Technology Committee Meeting Notes

December 19, 2023 (agenda)

Attendees: Ellen Rayz, Daniel O'Leary, Monika Liu, Jen Kienzle, Ken Lin, Alex Hosmer, Michele Alaniz, Dayamudra Dennehy, JR Hall, Tim Ryan, Richard Velasquez, Cherisa Yarkin

Summary of Actions Taken and Follow Up items for This Meeting

Agenda Item	Action Taken
2. Previous month' meeting notes review	Minutes for Nov 2023 meeting approved with one edit 6 Yes, 1 abstention
6. InfoSec Plan (Campus Security Standards)	Adoption of Campus Security Standards document to be recommended to PGC: 8 Yes – unanimous (*Vote conducted via email, tallied 12/20/23 2pm)*
10. AdobeSign work flow implementation	Workgroup established (Cherisa, Michele Alaniz, Monika Lui) Will meet early Spring 2024, report at February Tech Committee meeting.
13. Online Teaching and Learning	Workgroup established to work on adapting AI Preparedness Checklist document to CCSF: Alex, Daya, Ellen.

No	Item	Specifics
1	Welcome and housekeeping	Last meeting of 2023. Self check-in on the agenda. Next meeting 1/16.
2.	Previous month' meeting notes review (action item)	DRAFT-TechCommMeetingNotes-Nov2023.docx With edit, 6 yes, 1 abstained
3.	Agenda review	No additional topics
4.	Monthly User Groups Reports and Work Groups Reports	• Banner User Group-Jay Robinson Successfully performed annual banner update on the weekend, finished troubleshooting Monday, so end of year update is done. Payroll seems to be working well, a few issues being worked out. • General-Student Affairs – Monika IPQS is providing good data and helping in process for Fall semester. Looking at numbers reported to state, went from 3 digits to 2 digits, great progress to get to this point. Many thanks to all involved, especially A&R, Financial Aid, ITS, academic deans and faculty.

		Have been using MyCCSF app to send notifications to students. Now being used for notifying students on wait-lists, for Spring 2024. A&R is monitoring student responses to see if students are availing themselves of the opportunity to register for the class. Encouraging students to use the MyCCSF app. A plan to add class approval from faculty. This past semester has been working with OOI, ITS, ORP, for transition from homegrown 320 to baseline. Looking at implications for transition, identified data points needing updates, impace both 320 and MIS reporting. Looking at process for the data points where we need to make changes – through testing and validation for both 320 & MIS. Mapping and translation from data change to MIS reporting already completed. Effective term starting Summer 2023, but MIS will not need resubmission because those data unchanged on reporting side. For Fall 2023, reporting in Jan 2024, will reflect the changes. Will work closely with ORP to make sure fall MIS submission will be accurate. Regarding 320, working on testing and identification of issues, forwarded to Ellucian and awaiting response. Overall looks good, but we still need to use both the homegrown and baseline 320 reports. • General IT- JR Hall (incl Technology Refresh report, and IT Helpdesk transition) No genneral updates. Help desk – bringing it inhouse. Soft roll-out starting Monday. Phone calls no longer an option, web form will be primary method (can still send emails). BBH is still working in the background until end of the year. We will see the full dimensions of how this will work in January once BBH contract has ended. Note that instead of 24/7 coverage, will be business hours only for turnaround. Q: when will changes be reflected online? Starting now. Tech refresh – still working on the list of purchases. Smart classrooms, AV, printing. Trying to get money budgeted to match needs for ordering.

		Gearing up to upgrade labs that will be done over the break, several more labs will be upgraded in spring. • General Library and Learning Resources-Michele Alaniz Just closed out Library Workshops (in Canvas). Seeing an increase in enrollment. • General-Office of Online Learning and Educational Technology- (Canvas experience survey results. DE Handbook) - Jen Kienzle Report linked in the agenda. Added a few items – Simple Syllabus settings that will make things easier for faculty. OLET working on DE handbook. Online Teaching Blog – Daya, and lots of other resources Daya has provided. • Facilities/IT - Tim Ryan The STEAM building is moving rapidly. At start of year, will be a planning process for departments that will be moving. Building will be available to ITS in October, equipment lists have been submitted. Not sure how long it will take to install, will keep this committee updated. Idea is that Biology, Chemistry next winter break – short timeframe for the turn around. It will be a lot of work, ITS will be supporting. Art to follow. Q: Hyflex classrooms? A: Will share details of how the classrooms will be equipped when they are available. Clarification: Hyflex allows students to attend in person or virtually. Planning has focused on laboratories (Bio/Chem). The Student Success building is slated to follow in about a year. • Registration Platform RFP – Ellen

		On pause, exploring features Ellucian presented to faculty, students, staff. What would it take for us to go to Ellucian Experience? Board has approved, and now identifying resources. • Computer Lab Workgroup – RecommendationsStudentComputerLabs.docx Cynthia - Lead not in the meeting at the time, report deferrred - • ChatGPT - Dayamudra & other faculty - *Deferred to related later agenda item* *Cornell slides* Workgroups membership Workgroups for 2022-23
5.	ITS and OneStop Service Request Web Forms	Demo. When ticket submitted, auto-email to submitter. Tile on MyCCSF app links to the form. Tickets will go through channels already established in ITS. Discussion: Page has accessibility issues, especially for students who wouldn't necessarily understand how to complete the form. ITS will follow up.
6.	InfoSec Plan (action item)	Revised Campus Security Standard / InfoSec Plan to be included in AP8.18 Tim – got some feedback after presentation last month. Previously linked to the CCCO website, rendered the link in CCSF AP obsolete. Sent the draft the Tech Committee worked to the Transfer Center, who shared it with UC. The implication of not having the standard in place doesn't affect student transfer, but UC Office of the President is requiring it for information provision back to the CCs. It is a statewide CCC situation, for which CCSF is in the conversation. Today the idea is for CCSF is to adopt the plan, and recommend to PGC. This document is an important formality, but we have information security practices in place to provide the actual protection. Share with PGC? Aye: 4, Nay: 0; insufficient votes (need at least 6). Chair will follow up via email to complete voting
7.	Zoom AI companion	Overview (move to 1st meeting of 2024)

8.	Employees email maintenance and retention practice directive (second read) (action deferred for further edits)	Email practice and retention practice directives: ITS email practice directive 04122023.docx ITS email retention practice directive 04272023.docx Email practice directive Members were asked to bring the proposed practice directives to their constituency groups for feedback and suggestions for discussion at the November meeting Comment - Some email accounts issued to people in addition to primary accounts. “Elible use cases” - is this a change in policy? Needs rewording. Will follow up. JR comment 1 – will be done. JR comment 2 – account deletion different from email retention. Hoping to validate accounts annually. There is another document that speaks to a 2-year retention policy. Issue: even if an email account is disabled, the college still retains the email contents. Comment: CBA requires lifetime email accounts for retirees. Question: how to identify which accounts are still valid for continued maintenance? Proposal in comment is to notify via personal email. Discuss with constituencies? Email retention practice directive Replace “policy” with practice directive. Change to 3-year retention period through out. Chair will work with those who submitted comments to resolve them then ask for Tech Committee vote via email
9.	Virtual Campus Tour	Preview – rescheduled for January.
10.	AdobeSign work flow implementation	Per the Technology Plan, a priority programmatic project is “Standardize online forms workflow and processes”. We have templates, shared workflows, and personal workflows. Would the Committee like to establish a workgroup to address what remains to be done, how this work can be supported to completion? Michele, Monika (and designee) volunteers. Note: A&R is using NextGen to convert student forms, and faculty forms as well. Will report to Tech Committee in February.
11.	Lab/Conference rooms reservation tool(s) (discussion)	Consider recommendation to campus to adopt MS Outlook Scheduler for booking these resources as a standard practice

		Met with Office of Instruction, Dean Dewar. Decided to focus on Conference rooms, not labs. Working with Facilities to find out which conference rooms will be available in this system. Proof of concept of a couple rooms in Batmale, and MUB. Will demo at January meeting.
12.	Schedule of critical campus events (action deferred until document available)	Identifying weeks when services cannot be interupted. Initial discussions with Academic Affairs, will reach out to A&R, to get the specific weeks that are absolutely necessary not to be disrupted. Lead not in attendance, chair to work offline to get document
13.	Online Teaching and Learning Blog	Online Teaching and Learning Blog AI Preparedness Checklist. AI is impacting higher ed. This checklist includes organizational and policy, generally affect the college, . Thinking about leadership and advisory groups, how AI may impact productivity and administrative operations. Is there alignment between AI in instruction, AI in operations. Also interesting, values statement, related to procurement, library acquisitions. Student voice. This may be a practical framework for us. Librarians are at the forefront, especially for students. Consider adapting these elements as a committee, maybe this would be helpful in conversations. Comment: checklist like this is very important. A lot of big questions in the list, Tech Committee could recommend to PGC, as they have broader scope. Maybe PGC could make use of it. Comment: This is a great document. I was just thinking about how some faculty working on OER might want to use AI to help them in developing content. Comment: We could adapt to CCSF. Language is clear, we would want to make sure we include students. Workgroup to work on adapting document to CCSF: Alex willing to participate, Daya, Ellen. Re: ChatGPT. Claire Fisher, CCC Foundation, Daya interviewed regarding tools. Difference between free and paid versions. Maybe invite her to present to the Tech Committee. Regarding Blog; monthly, interview with featured educators on campus, welcome to view each month.

14.	*Social Media branding (information)*	*[No updates for December meeting]* *Twitter to X branding on CCSF site change? Also recent news that "X" may be subscription based leads to possible future equity issue. X continues to work towards subscription model. Some accounts now require that you be a subscribed user to do a reply. Also, some groups continue to drop support of X due to surges in racism, misogyny, anti-Semitism, trans and queer hostility and other misanthropic content on the platform.* *Updates for 10/17/2023:* *JC O'Connel, webmaster, shared CCSF site data about Twitter usage: twitter link on MyCCSF page has had no clicks in last month. Twitter link on home page had 11 clicks over last month. Nobody covering marketing/public info role, so no input or requests for changes.* *Update 11/21/23* *Insights from conversation with Associated Students Executive Council 11/3*
15.	Enterprise Printing for employees	• *Smaller HP and Cannon printers need to be decommissioned* • *KM printers need to be consolidated (1-2 per floor) across all campuses* • *Seeking exceptions cases (I.e., special format/toner used for payroll to print checks)* • *Staples are part of the supplies as per contract, not all MFC's have it, will need to determine the replacements needs* • *Inventory update is in-progress* • *MFC (multi-function copiers) locations to map out migration from smaller individual printers. May need to move MFC's around to accommodate needs* • *Solution demonstration: instructions for use of ID card, how to discard old cartridges and legacy printers, basic troubleshooting* No updates. Migration in process. Meetings have just started. Will transition to the new printer soon. ITS will handle the change on the back end. Phase 2 will be to stop purchasing toner for individual printers; looking at current landscape to see what is needed/extra.

16.	Campus Directory	Can we maintain two directories Internal and External? What's the best way to collect and correct current information (survey? Webform?) (will be presented in December) There have been several meetings as Campus Directory not accurate. ITS has done a clean-up, removed 1700 records of employees who left the District
17.	Fog Server Update	*PRIOR REPORTS: OIP will help with the survey (inquiring about the need for their websites) to content managers (approximately 500, 1/3 are retirees, 80% of which are retired faculty). September communication to content managers*. (Informational item, propose to be removed from next meetings' agenda) Will schedule updates on regular basis going forward.
	Other items?	New technology initiatives to report to PGC? None

Items for future meetings:

1. Following AP 2.07 update (Fall 2023 /Spring 2024) awaiting Planning Committee's input:
   (a) Committee Description review and update TC Purpose and Description.pdf
   Draft: TC Purpose and Description

   Action: Recommend updated Committee description to PGC)

   (b) Develop recommendations for improving effectiveness of Technology Committee updates. IDEA: written reports along the lines of General-Office of Online Learning and Educational Technology- or PPT slides