

Norco College
Technology Committee Meeting

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

IT 218

October 18, 2018

MINUTES

Present	Absent
Ruth Leal (Co-Chair)	Javy Ahedo (ASNC)
Michael Collins (Business Services)	Damon Nance (Library)
Lenny Riley (DOI)	Vanessa Acosta (A&R)
Janet Frewing (Math)	
Cathy Brotherton (CIS/BEIT)	Guest
James Finley (CIS/GAM)	Farshid Mirzaei (BEIT)
Mitzi Sloniger (COMM)	Araceli Covarrubias (AHWL)
Daren Koch (Tutorial)	Ricardo Aguilera (TSS)
Daniel Lambros (IMC)	Jason Caceres (TSS)

1. Call to Order 12:50 p.m.
2. Consent Calendar- Ruth Leal
 - a. September 20, 2018 Minutes. Mitzi Sloniger motioned and Janet Frewing seconded. Approved. One abstention.
3. Technology Plan – Ruth
 - a. Subcommittees Report - Ms. Leal provided an update regarding the subcommittees.
 - i. Goal #1 – Technology Training on Office 365 is planned for Flex Day. There will be another technology training at the Winter Staff Development Day on January 25th. Need to figure out the topic. The Classified Senate has created a Staff Professional Development Subcommittee that wants to work with the Technology Committee on technology trainings. Daren Koch will be the liaison. The committee provided some recommendations. For faculty: Office 365, Canvas – Build Your Own Site, Creative Cloud, and SharePoint. For Staff: 25 Live, Colleague. Additional one that may be of interest is 3D Printing.
 - ii. Goal #2 – The committee discussed the representative for ITSC. The discussion included the need to ensure that the representative provide a report on ITSC to Technology Committee. If there is not a staff member on ITSC, the committee can send that to the Classified Senate for a recommendation to CSEA. The ISPC report from Technology Committee was also presented.
 - iii. Goal #6 – The committee discussed the follow-up on Work Order Process & Tech Support. At the December 13, 2017 meeting the Technology

Committee made a recommendation on the issues of follow-up communication once work order is placed, priority system for work orders (clear process published), need for local tech support for faculty to contact, faculty do not have access to Footprints and phones are not in classrooms to call Help Desk. The group discussed the need to update on the solutions proposed so that everyone is aware. The Technology Committee received questions from faculty about this and we want to be transparent.

The proposed solutions to the challenges:

1. Creating three categories for prioritization of work orders (instruction, impact to students, and operational) and within each of those categories would be two divisions (impacts instruction/ability to teach class and does not impede ability to teach class but needs to be addressed for instructional purposes; impacts service to students/unable to serve students and does not impede service to students but needs to be addressed for quality of service to students; impedes ability to do job and does not impede job duties but needs to be addressed for impact to workload) and the prioritization would be in that order with the first categories' subdivision taking highest priority. ITAs would analyze the work and then move it to the correct prioritization after review. TSS will explore further a calendar option on Queue for status update to let the users know where they are in the process.
 - a. Update – New Footprints system is being implemented. It will update the user. Everyone will have access. There is a FAQ on troubleshooting. It will be accessible on the external network. It is currently in testing mode. TSS ITAs are using these guidelines provided by the Technology Committee.
2. Need for 1 FT Help Desk Technical Support Staff at Norco College. The Technology Survey supports the need and demand for a live troubleshooting help desk to be local and accountable to Norco College. This person could take phone calls and emails from staff/faculty in order to troubleshoot and then place the work order with more definitive information to help the ITA resolve the issue more efficiently. This person would also be able to communicate with the user about progress and status as well as liaison to the technicians about availability, etc.
 - i. This personnel need is on program review.
3. Add 1 FT ITA to assist with the increase in technology on campus and to provide better customer service and support.
 - a. 1 FT Computer Technician was hired in the spring.
4. Make aware to TSS and college administration that faculty do not have access to footprints and are unable to directly place work orders. If a Help Desk live person is not in place, TSS may want to consider another system to request service.
 - a. New Footprints system coming soon.
5. Live Tech Support – once per month have a tech in the CRC for example during college hour to handle walk-in requests for tech information on hardware/software and support of mobile devices. This would minimize calls for help desk and provide help for

laptops. TSS reported that QuickFix will be starting January 4th during college hour to help. It was also discussed about the possibility of the help desk emailing staff if a classroom's technology is not working so that everyone is aware.

- a. This was offered on a trial basis. It received only a small amount of attendance. If there is a demand, TSS will bring it back.
 - iv. Goal #7 – Reviewed the Technology Surveys for input on if any of the questions should change for the next survey in spring. On the survey, it was decided to update question #8 for a wireless mic system and on question #14 to remove Galaxy and Colleague for faculty since they do not use these programs.
 - b. Inventory & Refresh Plan – The committee discussed the need for an updated inventory to ensure that all the computers from phases 1-3 were completed so that a new list can be created and put on a replacement rotation as called for in the Refresh Plan. Some QC was done last winter and found that many departments purchased computers themselves and many that were supposed to be replaced were not. This list was provided to the interim VPBS and TSS. The committee also requested an inventory list of the podium computers for non-lab classrooms. An updated computer lab list to reflect the replacements with new dates is also needed. TSS is updating an inventory list for office and lab computers that they will provide to the committee by November 30th. New software was purchased to image machines. TSS will also add a new standard for office and lab computers to update it based on current technology guidelines.
 - c. Accreditation 2020 – Accreditation Training and Forum with ACCJC liaison on October 31st at 12:30 in CSS 217 was shared with the members. The drafty draft is almost complete. Still working on a couple of areas such as technology trainings and updating it with the new survey data.
4. Website & 25 Live – Leonard Riley
- a. Mr. Riley previewed the new website. It is student focused using analytics. It is set to launch on November 21st. The committee had questions and suggestions. The faculty webpages will be redone as well. 25 Live is now available on go.rcc.edu which is a platform that has access to all programs. The site was previewed as well.
5. Technology Projects – Dan Lambros
- a. Update - The college is discussing moving AV equipment possibly for CSS 217. Wifi on the exterior/interior of campus specifically the IT/ATEC access points will be upgraded with newer technology. Plus the district IT is adding more points on campus. It is in Phase I of the installation. Instructional Media will be installing AV in West End Quad 6A. The new emergency operations center, OC 116, has new equipment coming in including a video wall. Library 108 audio/video is being purchased including an interactive whiteboard and control system. ATEC 211 is adding new upgraded equipment.
6. Open Forum

Adjourned: 1:50 p.m.

Next meeting will be November 8, 2018 in IT218