Technology Advisory Committee (SACTAC) Minutes

Aug. 28, 2024, Zoom, 3:00pm-4:30pm

Attendance

Members in Attendance

John Steffens, Adam Morgan, Ron Gonzalves, Abigail Sandoval, Christina Wagner, Jose Lopez Mercedes, Luis Pedroza, Mark Turner, Marvin Gabut, Mary Steckler, Jennifer Hoeger, and Jason Sim.

Members Absent

Hugh Nguyen and Jimmy Nguyen

Guests

Dane Clacken, Parisa Samaie

Agenda Items

1. Introduction, and the new members are Dr. Parisa Samaie and Abigail Sandoval.
2. Approval of the agenda [action]
    a. Moved by Luis Pedroza
    b. Second by Mark Turner
    c. Passed unanimously
3. Approval of the minutes from May 22, 2024 [action]
    a. Moved by Adam Morgan
    b. Second by Luis Pedroza
    c. Passed with none opposed and three abstentions: Jose, Abby, and Mary.
4. Public comment: there were no public comments.
5. John Steffens: Reviewed the membership and charge of the committee. Discussed need to align Integrated Technology Plan with the new Comprehensive Education Plan.
6. Jason Sim: The Net Labs pilot program will launch soon at the Cyber Center, and will allow students to connect to virtual machines, and access software. This will free up student laptops and prevent decrease performance for laptops.
    a. Mark Turner: Addressed accessibility for Net Labs and it was agreed that talks would occur offline.
7. Reports [information]
    a. ASG
        i. Abigail Sandoval: mentioned that students sometimes struggle because they have to install and run high powered software. So, a virtual desktop environment will alleviate the issue.
    b. Distance Ed.
        i. Marvin Gabut: presented the distance ed survey from students, and the report

outlined that online learning was popular among students because of the flexibility it provides.

- According to the report students are not using Pronto. Christina Wagner brought to attention that a quick training on Pronto could be helpful. Abigail Sandoval mentioned that the ASG can bring awareness to the software.
- YouTube is used heavily by faculty
- Faculty feel fairly confident that their resources are accessible
- Faculty prefer self-paced training from DE

c. Information Technology Services
   i. Ron: classroom modernization 12-18 months to start to end completion, computer upgrades-1600 computers have been upgraded, and another 400 to go, new help desk system – respond better to ticketing systems – rolled out November late October, virtual desktops for students.
   ii. Windows 11 must be rolled out asap.
   iii. Microsoft will stop the support for windows 10
   iv. Co-pilot is accessible to students and faculty. Requires use of district login.
   v. Jennifer – will students have access to co-pilot? According to Dane, the answer is, yes.
   vi. Adam Morgan – asked if you type into co-pilot, does the school have access to your data? The answer is, no
   vii. Dane Clacken: network specialist will be newly hired. Danes team: information security specialist, 2nd hire, increase the cyber security at the college.

d. Student Information Support
   i. John Steffens: there are training opportunities in Nuventive, see PD newsletter.
   ii. Ocelot web spiders 2.0 were not working, it's now resolved.
      - Most tests for Colleague integration were successful but some failed. ITS is continuing to work on it.
      - Transition from Cranium Café was successful.
   iii. Starfish system alerts are now live for the Early Childhood Apprenticeship program.
   iv. The college has started looking at Customer Relations Management (CRM) systems. This has the potential to replace the Regroup system at the end of the year.
   v. The department has begun exploring the adoption of the new ITS ticketing system, Service Now, to better track and manage the user support that it provides.

e. Library
   i. Luis Pedroza: Introduced new Associate Dean, Dr. Samaie.

f. Noncredit
   i. Jennifer Hoeger: Internet instability has been observed at CEC recently. Seems to be random.

g. Student services
   i. Cristina Wagner: mentioned that Mark DeAsis is the new Dean of Enrollment and helping areas adopt CORM in Colleague.
   ii. Christina is part of the CRM workgroup.
   iii. The Management and tracking of student software, with the ability to extract and analyze demographic data from colleagues.

The meeting adjourned at 4:30 pm.