Minutes

Information Technology Committee

Friday, October 9, 2009

In Attendance:
Alexander Adan, Elaine Ader, Augustine Chavez, Tom Childress, Ryan Glenn, Jory Hadsell, Michael Hunter, Jeff Karlsen, Troy Kjo, Daniel Kwong, Linda Nuss, Gabriella Nuttall, Chris Seddon, Shirly Short, Daniel Styer

Approval of Minutes

Approved without objection

Announcements/Updates

Budget and Planning – Elaine Ader

The computer replacement cycle has been published at www.scc.losrios.edu/x49349.xml. Individual computers are listed there with their planned replacement dates.

Next year’s costs are currently being evaluated, and deans have been asked to notify IT of any new projects. There will be some major replacements next year, including the Business building, the outreach centers, and parts of the Technology building. In some cases VATEA funds are being used. These replacements will mean that many three-year-old machines will become available for cascade, so it is possible that in many cases new machines will not need to be purchased elsewhere.

Computer Services – Augustine Chavez

Lots of computer installations are going on at the moment.

The transition away from the scc_public wi-fi network has occurred. The campus ran into a major problem when the scc_hotspot network had more requests for IP addresses than had been allotted. The District Office allotment of 501 addresses was not sufficient. DO has decided to triple that number. This change should be in place within the day.

Faculty and staff are able to create accounts on the scc_guest network by filling out an online form. Eligibility for these guests accounts are left to the discretion of faculty and staff.
There are many requests for access to GoPrint over wi-fi, and this is being looked into.

**Ed Tech**

No update

**Media resources**

No update

**Accessibility**

No update

**Distance Ed**

No update

**Office 2007**

Office 2007 was installed at the Davis Center. Installation on other machines continues to be upon request.

**Google Apps**

No update

**Discussion Items**

**IT Survey feedback**

The committee discussed the results of the faculty IT survey conducted in Spring 2009. Several areas were identified as significant.

- **Laptops.** The survey reflected a desire among many faculty to move toward laptops. Laptops are currently generally provided for those faculty who demonstrate a need to work from multiple locations. Elaine noted that laptop use has some negative effects, including
  - Higher purchase cost (approx. $400/machine)
  - Increased security risks
  - Higher cost of and fewer options for hardware upgrades and repairs
  - Greater difficulty in pushing through software updates
• **Smart classrooms.** There was also a general desire for more smart classrooms. One committee member observed that this may be tied to the demand for laptops, since what faculty want is to be able to easily use a computer in the classroom.

• **Network speeds.** Faculty generally dissatisfied.

• **Desire2Learn.** Satisfaction was significantly lower at SCC than other campuses. Jory noted, however, that response to D2L questions was only around 50%. D2L adoption at SCC happened later than at the other campuses, so sample size was too low for results to be meaningful.

A general discussion ensued about the implications of the desire for laptops. Some committee members said that faculty might not know they have the option of a laptop or some sort of premium component (e.g. video card), and perhaps IT could provide some sort of resource for faculty to select their computers. Elaine explained that it was important that all such requests be routed through the appropriate Dean, since this is how purchases are funded. A more centralized system for selecting and configuring machines would circumvent this process. Some members suggested that the survey data imply that Deans may not be making faculty sufficiently aware of their options.

Daniel Styer noted it could be dangerous to publicize availability of upgraded components and laptops because of cost creep; not publicizing means that those who need them will ask for them, and others won’t casually select premium hardware. Chris noted that he knows of several colleagues who solved their college computing needs by purchasing their own laptops; this may show a failure of the college to meet faculty IT needs.

Daniel Kwong noted also that questions regarding computer configurations can go the Help Desk. Faculty may be insufficiently aware of what the Help Desk is for.

Elaine noted that the IT committee has in the past published standard specifications for campus computers, and offered to bring a list of current specifications to the next committee meeting after consulting with HP and Apple.

**IT Forum**

The date, October 29, is now firm.

The following topics will be presented at the forum:

• Computer Upgrade Cycle (Elaine)
• Authentication in the wi-fi network (Augustine?)
• Google Apps for Education (Jory)

The committee thought of some other topics it should be prepared to address since questions were likely to come up:

• Bandwidth shaping/limiting
• GoPrint over wi-fi
• ATM/Credit card payment for printing
• Accessibility issues
• Alternative(s) to e-mail for online communication (e.g. social network, blog, discussion boards)
• One-on-one student support for D2L

**Supplies.** The forum will need to have a computer, projector and screen for some of the presentations. We will also need short pencils and scratch paper for people to submit written questions and comments in person.

**Online Form.** Jeff has created a form using Google Forms, using the categories from last year. User submissions are dumped into a Google Spreadsheet, and a table of the submitted information are made be publicly available. He will request a page in Ingeniux linking to the form and table, and that URL will be circulated.

**Accreditation**

Accreditation committee wants to meet with some members of IT committee. Tentative time is 10-10:30 Tuesday 10/13. Committee members should e-mail co-chairs with their Tues.-Wed. schedules, and be familiar with Standard IIIc in the self-study.

**Bandwidth shaping of peer-to-peer network traffic on wi-fi**

Mick Holsclaw has a report showing attempts to access peer-to-peer networks on scc_hotspot. The report was 162 pages long. The concern is that if we did not limit bandwidth for this kind of traffic, usage would spike and we would hit our maximum.

There was some suggestion that some students might know these programs are running on their computers and might need to be educated.

Jeff and Jory raised a concern that a document Mick circulated to the Ed Tech committee listing the protocols that were being shaped included several entries that are being used instructionally or otherwise legitimately, such as Ustream, Skype, and mp4 files via http. We may need to work on the ways in which appropriate committees should be notified when such measures are taken.