**YCCD**

Information
Technology
Services

District Technology Advisory Committee
February 17, 2016, 1 – 3 p.m.
CC – Fir 2, MJC – Morris Conference Room A

## District Technology Advisory Committee UNPPROVED Minutes

**Members Present:** Marc Beam, Kimberly Carter, Marty Gang, Joshua Sigman, Michael Smedshammer, Michael Sundquist

**Members Absent:** Grace Cabrera, Melissa Raby, Sarah Schrader, Brenda Thames, Melissa Colon, Shawn Jordison, Don Smith, Demitrius Snaer, John Zamora

**Regular Attendees/Others Present:** Jennifer Ahlswede, Brian DeMoss, Patrick Pimentel Sr., Jeremy Salazar

Meeting called to order at 1:02 p.m.

## I. Approval of minutes from October 28, 2015

Send Jennifer inaccuracies of the minutes, otherwise they are approved and will be posted to the DTAC website.

## II. System Outage Reports

With Josh Hash out and not able to report at today's meeting, Marty will send an outage report via email. Marty is able to report that Blackboard experienced a 30-minute outage on February 6, 2016 and another 10-minute outage on February 16, 2016.
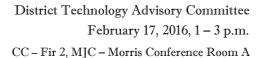
The network experienced outages in December 2015. One was due power lost to half of West Campus, during which not all services were disrupted. There was a long outage the month of December due to a failed piece of network gear with a bad sector on a drive. This outage required ITS staff to work with the engineers at Cumulus (vendor), who assisted with getting the hardware up and running again.

With the new District website up and running, we hope to utilize the site as a tool to communicate system status and outages to ensure transparency.

## III. Technology Highlight

Margo Guzman reported the MPR and MCR in Manzanita are complete and ready for use with instructions on use of the equipment coming soon. Oak 9/10 has been reoriented, new technology installed, and instructors shown how to use the new equipment. Vallecito has four classrooms, six student-use computers, and setup for two staff in the front office with one printer for the site to use.

Patrick Pimentel Sr. reported the progress on the VDI project continues with the plan to begin rolling out the technology in labs then to individual desktops. VDI will allow users, including students, to be able to use any computer keeping the same look, feel and saved documents. KACE is our systems management tool which will be used for labs first then deployed for managing individual desktops.

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## IV. YCCD IT Strategic Plan

Marty reported that we are currently working on the IT Strategic Goals which will support the mission, vision and values of the District. The colleges are also working on their plans, all of which are required for accreditation.

A handout was provided with potential ITS goals based on research and feedback already received. Marty had the group break out into smaller teams to review the document and provide feedback. It was clarified that the goals are being written for the next 1-3 years and that it is also a living plan to be updated/modified as necessary.

Our goals should be focused on achieving the mission and vision of ITS. They should also be SMART goals with the ability to be measured.

### Report out:

- It was recommended we try to avoid including standard operating business items, such as things we have to do.

- It was noted the order of the goals is great but we need to find a way to incorporate student success and incorporate the measurement of student success into the document. Goals 4/5 could be combined as they are closely related.

- The Columbia participants noted that the order of importance for them was: 1. Creating equipment lifecycle standards and cost models, 2. Prioritization process for ITS requests, 3. Enterprise application integration, 4. Automation, 5. Student success technologies and analytics, and 6. ITS security plan.

- One group submitted a revised version with suggestions on wording changes to be made. Regarding the order, their group ranked: 1. Information security plan, 4/5. Prioritizing process for ITS requests and automation should be combined, 2/3/6 should be considered standard operations and removed from the goals, and a final goal of completing the SQL migration and CROA implementation should be added.

- The final group reported that combining 4/5 is suggested, as well as adding a centralized hub/concierge service for single point of contact for ITS assistance. Their questioned that goal 2 – student success technologies and analytics – could be considered a college responsibility.

## V. Educational Technology Updates

Michael Smedshammer has been assisting Columbia with DE calls while Melissa is out. He has been assisting Columbia with the OEI pilot project for NetTutor, but needs greater assistance. Marty will reach out to Michael to discuss.

Canvas is moving forward and will try to incorporate as many classes as possible for the Summer term, even more for Fall, then a full roll-out in Spring 2017. So far, the students and faculty using Canvas are impressed with the new tool.

Michael mentioned that a number of Blackboard emails are being filtered to the Clutter

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folder. Marty will send out an email with instructions for how to disable the Clutter folder.

There is concern at MJC regarding the HelpDesk staffing shortages and Marty confirmed that as of March 1, they will have a full staff available again.

## VI. Brief ITS Staff Updates

The SQL migration and CROA implementation deadline is end of May 2016. Some of the CROA power users will be trained in March and will need individuals to help test the new reports. Due to these projects, ITS will be turning away requests until the conversion is complete. ITS will likely be able to pickup new requests again in July 2016.

## VII. IT Security Updates and Issues

Time elapsed and this item was not discussed.

## VIII. IT Research

Excerpt from the 2015 Undergraduate Students and Information Technology Study (full report can be found at http://net.educause.edu/ir/library/pdf/ss15/ers1510ss.pdf ) - a handout was provided at the meeting.

## IX. Next Meeting

April 27, 2016, 8:30 – 10:30 a.m.