Information Technology Committee

Minutes

Friday, January 22, 2010        B225        9-10:30


I. Approval of Minutes, December 11 2009

Minutes approved without amendment

II. Announcements/Updates

Budget & Planning (Elaine Ader)
The Budget memo has come out. Prominent in it is the maximization of use of cascaded equipment. It will be necessary to monitor process closely so as not to exhaust the supply.

Budget items are still trickling in to IT. The IT committee will decide on priorities next month; because of the holiday we will not meet until late February, so we may need to do some discussion virtually before that meeting.

Computer Services (Augustine)
Computer Services is finishing the tail end of faculty installs, and all new labs and new computers for the current fiscal year have been installed. A new version of deep freeze will be pushed out soon, and should be transparent to end users.

Ed Tech
The Ed Tech committee has not met.

Media Resources (Alex)
12 new smart classrooms have been set up at the new West Sacramento Center. There was a training session there.

Alex is intending to work with deans to set up a number of training sessions at the request of area/dept. These will help meet the needs of new faculty who have not been trained in using smart classrooms. There will also be some training in presentation rooms (e.g. LR105).

The Media Services program plan is finished. It will be circulated so that this committee can review it.
Accessibility
The assistive technology lab has a new IA, Daniel Wells. He will be planning workshops.

The DRC is short of student help and has put out a call for volunteers.

Distance Ed
No update.

Office 2007
This update should either be folded into computer services, or we could have a regular update on training.

Sharon reported that there will be workshops on transitioning from Office 2003 to Office 2007, and is looking for people who are comfortable with specific software packages (e.g. Illustrator, Photoshop, Crystal Reports) to lead training sessions.

Google Apps flex was very well attended. Used Connect. Going to be big training semester.

Google Apps
At an upcoming meeting, IT deans will be discussing Microsoft Live@EDU.

III. Discussion

Participation from students and Student Services
In previous meetings we have discussed the need for greater participation from students and student services. Kim Goff has joined the committee to represent student services; the designated student member has so far not attended meetings and has not responded to inquiries. Some other ideas were discussed about how to get an active student member.

Fall 2009 IT FORUM
The committee discussed several items of feedback that had been left on the online form leading up to the forum.

Feedback: We should provide support for student PCs
Discussion: IT cannot provide a help desk for students. IT is prevented from working on personal equipment. One alternative would be to set something up through an academic department. Tom Childress is already involved in such an initiative, though it is informal. We may want to do some legwork and look at whether this program could be expanded--what would be the logistics and would it be sustainable if it were to become more formalized?

Feedback: Request for more installations of Dragon Naturally Speaking and more info on where it is available.
Discussion: The web page that lists labs (http://www.scc.losrios.edu/x1376.xml) should do a better job of informing public of what is available on computers there. DNS is in some ways a difficult program to have at a lab, since it must be personalized to one’s own voice and can be made less accurate by background noise.

Feedback: LRC should be open longer hours.
**Discussion**: this is a budget issue. The LRC has reduced its hours to response to staffing shortages resulting from budget cuts.

**Feedback**: There is too much noise in LRC.

**Discussion**: Talking is permitted at the public access computers on the 2nd floor of the LRC, but loud and disruptive behavior is not tolerated. It is in general difficult to manage noise in the computer labs and to conserve the competing interests of collaborative work and quiet study.

**Feedback**: too many different formats being used (html, Word, PDF, etc.).

**Discussion**: none given.

**Feedback**: Ingeniux template is too narrow, makes it difficult to create content.

**Discussion**: it is possible to create different template to accommodate this, though PIO might object to different widths being used. There might be cause to reconvene the website subcommittee. Jeff expressed interest in exploring changes to the template with Quinn and Elaine.

**Feedback**: Wi-fi network should be faster.

**Discussion**: The recent transition to an authenticated network and bandwidth shaping of certain network protocols should result in increased speeds.

**Feedback**: Wi-fi networks should be more reliable.

**Discussion**: we hope that it is reliable and respond to reports of outages. Without more information about a specific problem, issues these are hard to diagnose.

**Feedback**: College is needlessly clamping down on e-mail communications between faculty and students.

**Discussion**: District counsel seems to have a different interpretation of FERPA/e-mail issues than was reflected in Catherine Fites' e-mail that suggested a restrictive policy. DO is currently reviewing a formal complaint involving e-mail communication in an online class from a student at ARC. It may be that iMail will need to be used more exclusively for official e-mail communication. Students also need to be educated about the non-private status of their ID number. Kim also indicated that instructors need to be explicit about how they are going to be communicating with students. General agreement that there needs to be a clear policy governing these issues, and perhaps a policy will emerge from DO's response to the formal student complaint.

**Feedback**: The DRC should provide Macs to support art/graphic communication classes.

**Discussion**: This would be expensive both for hardware and software (Adobe Creative Suite). The DRC does not have much free space, so a Mac would need to replace an existing PC. This should go through the Unit Plan process if the DRC decides it is necessary. There is already an ADA-compliant computer station in the Graphic Communication Lab.

**Feedback**: LRC computers are too slow.

**Discussion**: All computers in the LRC have been upgraded within the last two years. If a student runs into a particular problem, they should let staff know so that the problem can be addressed.

**Feedback**: the College should provide more Macs because they are better for disabled students. **Discussion**: Ryan indicated that Macs do in fact have better accessibility support in the OS than PCs, even with the addition of JAWS. Students who get support from the Department of Rehabilitation may be used to Macs. Questions were raised about what we are mandated to provide; this is to a certain extent a matter of interpretation. Alex
suggested that these issues are probably better worked out by DSPS rather than the IT Committee.

**Feedback:** Password requirements are needlessly complex and need to be changed too frequently.
**Discussion:** Security threats are real, and these precautions are needed to make campus accounts sufficiently secure.

**Feedback:** We constantly need to log in to different systems.
**Discussion:** What we have now is unified authentication. There have been discussions about moving toward single sign-on, when there would no longer be a need to log in separately for separate services; we don't know where we are in that process.

**Feedback:** E-Services/Peoplesoft does not work well.
**Discussion:** Kim reported that Student Services will be meeting with Peoplesoft to work on changes, which we should see in the Summer. But the "shopping cart," which causes much of the confusion, will remain.

**Feedback:** We should conserve power by turning off computers at night.
**Discussion:** Computer Services has installed an energy management software package on existing computers that will allow computers to go into sleep mode after a certain amount of non-use. The policies on the software have not yet been implemented.

**Website filtering by DO**

News has recently circulated informally that the district is contracting with a company to filter websites. The campus community was not notified of this process at Ed Tech or other shared governance bodies. Members of the committee who are also in the Ed Tech committee intend to raise the topic there.