

Modesto Junior College
ITC Meeting Minutes
October 27, 2009
Approved Minutes

Co-chairs: Jim Clarke, Tobin Clarke

Present: Alex Cordova, Dale Phillips, Ellen Dambrosio, John Zamora, Will Lotko, Mel Ainsworth, John Chappell, Alice Nguyen, Yoseph Demissie, Clement Xavier,

Absent: Josh Hash, Nancy Backlund, Lawrence Scheg, Nancee Carrillo, Ernie Medrano, Tobin Clarke

Recorder: Jennifer Ahlswede

1. Review of Minutes

There are no changes reported to the meeting minutes from September 22, 2009.

DISCUSSION ITEMS

2. What are you hearing?

Alice is hearing fewer complaints on the class search with the new online schedule.

Yoseph is hearing fewer complaints about spam.

Mel mentioned that the District will take over the cost of the Dell lease program next year using Measure E funds. The replacement program is expected to continue in some form.

John Chappell said swing space seems to be an issue in the Founder's Hall renovation. There are nervous individuals about what will happen to their areas during the renovation period.

Ellen is observing that the two labs in the Library are a lot more impacted than the previous semesters, and are fully in use often. The new online schedule may be part of this influx of lab use in the Library.

John Zamora said the Magic Lab is also being more frequently used. John and Dale mentioned there are some applications students can only use on the lab computer, versus their personal laptop or PC.

3. District I.T. Report – Yoseph

a. Student Email – marketing plans to increase #'s activating accounts

MJC is pushing Email as our primary form of communication in order to support our move toward a paperless solution. However, there are still a large number of inactivated student Email accounts. Recently, Susie Agostini and her team pushed student email via PiratesLink. All lab aides are trained to assist students in activating their Email accounts. However, we need to do more to increase student Email activation. Yoseph believes that the faculty needs to push student Email use to their students.

Students can forward their student Email to another account; however, if they are not accessing their student account, after a period of 270 days, the system may close them out.

There was a recent message that was sent out to all students that let them know that their registration information will only be sent to their student Email account. Dale mentioned it would be good to push faculty toward using student Email at Institute Day. There were about 32k messages that went out about the appointments, 6000 bounced back, so this is a great improvement. We used to be around 60% inactivated. Some don't activate their account, since they don't have access to computers at home.

The HelpDesk has been helping students reset passwords via phone, but we're working on making this available through PiratesLink.

How will we communicate with students without access to technology at home and cannot get into a lab at school? Susie brought up the issue at the Datatel Steering committee about how we cannot reach all students.

Some students mentioned that they have activated their account, but have not received messages that were sent to their account. Yoseph has looked into this problem and discovered it's because the students not activated or accessed their account within 270 days. All the W#s Yoseph was given by Susie had not accessed their accounts within 270 days.

John Chappell said 10% of his students have not activated their account. He noticed one of the students email went into his Junk Mail folder. This could've happened because of the text in the body of the email, subject, etc. You can right click and select "Trust this Domain" in your junk folder. At the server side, the domain for student email is marked as okay to go through, but there are instances where some Emails do get labeled as "Junk." Ex: Financial Aid sends out emails with students' W# in the body of the Email and it was being picked up as junk. This problem has been fixed, but it will be an ongoing networking problem.

Microsoft Live is offering a laptop giveaway as an incentive for students to activate their edu Email accounts. Jim and Ellen suggested we post flyers. You have to use your edu account. Will suggested that we provide our own incentives at MJC, such as give out 1000 GoPrint cards for using their student Email account. Jim will talk to Tobin about money for incentives.

If we move toward a contest-related incentive program for students, Alice will look into the legal aspect of the contest. Yoseph mentioned that we have done something like this before. Students were asked to reply to an email and they'd be entered into a drawing. This should go through the Public Information Office.

We are advertising PiratesLink, but when you go to the site, it is Microsoft Live. This is confusing and it may be a good idea to not advertise as PiratesLink anymore. Alice has put a link on MJC's home page called "Student Email" as opposed to "PiratesLink."

District was planning to send out a message to all YCCD regarding spam issues, but the issue has been mostly resolved with our new spam filtering mechanism.

4. DE Issues

a. DE Committee – Update

The DE Workgroup has agreed upon a charge and committee membership. The next step is to move it through the IAC, the YFA, the Senate and CSEA where they can decide on who will serve on the committee from their respective areas.

b. Blackboard (WebCT) Issues

There will be Blackboard 9 training on November 13-14, for which 11 people already plan to attend. There will be a broad base of people participating, so they can take it back to their areas. On November 9-10, Yoseph will go up to Columbia for the admin training. If you want an account with Blackboard 9, let Jim know. This will be a tight timeline, and we will be using the learning environment connector and using multiple learning management systems in one environment.

There was some maintenance to Blackboard done and we experienced issues with our mail pod. If you are using Email through Blackboard, they restarted the server today at 2pm, so all pending Emails should be sent by now.

5. Web Site Issues – Alice

a. Web Site Workgroup

Alice recently got together with the Web site workgroup to make some changes to the home page.

The Athletics redesign and launch will be done this year. Athletics will be built into OmniUpdate.

We don't have the faculty search active yet, but Alice meets with Brian next week and should be able to get a timeline for this part of the Web site.

The Library is getting a new Web site next Spring. The Library site will be through OmniUpdate.

Alice still doesn't have FTP turned on in the new Beta server for the move of faculty sites off the Virtual server. She's hoping to get some answers next week. If April is the cutoff for moving out of Virtual and into Beta, the FTP needs to be working on the new Beta server.

We don't have ability to register domain names. Alice has been told this is going to be done after the faculty search project is complete. We are waiting for the user interface so faculty can turn on their own sites.

The design templates available will be HTML and OmniUpdate, not WordPress. Brian wants to have a setup where you apply with the type of site you want, so it will automatically create sites based on the information provided. This has not been done yet.

Because of the delay in turning on FTP and faculty search, how can we service our faculty with their sites? At this point, they're being told to wait. We need a solution for current requests even if we cannot do what we need to do with what we have. If it is an access issue, we need to get it turned on.

Margo, Brian, Tobin and Alice will be meeting next week. As we know, the priority schedule is that Columbia's new site will go up first, then faculty search, then the FTP server. Clement would like to be invited to this meeting, as well.

In the interim we must have a temporary solution so we can provide service to our faculty for their individual sites. Brian and Alice will need to make this decision together, so they know what the processes are.

6. Technology Services Issues – Clement

We are looking at alternatives to Dell to bring down the cost per machine for future computer replacements. The current cost is approximately \$1600 per machine. The total cost of ownership is being looked at in several different options, but we're not ready to present it. We believe we can get the total cost of ownership for a four year system to average about \$500. We are looking into future ThinClient options while maintaining or increasing service levels.

Clement is looking into swing space for computer labs for the Founders Hall renovation. The space needs to be reduced by 25%. We're heading toward using Classroom Annex for lab space. The portables are not ideal because of heat and noise, not to mention the networking issues. Existing structures will work best for lab placements. Sherri Suarez is helping look for available spaces in this project. We will need to increase power and networking, which can remain after the renovation is complete to be used at a later date if needed. There are 306 lab computers which will have to be reduced by 25%. There are well over 500 machines in the building. We will still have to make sure there are connections to the portables, but it won't be multiple computers in each portable. We are also looking at other buildings with existing labs to share the space.

7. Technology Plan update

We are out of date of our Technology Plan. We need to get a group together to start working on updating this out of date plan.

ADJOURNMENT