

**Technology Planning Committee Minutes**

April 20, 2023
9:00am – 10:00am

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

**ALSO PRESENT:** Katrina Hanson

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| **Item** | **Facilitator** | **Time** |
| Erik Sorenson called the meeting to order. | **Erik** |  |
| **CVC-OEI Update - “Middleware” is in testing phase** Paul Chown reported that Tom Cossey and Paul Chown have been meeting with the Chancellor’s Office regarding getting set up with the CVC-OEI. They have reached the point in the process where the system has been configured and the Chancellor’s office can tunnel in and get data. A third party with the proper credentials will be getting that data from CR to the Chancellor’s Office. The query parameters have been provided to the third party and the test was successful. Tom Cossey said that there is still a little bit more testing to do before it is live. Paul Chown agreed and said that they are really close. At this point they are just waiting on the Chancellor’s Office but everything looking good so far.Leigh Dooley said that the Chancellor’s Office had scheduled two meetings and cancelled for vague reasons and asked if Paul knew why they had cancelled. Paul replied that the Chancellor’s Office had messed something up awhile back .  | **Paul** |  |
| **New Web Platform**Brian Van Pelt stated that IT is looking at 2 different web platforms. They are both used and designed for institutions of higher education. Erik Sorenson has asked for security documents for both platforms to review. The web platform should be able to integrate with single sign on well and give students a customized experience. He is unsure of the timeline. Molly Blakemore and Brian are done with their meetings and are no sifting and collating and will come up with ranking.Darius asked if individual departments will be able to monitor and adjust their sites. Brian said that it is possible the individual department will have some ability to edit. However, the more people that are involved in editing the website, the more accessibility becomes a problem. They have to have some sort of quality control. The website is pretty exposed. Brian gives people access and a little bit of training and doesn’t hear back from them ever again and then there starts to be significant problems. He is looking at how to adjust that regime moving forward.Katrina Hansen asked who has been involved in looking at new web platforms.Brian stated that so far only Molly and Brian have been involved as far as he knows. He will need to go through each department and figure out how much information needs to be out there on the website. Then they can start to put in what needs to be out there and backfill from there. | **Brian** |  |
| **Business Continuity Plan**Erik Sorenson said he had just come back from a conference where he attended a workshop from Feather River College. He will bring back more about this item next month but wanted to give a brief summary. In the workshop they discussed a business continuity plan in the event of a long outage. The District has already done some of the things necessary, such as replacing desktop computers with laptop computer and configuring the LRC with a generator so some staff can work from there during a power outage. But IT needs a plan in place in case of a cyber-attack which could potentially take the college offline for several months. IT needs to think about what that looks like for payroll, IT, registration, etc. This will be a long-term project that he wants to keep in the TPC realm for a while. Next month Erik plans to come back with a presentation or a better idea of how IT can get started with this. It will take a lot of cooperation across campus. Erik is hoping he can get ahold of what Feather River College did so that CR doesn’t have to reinvent the wheel. They can mold what Feather River did into something CR can follow.Darius asked if there is a plan of sorts now.Erik responded that there is not which is why he is working on it. Nine colleges were hit this year and none of them had an easy time through it. Whether a college pays the ransom or not, it may be down for several months. IT is doing the best they can on their end but people have to plan for the worst.Darius said it has been a concern for a long time. The District needs to get a continuity plan in place before it happens.Erik agreed and mentioned that CR is ahead of a lot of other colleges with their security measures. CR has multi-factor authentication and has blocked access from outside the U.S. Cyber attacks on colleges are a really big business right now so security is very important. | **Erik** |  |
| **Wi-Fi Survey for Students and Staff**Erik reported that with Paul Chown’s help he had built a survey to be sent out to students and staff regarding Wi-fi around campus. The purpose of the survey is to determine how satisfied people are with the Wi-fi service they have. The questions involve who is taking the survey (student or staff), how they access the internet, their overall satisfaction, how reliable they find their internet access in a typical week, how the coverage is across campus, areas on campus that don’t have Wifi access, challenges students are experiencing, and which campus the respondents are a part of. Erik is hoping to have the survey sent out the next day for students and staff. Erik asked TPC members to please respond to the survey when they see it come out.Leigh Dooley asked how IT was planning to deploy the survey. Erik replied that it would be deployed by email. Leigh mentioned that Distance Learning has a survey out to students as well via Canvas that just went out the previous day. Reno stated there is some overlap between the Wifi survey and the Distance Learning survey. He expressed that it would have been good to coordinate. He also suggested it might be better to do targeted surveys and have one survey target students and one survey target staff. Erik replied that some staff are also students so there is some overlap there.Leigh suggested that Distance Education and IT could try to collaborate on surveys in the future.Erik agreed but said that IT is the tech side of the house so they don’t know when Distance Education is sending surveys out. Leigh said in the future they can check with each other when developing surveys. | **Erik** |  |
| **Other Business**Erik asked Stephanie if she had anything she wanted to bring forward from the student side. Stephanie replied that she didn’t. The only issue she had was Wi-Fi service around campus but that was already covered.Katrina Hansen said she had a request from Caring Campus. Caring Campus is a group of about 15 classified staff and Katrina was sharing on their behalf. Katrina shared a little background on what Caring Campus is. Their request from IT was to receive training on new student tech platforms so they can better assist students. They would like the training to be open to any staff or faculty that wanted to attend to learn how to use Outlook and single sign on. They would like to have training offered before the end of academic year (June 30th) and would like trainings to continue to be offered as things are updated. Katrina also mentioned that they don’t have an IT classified staff member in the Caring Campus group and extended an open invitation for an IT classified staff member to join. They would love to hear IT’s perspective and include them in the conversation.Paul said that Erik will work on addressing this training request. Paul said he thought that Erik had sent out emails earlier in the year with training opportunities for Microsoft and got little response.Erik agreed that he had offered Microsoft training but had not gotten much interest or support.Paul asked if those training were still available. Erik said that the Microsoft trainer had been laid off but he would follow up. IT conducted trainings at the beginning of the semester for students which are still on Canvas. He also put out an email asking what other trainings were requested. The Business Office requested Excel training which was provided but he didn’t get any other requests. Erik said he can work with Leigh on developing training and on getting the word out about training opportunities.Katrina said if the previous trainings are already recorded that might be something they can use for this year. But she would like to request trainings in the future as technology changes. Katrina will check her emails to see what was sent out previously and will have a conversation with the Caring Campus group about what will make it more obvious that a training is something they need to attend and that it covers the topics they are looking for.Reno stated that Distance Education would love to participate or help with Caring Campus and asked if they are open to anyone joining. Katrina said that they are and she will email information on the group to Reno and Leigh. Erik mentioned that Amador may be a good person for the committee as well. Katrina said she will send the information to Erik to distribute too. Leigh asked if there were any updates on testing Zoom rooms and external access devices. Erik said he spoke with VPI Gaetje and she is setting up a committee for this. They are hoping to have devices tested and in place by fall. Reno said that they have already had several people make requests that will be out of the country if they need test subject. Erik said they are working through it and Jose is working on penetration testing. The priority is to make sure they are secure with data.Reno said that they have had a few students who have lost their phone or access to their phone. He asked what the process is that students should go through if they can’t get back into their email or Canvas. Erik said on campus they can get access to their items. IT is working on getting devices for those who need them. Reno asked if there was any way to authenticate other than a phone. Erik said students can set up a Google phone account and use that account to get texts. Erik had tried to get phones on campus through the free phone program but was told not having a phone was a minor issue for multi-factor authentication by the former Director. Reno said it is not as minor of an issue as one would think. He asked if they could enter an alternate email address or have security questions they can answer to dual authenticate rather than needing a phone. It would be nice if there was something students can do on their own to fix the problem without bothering IT.Erik said they are using Microsoft as a solution and they are somewhat limited by the features of that set of tools they have. Every student that has emailed or put in a ticket has had their issue addressed. Staff usually take care of it within an hour if not a day. Reno said they have been giving students a back door to get into Canvas and asked if that is necessary. Erik replied that it depends. If students don’t have a phone they will need access to Canvas. If they have a new device they can get set up on their new device.Reno said what he is hearing is that if a student has lost their phone and doesn’t have access to another phone he can give them back door access to Canvas. If they do have another phone he can send them to IT. Erik said they are always happy to help students but it is a lot of work with a small amount of staff.Jose said that security questions and secondary emails are a legacy. They are no longer part of the recommended framework. Microsoft has discontinued that practice. Text messages will be turned off soon as well. The authenticator app will be the only way to do it. They have a lot of work to do to make sure token IDs don’t create back doors.Reno said these devices could be used in a number of scenarios. They would need to figure out a place to dispense those devices. Jose said they would have to be physically assigned to each person at that time. Reno asked if it would create more work. Jose replied that it absolutely would. Office 365 in general created a lot more work. Reno said it sounds like IT needs more back up. As part of the business continuity plan maybe they could make sure there are enough technology resources to cover if some people are incapacitated or unavailable. Erik stated that they do what they can with the staff that they have but hopefully there will be more conversations on getting more staff. Jose said that it all sounds good by IT is a very expensive department. It seems that administration feels IT is not as important as other departments. Reno suggested maybe it was time for things to change.Darius suggested when IT does its program review in the Fall they should put that data forth and make a case for hiring additional staff. Support of IT is support for faculty, students and staff. It is an opportunity for the college to support everyone. |  |  |
| **Future Agenda Items?** |  |  |

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| Adjourn |

There being no further business, the meeting was adjourned at 9:50 a.m.