



Technology Coordinating Council
April 21, 2020

Minutes

VOTING MEMBERS PRESENT: Cherry Li-Bugg, Roger Long, Kathleen McAlister, Eric Bladh, Treisa Cassens, James Garibaldi, Azin Biatani, Duy Mai, Dani Wilson, Darnel Kemp, Kristina de la Cerda, Maureen Borillo

RESOURCE MEMBERS PRESENT: Peter Maharaj, Co Ho, Geoff Hurst, Morgan Beck

ABSENTEES: Stela Keri, Richard Smead, Michelle Priest, Megan Debin

GUESTS: Raquel Murillo, Stephanie Rodriguez, Dustin Fennel, Marcela Valle

APPROVAL OF MINUTES: A motion was made by Maureen Borillo to approve the minutes of February 18, 2020; seconded James Garibaldi and approved by all.

DISTRICT-WIDE IT ASSESSMENT PROJECT UPDATE: Dustin Fennell from Thunderbird Leadership gave an update on the District-wide IT Assessment Project. He discussed needing two committees and asked for volunteers for the IT Service Delivery Model Committee and IT Service Delivery Change Model Committee. He said they would have about 2-3 working meetings so they can come up with the recommendations. The following have volunteered to be on these committees:

IT Service Delivery Model Committee: Duy Mai, Azin Biatani, Eric Bladh, James Garibaldi, Cherry Li-Bugg

IT Service Delivery Change Model Committee: Darnell Kemp, Azin Biatani, Raquel Murillo, Dani Wilson

LEADERSHIP ACADEMY CO-HORT PRESENTATION: Stephanie Rodriguez, Raquel Murillo and Marcela Valle gave a presentation on their District-wide User IT Project Request form they have been working on as part of the Leadership Academy.

PREFERRED NAMES – ADMINISTRATIVE PROCEDURES: Cherry Li-Bugg brought forward the draft preferred names Administrative Procedures for the Technology Coordinating Committee to take a look at and give their opinion. The Administrative Procedure was created so that students can use their preferred name instead of their official name, if they choose to do that for certain areas of their record. There were no changes to the document. Treisa Cassens said that a workgroup from Cypress worked on the document along with Geoff Hurst. Cherry Li-Bugg will now take the document to Chancellor's Staff and DCC for final approval.

IT INFRASTRUCTURE FOR DEALING WITH COVID-19: There was discussion regarding how the IT Infrastructure was used to deal with COVID-19. Darnell Kemp from Fullerton College reported how she and others from Fullerton College helped the faculty with Canvas. They also provided training for faculty and students to help with the transition to online classes and they loaded resources to help faculty. Laptops were also handed out to students to help with online classes. Treisa Cassens reported that Cypress College did the same thing at Fullerton College with helping faculty, staff and students. Cypress College also handed out laptops to students, faculty and staff to help with the transition. It was also reported that NOCE is about 90% remote. The District Office distributed 100's of laptops to staff and have been able to provide unlimited VPN access to staff to be able to work from home. Both Fullerton and

Cypress College reported providing wifi in a specific parking lot on each campus for students to use. Cherry Li-Bugg reported that a District-wide contract with Cranium Café was acquired. By paying for it instead of just using the free version provided by the State, the District will benefit from everything that's offered. She also said the District purchased Verbit, a transcription and captioning tool and it is ready to be used District-wide.

APPLICATION SECURITY STACK AND BEST METHOD TO SUPPORT COLLEGES AND THE DISTRICT OFFICE: Peter Maharaj discussed security stack and the best methods to support colleges and the District. He talked about the acquisition of laptops to support faculty for Cypress College. Help Desk improvements for faculty and staff with the student Help Desk.

PCI COMPLIANCE PLAN & SUPPORT THROUGHOUT THE DISTRICT: Peter raised the need to revisit this topic.

SINGLE CONTRACT FOR CHATBOT SERVICES: Peter Maharaj brought up the fact that the District needs leverage regarding ChatBot. He said that we may have more than one Chatbot contract and if we consolidate then the District might be able to get competitive pricing. If the District enters into a single contract it would help with different services. So the recommendation was to streamline and consolidate contracts for the same function. It was suggested that Peter starts with taking this recommendation to Student Team.

NETWORK REFRESH UPDATE: Morgan Beck gave a brief report on the status of the network refresh. He said that work is continuing despite COVID-19 quarantine. He said the cabling at the Anaheim Campus is almost complete and will be moving onto Cypress College.

Meeting adjourned at 4:24 p.m.

NEXT MEETING: May 19, 2020