

**Technology Planning Committee**

May 18, 2023  
9:00am – 10:00am

**MEMBERS PRESENT:** Erik Sorensen, Paul Chown, Leigh Dooley, Darius Kalvaitis, Reno Giovannetti, Brian Van Pelt, Tom Cossey,

**ALSO PRESENT:** Katrina Hanson

**Agenda Items:**

|  |  |  |
| --- | --- | --- |
| **Item** | **Facilitator** | **Time** |
| Erik Sorenson called the meeting to order. | **Erik** | **9:03 a.m.** |
| **AP 3720/3721**  Erik would like to look at AP 3720 and 3721 over the summer. These APs were prepared right before COVID or at the very beginning of COVID and were prepared for a pre-COVID world before remote work was common. He would like to look at what the District currently has and what some other schools, such as Mount San Antonio College have and see if there is room to improve. Erik will work on revising the APs over the summer and will review them with the committee and then send them through College Council.  Leigh Dooley asked if Mount SAC’s AP has anything about students’ use of technology.  Reno said there is quite a bit of discussion about making technology more useful to students. The current AP focuses mostly on faculty and staff. It would be good to keep students in mind as well when revising.  Darius shared that the amount of ethical AI technology plagiarism concerns he has have mounted significantly. He is not sure if the AP is the appropriate place to address these concerns.  Erik said that this is something that the Academic Senate likely needs to address rather than TPC. The AP is focused on use of District technology. AI ethics would probably be part of an academic honesty policy. | **Erik** |  |
| **Business Continuity Plan**  Erik is working on a Business Continuity Plan and will try to have a draft plan to present at the next TPC meeting. He is working with a company called Resolute Guard through the District’s insurance company. They have been working through a lot of concerns and discussing things the District needs to do to be compliant in case insurance coverage for a disruption is needed. A lot of it is standard practice that the District is already doing. The multi-factor portion has been accomplished and now they need to get the disaster recovery piece in order. Some things that have been discussed are that the District’s most valuable systems on campus need to be uploaded to the cloud so that there is a way back if the systems are compromised. Datatel is one of the systems that they need to look at. Resolute Guard has given Erik some templates to start working on Business Continuity plans, Disaster Recovery plans, AP updates, etc. He would like to go to each department and see what business continuity means to them.  Erik is working with another company to make sure Microsoft security is set up well. CR may need to move from text authentication to an app. Five hundred one-time pass keys were just received. These will provide a way for students, faculty and staff that can’t install the app on their phone to get access. The pass key would need to be associated with an account which would still be a manual process. IT has been testing those and getting ready to roll those out. The pass keys only work from the U.S. They have been talking to other colleges about how they handle access outside the U.S. and they do it based on permissions. IT would need to know when a person is leaving the country and returning. Hopefully IT will be able to give them access to Canvas, email, Zoom, etc. but access might be limited. The same company that is assisting with security on Microsoft is assisting with the out-of-country access. The access is not a solution that someone can use to remain out of the country indefinitely. It would be something that could be used for vacations or short-term trainings out of the Country.  Leigh asked if IT will be working on a process to alert whoever needs to know when someone is going to be traveling outside the country.  Erik said the new help desk system has a way of providing certain templates so it is possible the alert would come through there. They are still looking at who students would go to and who employees would go to and how the pass keys would be distributed. Students may go through student services. If a student makes a request through the help desk, IT can assist them in setting up their device as long as they can validate who they are. Employees may go through HR. HR could then put in a help desk ticket. IT relies on HR for some of this because IT doesn’t have a way to validate people. HR has a better system for that, especially when it comes to associate faculty.  Colin asked if the old Spice Work tickets would be migrated when they switched over to the new system. Erik replied that he has a meeting tomorrow to figure out how they will handle that part.  Brian asked if anyone was still using Spice Works other than printing services. Erik said maintenance is still using Spice Works. Spice Works will probably remain active for a while because printing services uses it. But he hopes to eventually get printing services moved over to another system as well. Maintenance may be moved over to the system IT is using. There was a system that was purchased under a previous director which is defunct and never got activated.  Brian said he would prefer to be in with the new system if at all possible. Erik said he is meeting with a small group and will know more tomorrow. Brian said he would be happy to be a part of the small group and Erik replied that he would send him an invitation. | **Erik** |  |
| **Wi-Fi Survey for Students and Staff**  Erik shared some highlights from the Wi-Fi survey results with the committee. They had 218 responses. Once IT staff has had a chance to go through everything he will open it up for TPC review. A lot of participants seemed to be mixing up Wi-Fi with cell signal. The District doesn’t have any control over the cell signal. The majority of users accessed the Wi-Fi with an iPhone or a computer. The level of ease of use was somewhere in the middle. He would like to see the level of satisfaction higher. One of the projects over the summer is to work on saturation by putting in more Wi-Fi access points. IT will be able to get into the new art building in July and their focus will be there once that project starts. An area of focus before that project starts will be the CR park behind the AT building and some places between buildings to get more outside areas covered. They will also focus on more access points inside the science and humanities building. One thing that popped up in the survey was that a lot of people found it challenging to connect or disconnect.  Brian shared that his iPhone kept dropping the Wi-Fi. These disconnections that he perceived to be a problem with the signal or bandwidth were actually a user problem. Once he was shown how to change a setting on his phone he didn’t have this problem anymore. He wondered how many other people have a setting on their devices that causes the disconnections.  Erik will be working on bandwidth. The password can be challenging. It is all in lower case and some people forget that. They are working on a system where wireless will be connected with single sign on. Erik walked around campus to see if and where he lost connection and found that he lost connection in the outside area near the café. The top two locations that the survey responses showed that people would like Wi-Fi but could not access it were the Science building and café so IT will be working on those areas. After they make some changes and install more access points Erik plans to put out a similar survey around Christmas to see if satisfaction has improved.  The Eureka campus survey responses showed the highest level of difficulty accessing the Wi-Fi. Conversely, the level of satisfaction with coverage was highest in Eureka.  The quality of service was ranked at a 3.5 and above. Erik believes that more access points and getting Wi-Fi to the outside areas will improve that ranking.  The survey also asked about the level of difficulty accessing Wi-Fi based on the respondent’s role on campus. Staff had the least amount of difficulty and had the highest level of satisfaction compared to faculty and administrators.  When they looked at levels of difficulty/ease accessing Wi-Fi by device it was interesting to note that android phone and tablet users had the highest level of satisfaction. Respondents accessing the Wi-Fi on Smart TVs had the lowest level of satisfaction. These would be dorm students. The residence halls can be difficult to upgrade because of the wiring. But Erik said they do want the residents to be able to get their media where they want it and make the dorm experience better for them.  Erik said if anyone was interested in reading the results to let him know and he would email those to them. | **Erik** |  |
| **Other Business**  Reno stated that Erik hadmentioned that Zoom is going to single-sign on and asked if there was a timeline for that.  Erik replied that he is working with Jose on that and hopes to do that the following week. They had wanted to do it before the semester was over but they were working on shutting down old Gmail accounts. Erik will work on getting information out about the Zoom single sign-on this week. Accounts will be migrated so no one should lose anything. There may be issues if someone uses a different name on their zoom account.  Reno mentioned that something had happened to the Canvas Office 365 integration. Some people are locked out of that integration and can’t log in.  Erik said that some students were having issues but he thought those issues had been solved.  Brian said he had chatted with Jose a bit the day before about this issue and was hoping to go over it with Reno later that day. He hoped to have something more concrete to chat about later.  Darius mentioned that summer semester starts May 30th and there is a lot of activity right before and after that.  Erik replied that was why they wanted to do the Zoom change next week before the summer session starts. Anytime there is change there is a bit of a risk and a bit of frustration. If for some reason some people can’t use single sign-on for their Zoom accounts IT should be able to give them access through the back door. |  |  |

1. **Future Agenda Items?**
   1. **No future agenda items were added.**

|  |
| --- |
| Adjourn |

There being no further business, the meeting was adjourned at 9:55 a.m.