



**DRAFT**

Technology Committee

April 26<sup>th</sup>, 2010  
2:30 pm, Room 1603

Present: John Gonder, Marty Nash, Brian Owyong, Sherman Lindsey, Elizabeth Noyes, Brenda Weak, Dyan Miller, Angela Amaya, Jeannine Methe, Heidi Ulrech, Scott Vigallon, Scott Ault, Valerie Ball

---

### **1. Welcome & Review of March Minutes**

Chair J. Gonder welcomed everyone to the April Technology Committee Meeting. The March minutes were reviewed and a few changes were noted. E. Noyes noted to change “emailing the students in all classes at once” from “5 separate times”. A. Amaya asked that we change the phrase “A. Amaya does not want to see it go forward” would rather see it read “does not support the movement to change laspositascollege.edu” and that was done. J. Methe shared several changes to make to the minutes and they were made. The March minutes were approved.

- MSC: B. Weak
- Second: S. Lindsey
- Vote:

### **2. Campus Reports Update**

- Elizabeth Noyes shared that there are online forms on our website, homepage events, online learning, that were not working and now they are. Dr. Jones has requested that the college catalog go online, and normally it is usually in an accessible PDF that is bookmarked. The current catalog has not built in the 508 accessibility. So, it is not compliant and Jeff Sperry and EN are proposing a Web-based catalog. Would be built from the ground up and catalog content available online, not just in the PDF format. There would be searchable options as well built into it. About 95 colleges in California have their catalogs in PDF. Some are putting them in static web page format, and you can click on things and it's interactive. Jeff Sperry and EN have had discussions and come up with lots of questions. Who would send this up and who would maintain it? Who would be able to update it and have access to it? Our catalogs are printed in the even years only. In odd years we have addendums. Would the link to Banner be live? J. Gonder asked? No. E. Noyes shared it is not live. Every Semester the course info. is changed, updated, etc. It is specific to the semester. They are at the initial phase of looking into this, and sent some of their concerns to Laurel and Martha. E. Noyes wanted to bring it to the Technology Committee for discussion. For

example the Math website gets changed each Semester and they do that themselves. E. Noyes said that the Catalog integrity needs to be maintained, so maintaining all of it would seem to make sense. S. Vigallon asked that if whoever is designing the catalog now, why didn't they incorporate the Students with Disabilities piece? It doesn't seem that anyone knows why this was not done. Aspects are not accessible, frames and tables. Adobe Reader usually allows for it to read aloud. This was an initial exploration of a different way for us to post our catalog. J. Gonder shared that there are lots of opportunities for us to use this in a good way on our website. Live links to currently updated curriculum would be nice. E. Noyes has received a request from the new Elite Café Manager, Bill, to be able to have access to Contribute to reflect the changes and specials for the cafeteria. We have never offered Contribute access to an outside vendor. What does the Committee think about it? The new manager has asked to be able to update the information himself. For example, we do not have the Vendors from the BOND project update their separate pages. This might be a good question for Bob Kratochvil. Discussion should continue on this, maybe we can open it up with certain conditions, along with some restrictions, etc. S. Vigallon shared that Policy is really the question here, and in the past, this was discussed, but never decided upon in the past. E. Noyes shared that it is our policy to not offer access to our servers for the students. Should we make an exception in this place? E. Noyes would like a recommendation on what the Committee thinks. H. Ulrech asked what do other colleges do? This might be part of the discovery process to see what other institutions do in this manner. Maybe if there is a Student Life Advisor, that posts other things on the web, so maybe that person does? E. Noyes shared that she currently does all of it for students. D. Miller shared that wouldn't it be a small portion of the website that he has access to? Can E. Noyes control what parts he has access to? E. Noyes shared that yes, that could be done, but does that open it up for other vendors. J. Gonder asked if anyone wanted to know what we think on this, or needing a recommendation? J. Methe shared that starting with asking Bob Kratochvil and the other Vice Presidents might be a good start. It was asked what Chabot does, and J. Methe shared that they use email; they do not have a website. J. Methe also suggested that the Student Life Advisor might be able to post it for them. Someone should make a motion/recommendation that we send it forward to Bob, to allow him to make a recommendation. E. Noyes will be sending that motion forward to Bob, Dyan made the motion, and A. Amaya seconded it. Everyone agreed and voted.

- Steve Gunderson was absent from the April meeting, as he needed to meet w/ the CCA Contractors during our meeting. HU shared that info. With the committee. She shared that he is working on the CCA & PE Phase III.
- Heidi Ulrech shared the Telecommunications update:
  - The Telecommunications work was done over Spring Break for the District ITS personnel to have working phones and they are in.
  - H. Ulrech shared about the e-911 system and it is nearing end of life. She is looking into upgrades for this system. This is for the interface between the PBX and the pop-up option when you call 911. Details are given to what extension it is and what building the caller is in, etc.

- Next H. Ulrech is working with the CCA & CDC to see what their needs will be in the new buildings. The CCA may have people moving in by June 1, so her deadline just shrank.
- S. Vigallon shared that at the last meeting, the Blackboard Upgrade dates have now been confirmed for June 7<sup>th</sup>, and they will start at 5:00pm and will take 48 hours for the upgrade to take place. Blackboard is also asking that we upgrade that database and the window for upgrading in summer was so small, that we asked to do it before fall. That will take 12 hours. Still trying to figure out a date for this. It was done a few years ago, and it is never a good time to do it, but it needs to be done, so this is the timeframe that was chosen. There is a new building block to Blackboard called Blackboard Mobile Learn, it is a new add-on, for BlackBoard as an entrance into the SMARTphone arena, so that students and faculty can do coursework via their smartphones. They currently have a new app, for the new Ipad, but it needs to be thoroughly tested. We cannot put this on our Server yet, since it only works with BlackBoard 9. Once Blackboard 9 is up, hopefully can get this out for the Summer Semester. The Iphone and the Ipad touch also have apps that are not scheduled to be released until the middle of June. Unless there is Wi-Fi to cover the spots, the iPad would not work with Blackboard Mobile. The Android and Blackberry phones will work with SPRINT coverage. If we pay Blackboard we could get everything to work. All the testing has not been completed yet, but should be done shortly after its released. This summer we will be testing HESK (free open serve software) where students can get questions answered, tickets submitted, canned responses, etc. Name might be a combination of HelpDesk sort of. Lastly, John Ruys will be sending out an email under Staff Development where Faculty can apply to join the Online Course Development Program.

### 3. District Reports - J. Methe spoke of ITS updates:

- J. Methe shared that they converted the Data Center, and it went pretty smoothly. Banner was brought up later in the week and ZONE was brought up Monday (April 26). The delay with the ZONE, was due to the LPC link that has not been upgraded to the 1 gigabit. This new gigabit line for the internet, will be 5 times plus faster and will allow for more traffic. There are some Facility things to do on this end, working closely with the AT&T vendors, and State Chancellor's office and will keep you apprised. Once the changes are put in, then we should see some bigger changes mid-May. Because of this, all traffic is getting routed through the Chabot link and not the LPC link. The ZONE was directly impacted by this, and so that is why the ZONE did not go up. Saturation being in the low teens. The next re-route will be done after the expansion. S. Vigallon shared that in regards to this same subject, the Blackboard upgrade for the ZONE and the connection for Blackboard will be working very closely with J. Methe and her team in regards to the upgrade.
- New things from District ITS are:
  - They moved April 16<sup>th</sup>, and they have been very welcomed by Steve & Heidi and the Technology Group. They appreciate the help that everyone has offered them. We got some really great comments from the Staff and Faculty about the transition. It went well to a lot of them and it was nice to get that good feedback.
  - Some of the Action Items she wanted to comment on, but will do later.
  - J. Gonder shared that some students reported that they got an administrator screen message in the last few days while using the

ZONE; J. Methe shared the support numbers of 925-424-1715 is the HelpDesk and a good number to call. 925-424-1710 is the ZONE phone line. S. Vigallon also shared that the info. that was left for students to change their password, was not for students, just for Google email administrators.

#### 4. Open Items

- J. Methe asked that #2 be shown as resolved, Secure Login, was done at the time of the Data Center move, Apache & Tomcat, as of 4/3/10, she and S. Gunderson fixed it.
- #5 and #7 status should be combined and is: done at Chabot. SARS-call is the actual system, not eSARS. This is the way to send mass emails to students. LPC Financial Aid can contact J. Methe if they are interested to be part of it.
- #15 was discussed that texting for students is being looked at by Chabot TC for the product, Twillio. It does simply texting to students from Faculty. They have been asked to look at it and see what they think. Some are opensource, some have fees that are paid up front. J. Methe shared that Faculty should look at it. J. Gonder asked if that was a Feature in Google Enterprise. J. Methe does not remember seeing that on the Standard. The goal is for Faculty to text students directly. Some Faculty are using another type, some are twittering, etc. These are minimal cost products. LPC may want to model the similar exercise of looking into it as Chabot is currently.
- #9 should be closed out; ITS has completed a link for this.
- #4, #6 and #8. It was asked by S. Vigallon if Eric has had time to look at these yet? J. Methe shared that there is no new status, and they have been very busy with bringing up the Data Center. Perhaps next time they will know something.
- #1 DreamSpark has no update, so let's Close out
- J. Methe shared that she thinks that #10 and #11 are related and should be combined. 10 will not change without 11.
- J. Gonder will work w/ Bob to come up with a draft document for the next Division Meetings. John will send out to the Technology Committee before it goes to Division Meeting. To make sure that the committee has had a chance to see it and approve it before it goes to Division.

#### 5. Other

- Student S. Ault shared that he cannot access his Zone ClassWeb LPC through his iPhone and it does not work. He was in the Student Gov. Office in 1700 when a student brought it to him, and then he (S. Ault) also tried it and it did not work. J. Methe shared that she would have someone in ITS look into it and test it.
- It was asked by a Committee member if there was a meeting in May? Answer is yes, May 24<sup>th</sup>.

#### 6. ACTION ITEMS:

- May Agenda will continue the Discussion of Software Purchase Process
  - J. Gonder will meet w/ Bob prior to next meeting and draft a Process document for the Software Purchase Program.

- MSC: Move to adjourn, A. Amaya
- Second: B. Weak

**Next Meeting is Monday, May 24<sup>th</sup>, at 2:30pm, Room 1603**