned at 9:54 a.m.