

Modesto Junior College
ITC Meeting Minutes
January 26, 2010
Approved Minutes

Co-chairs: Jim Clarke, Tobin Clarke

Present: Ellen Dambrosio, Alex Cordova, Mel Ainsworth, John Zamora, Yoseph Demissie, Alice Nguyen, Ernie Medrano, Margo Guzman, John Chappell, Nancy Backlund

Absent: Clement Xavier, Dale Phillips, Will Lotko, Josh Hash, Lawrence Scheg, Nancee Carrillo

Recorder: Jennifer Ahlswede

1. Review of Minutes

Notes are correct and approved from the November 24, 2009 meeting.

DISCUSSION ITEMS

2. What are you hearing?

Tobin has heard that the Title V group is requesting computers through the Dell Lease Program. Unfortunately, there are no funds in place to provide computers for this new group. The Planning and Budget Committee will be looking at these types of situations for future budget planning purposes. Karen Walters Dunlap and Tobin have called a meeting to discuss this situation.

Ellen, and many others, voiced their frustration with PiratesNet crashing the first few days of school. Margo said she had Datatel check our setting one week prior to the first day of school. They indicated that our settings were fine. When the system went down on the first day of school, we worked with Datatel support. We reached the level of having the developer help us. This issue will be addressed again before the next semester begins.

John Zamora hears students are experiencing problems connecting to WiFi this semester. These are new problems not experienced in previous semesters. Students are having problems connecting to Web sites even though all the settings are correct. Ellen mentioned that four attempts are common to connect to the WiFi. Students have been losing their signal before they have the chance to authenticate their log-in. Mel said that we are saturated with users, and there is too much traffic. Yoseph thinks it will be fine when we upgrade the core network and expand our bandwidth. Yoseph will look into this problem.

3. Web Site Issues - Alice

a. New MJC Splash Page

New home page is in the works for MJC.edu. The Web site task force has reviewed it and IAC is currently providing Alice with their feedback. The new page will expand vertically so there will be room for more links. This page will also be accessible for mobile users.

b. Faculty Search

Each faculty member has their own page that can be easily edited and updated. Brian Sanders, Tobin and CeCe have required their entire faculty to update their sites. Some faculty expressed concern of how their email is being displayed it may be accessible to bots/crawlers. The faculty has the option of turning off the display of their email address. Margo is going to work with Brian Hill to correct the display so common bots/crawlers will not pick up the email address.

c. Faculty Web Sites

By mid-February, we should be ready to host the faculty Web sites in the new server environment. Margo reported that the host server will be ready in February for the faculty Web hosting with FTP. In

March, more features will be available for faculty to manage their site. Alice will provide many tools for faculty to update their sites. They will have OmniUpdate available to author web files or they may request a blank folder for housing their web content. If they go the blank folder route, faculty can use SharePoint designer or Mozilla KimpoZer for free. Alice will not train on Dreamweaver, since we don't have the funds to purchase user licenses. Users will be able to use any FTP client to connect to the Web server which will result in easier file management and a more standard file transfer interface. There are around 30-40 faculty that have current sites. FrontPage is no longer going to be used and if users have FrontPage forms, faculty is being encouraged to use Google Forms since it's free and easy to use. Alice will confirm what scripting is allowed and how we will be able to support the "official" college forms that are now being supported via FrontPage server extensions. Margo and her group are willing to take suggestions for forms support.

4. Technology Services Issues – Clement

a. Streaming Applications

Streaming applications – MJC Video Server is not working properly. Mel gave Clement a data sheet on Osprey products for this problem. EduStream is a free service where you can do a live streaming or hosted streaming and faculty are being strongly encouraged to use this free service.

b. Automated Patch & TrendMicro Updates

Technology Services is working on automating updates for labs. All updates are generally excluded because of DeepFreeze. Carmen has been working on automating this process. It will save us hundreds of hours of time, as well as keep our labs more secure. Wake on LAN has been the biggest issue we're facing. Labs must be in the proper VLANS in order for DeepFreeze to thaw so we can run the scripts so the WSUS server will download the patches and update the labs. Traditionally, this has been done after hours on a lab by lab basis, so to get the labs automated will be a huge success. There are some systems that cannot connect routinely (Sonora, PAC Mac labs, etc.), but for our routine labs, this is a huge time saver. We can thank Carmen for her work on this project.

c. Hardware Replacement Issues/Thin Client & Fat Client

We are evaluating hardware replacements and deciding if we want to go thin client or fat client. Generally speaking, thin client will not be an option because the back end will require huge infrastructure. We are being told many educational institutions are using it, but we have yet to find this true. Mel is looking at fat client options because of the expanded applications available in fat client environments versus thin client environments. User profiles would be held remotely. We may have to put quotas on storage capacities, such as large personal music files, pictures, etc.

Mel constructed a prototype for the fat client option and showed it to the group. The example box has dual atom processor, 1.4 GHz, and the motherboard will take up to 2GB RAM. This has the capacity to save and boot locally while remoting to other files. This is an entry level PC for those not doing heavy-duty application work. This hardware would be ideal for staff who do general use computing. This solution is only around \$400 and requires a far less back end infrastructure. The watt required for usage is much less and can be mounted anywhere. We're not ready to make a full recommendation for our next cycle, but we are ready to test for small pilot projects.

d. Founders Hall Swing Space Issues

Founders Hall swing space is taking an incredible amount of time to coordinate. We have mapped out all computer labs in their new locations after having many discussions with deans and faculty, who all approve of our plan. The plan includes using Classroom Annex and Electronics 114 for computer labs which will require the addition of infrastructure that will become a permanent part of the building after the remodel is complete. All networking run to the portables will be pulled and trashed after the remodel. DSA must approve the significant power upgrades required to the buildings.

John Chappell reminded everyone that we need five data ports in each smart classroom. This provides data for the console computer, connectable laptop, Extron Pole Vault, and *Global Configurator* for network Projector control.

e. Dell Lease Program

Every year we pay upward \$500k on leased systems. We have always ended up purchasing the computers at approximately half of what the lease costs at the end of the lease agreement. If we switch to a new program for computer replacements, we need to put a plan in place to save money. We have approximately 2,500-3,000 on campus. Not all computers are on the Dell lease as many divisions purchase their own computers. We have some computers circulating that are no longer under warranty which we must be able to support financially. Technology Services has a very small budget, so we have been supplementing the budget by selling the older computers and using the revenue to use toward hardware, training, and software for the department. If we moved to a new technology, this money will go away, but we are exploring future options.

5. Distance Education Issues – Jim

a. DE Committee Update

There is a meeting with Karen Walters Dunlap tomorrow regarding the DE Committee. Representation from various constituencies has been chosen. We hope the committee will begin meeting soon.

a. Blackboard (WebCT) Issues

i. Blackboard 9 upgrade

We have a few instructors using Blackboard 9 for their hybrid courses. John Zamora went back to 8, since 9 was too problematic. Jim is going to do training for online instruction using Blackboard 9.0. Blackboard 9.1 may be available in May, and training can be done during the summer. By 2011, we will need to be fully in 9.1. Jim is not encouraging people to move to 9.0 and encouraging them to wait. There are issues with loading text, refreshing pages, not iPhone compatible, etc.

Jim is doing the updates manually for Blackboard 9, which is very time consuming. Margo was sent a document with a section of 25 pages of problems, one being uploading XML documents, which Moises is checking. It is important that both versions of Blackboard be integrated with Datatel.

If Blackboard cannot provide a stable 9 version, then they will need to extend the deadline to migrate over to 9 past December 2010. Jim will share any timelines with Margo.

Mel mentioned that there have been issues with the media files hosted on Blackboard. Jim is encouraging all media files to be moved to EduStream. We are already over our storage size and bandwidth, which is the main reason to move to EduStream.

When Jim is gone there is no one else available to assist with Blackboard questions. Tobin is researching finding extra money to help out with this issue, as well as staffing the HelpDesk at peak seasons of the semester. Technology Services staff don't have experience with Blackboard and are often asked for help from faculty. Technology Services will be communicating their issues with Jim regarding Blackboard. Media also gets calls regarding Blackboard issues, as well. It would be beneficial for both departments to have some Blackboard training. MJC has the Title 5 grant with training funding available. We can bring in trainers to help answer questions and provide expertise. Jim has asked us for a list of top ten questions. Though the HelpDesk provides support for the majority of Blackboard issues, the deeper issues are passed on to Jim. Technology Services has offered to assist Jim with technical issues if given the proper training on Blackboard.

a. Technology Plan Updates

Please update the portion of the Technology Plan that was sent to you. The strategic plan is the central plan that brings in various elements that need to be updated. Ellen mentioned we were supposed to set up a SharePoint site. Jim will contact Mardi to set this up.

6. District I.T. Report – Yoseph /Margo

The required password reset will be turned on this Monday, February 1, 2010. The HelpDesk sent out the following link that can be used on or off campus for making password changes:

<https://www.yosemite.edu/PasswordReset/>. Blackboard, PiratesNet, and StaffNet are not affected by this password change.

ADJOURNMENT