

Norco College
Technology Committee Meeting

12:50pm-1:50 p.m.

IT 218

October 19, 2017

MINUTES

Present	Absent
Ruth Leal (Co-Chair)	Janet Frewing (Math)
Damon Nance (Library)	Kim K. Kamerin (AHWL)
Daniel Lambros (IMC)	Mitzi Sloniger (COMM)
Sergio Quiroz (ASNC)	
Daren Koch (Tutorial)	
Lenny Riley (DOI)	Guest
Cathy Brotherton (CIS/BEIT)	Ricardo Aguilera (TSS)
Vanessa Acosta (A&R)	Mike Angeles (TSS)
Deven Fafard (ASNC)	Andy Aldasoro (Facilities)
James Finley (CIS/GAM)	

1. Call to Order 12:50 p.m.
2. Consent Calendar- Ruth Leal
 - a. September 21, 2017 Minutes were reviewed. Motion (Brotherton/Lambros). 3 abstentions. Motion approved.
3. Committee Business – Shirley McGraw
 - a. ITSC Update - Ms. Leal stated that Ms. McGraw was out on leave and provided an update from ITSC. The district is looking at a new platform to replace Colleague. They requested representatives from each college and the Technology Committee provided a list of names of staff who work with Colleague. The committee members were given an opportunity to volunteer for the workgroup.
4. Technology Plan – Ruth
 - a. Subcommittees Report - Ms. Leal provided an update regarding the subcommittees.
 - i. Goal #1 – The new Professional Development Center is almost ready and Lenny Riley will coordinate dates for workshops. One for Lynda.com that will be for students. Another for faculty (staff may attend as well) in one of the following topics that were provided by the Technology Survey: a) 25 Live b) Office 365 c) Adobe Creative Cloud) Web Development (WordPress). The subcommittee asked faculty for their input. It was

discussed that Office 365 would be a great workshop topic and that more information be provided on what the Adobe Creative Cloud workshop would cover.

- ii. Goal #2 – The subcommittee presented the fall report to ISPC and shared info on the goals. The committee reviewed the document.

- iii. Goal #6 – The items sent to the TSS department has not been provided. The committee will follow-up with Jim Reeves and TSS for the following:
 1. **Computer Lab Refresh 2016 Program Review Request** – Confirm that IT 125 computers were replaced and provide updated information on the replaced computers using the same format in the attached report.
 2. **Computer Lab Refresh 2017 Program Review Request** – Confirm that this recommendation by the Technology Committee was placed on the TSS program review for 2017.
 3. **Computer Equipment Refresh 2015 Program Review Request** – Confirm that the designated computers for Phase I were replaced and provide updated asset tag numbers and room/owner information. If any were not replaced, please provide information and reason as to why the computer was not replaced.
 4. **Computer Office Refresh Updated List 2016 PR** – Confirm that the designated computers for Phase II were replaced and provide updated asset tag numbers and room/owner information. If any were not replaced, please provide information and reason as to why the computer was not replaced.
 5. **Computer Office Refresh 2017 Program Review Request** – Currently we have purchase dates for 17 computers in Phase III. Per the recommendation from the Technology Committee, these at present are the only computers to be placed on the TSS program review for 2017. Please confirm that these have been placed on the TSS program review for 2017.
 6. **Inventory/Warehouse** – Please provide a current list of **all** computers in inventory or in the warehouse. Include computers that are scheduled to be installed and please provide the information as to who/where they will be installed.
 7. **Inventory List of Podium Computers for Non-Lab Classrooms** – Please provide the asset tag numbers and purchase dates for the computers in inventory that will be replacing the 43 classroom podium computers.

b. Technology Annual Survey 2017

- i. Goal #7 - 2017 Technology Survey Faculty looking at comparisons. Satisfaction with their college computer's performance decreased from 2015 (69%) to 2016 (67%) and remained the same in 2017 (67%) and not much change is the very dissatisfied and very satisfied categories. This number would include phase I implementation but not yet phase II but this also includes classroom computers. Noted comments were the computers were

old and slow. Problems with the computer or outdated computer increased from 29% (2015) to 34% (2016) and then down to 31% (2017) and comments were still slow, outdated, and service problems. Question on sufficient technical support was about the same: yes (79.49 in 2015 and 79.17% in 2016) to 59% (2017). The follow-up question on what is needed showed another 5% increase from 2016 in the need for a troubleshooting help desk now it is 42%. Although the district Help Desk has increased personnel by one, the comments note the need for local help stating too long response times, someone to answer the phone, a better reporting system. Comments from this including wanted easy access to Footprints, too long response to work orders and need support for at night adjunct faculty. Faculty had a 35% dissatisfaction of the wifi. Discussion from the committee on staffing being too low and that the availability of classrooms to fix issues is low as well. TSS staff need time to fix repairs.

- ii. 2017 Technology Survey Staff comparisons. Dissatisfaction with their college computer's performance increased from 2015 (28%) to 2016 (32%) down in 2017 (11%). Problems with the computer or outdated computer increased from 28% (2015) to 41% (2016) and down to 19% (2017). Question on sufficient technical support decreased by %13 from 2016. The need for a troubleshooting help desk was 50% which is an increase from 38% in 2016. Staff dissatisfaction with the Wi-Fi is at 57% an increase from 47% in 2016 stating that it is slow! Comments from staff included needed a person to go to on site, slow response time to work orders, and need troubleshooting help.

c. Work Order Process & Tech Support

- i. Issues that were brought forth at the last Technology Committee meeting and follow-up conversations are:
 - 1. Follow-up communication once work order is placed
 - 2. Priority system for work-orders (clear process published)
 - 3. Need for local tech support for faculty to contact
 - 4. Faculty do not have access to Footprints and phones are not in classrooms to call Help Desk
- ii. Jim Reeves, Interim VP of Business has asked to relay that his department will work with the Technology Committee to come up with a draft proposal on a new process and procedure for tech support/work order system that will be reviewed and recommended by the Technology Committee to be put in place.
- iii. The committee discussed a proposal:
 - 1. Create a Help Desk at Norco College to answer the phone and troubleshoot.
 - 2. Priority system – need to create an equitable one that prioritizes instruction.

3. Potentially looking at another work order system; create an emergency process where faculty can contact TSS directly.

5. 25 Live – Leonard Riley
 - a. Mr. Riley stated that he is working with the district on a better process for fixing issues with 25 Live and that they are working with an old version. He will be continuing to meet with the district on this issue and report back to the committee.

5. Website – Leonard Riley
 - a. The district is working on moving Azur in concert with IT, who is building a server and then the web can move the district content over. It was reported that they are projecting a December target. The Technology Committee will be reviewing the college's web guidelines through these changes and bring back to the committee for review and approval.

Technology Projects – Dan Lambros

- a. TSS Update - Mr. Lambros reported that the 11 podium computers have been installed and that the project is 50 computers.
6. Open Forum

Adjourned: 1:50 p.m.

Next meeting will be November 9, 2017 in CSS219