

**Modesto Junior College**  
**ITC Meeting Minutes**  
**September 22, 2009**  
**Approved Minutes**

**Co-chairs:** Jim Clarke, Tobin Clarke

**Present:** Will Lotko, Josh Hash, Mel Ainsworth, Alice Nguyen, Yoseph Demissie, Dale Phillips, Clement Xavier, John Chappell, Ellen Dambrosio

**Absent:** Alex Cordova, Nancy Backlund, Lawrence Scheg, Nancee Carrillo, Ernie Medrano, Tobin Clarke

**Recorder:** Jennifer Ahlswede

**1. Review of Minutes**

The minutes from April 23, 2009, are correct and no changes need to be made.

**DISCUSSION ITEMS**

**2. Introductions – Review of ITC Charge**

Jim reviewed the charge of the committee as posted on the MJC Web site. By remembering what our focus is, we can be more productive in the time we have to meet. Our focus will be on overall policy issues and our vision.

**3. Technology Services Issues – Clement, Josh and Yoseph**

**a. Thin Client**

Yoseph and his team have acquired some Sunray Microsystems Thin Client technologies and will be researching the technology in a variety of locations and user groups. They are looking into instruction driven options for thin clients. We are in the research phase and need to begin discussions about the benefits and costs of moving toward thin clients. Josh is currently looking into how this will be handled by our current server infrastructure. The ultimate solution will likely not be a “one size fits all” solution and will have to be customized for various user groups.

We must be careful about our approach to the thin client technology solution. We are not promoting the thin client solution at this point; we are simply in the information gathering stage. We are not ready to make recommendations.

Next year, MJC will take 58% of a \$12 million cut. It is highly probable that the Dell Lease (what we’d like to refer to as the “hardware refresh program”) will not be continued next year, leaving 512 systems not replaced in 2010. We need to be prepared to present a solution and encourage monies to be spent on building a foundation for new thin client technology. For the next few months, we will put together a backup plan for the college using a thin client solution.

**b. Security Issues**

Josh and IT managers met with Gina regarding security at all levels. The recent finance audit requires us to make some changes regarding security. Passwords need to be changed in frequency and in complexity. We need to make a decision on password requirements and recommend we have them changed every six months. The process of enabling and disabling accounts, shutting off accounts and disaster recovery of accounts has been researched and improved.

Yoseph and some IT staff spoke with the auditor yesterday and they were pleased with the progress made thus far. Once the Chancellor has approved the password security requirements, it only takes a few changes on the server to prompt and require users to change passwords. We will

inform users to change their password before the time requires them to do this, so not all users should change them at the same time.

General lab accounts will have to be handled differently. The initial focus will be on staff members that use Datatel and other programs which hold sensitive information. We have approximately 2200 user accounts, of which 20-30% are service accounts that must be handled separately.

We have a student active directory and the infrastructure is in place if we want to implement individual log-ins. However, it is difficult to pull the accurate information from Datatel about the student status being active or inactive. John Zamora and Dale Phillips are interested in testing the pilot version with their students. Clement would like to discuss this with Yoseph and how it will affect the labs and how the conversion should be done.

Before we implement the password change, we have to discuss how we will educate staff of this new requirement. The financial audit requires this to be completed as soon as possible.

#### Action Item:

- A workgroup has been formed to gather information and determine a desirable timeline to accomplish the education of users and implementation of the new password security policy.

**WHO: Yoseph, Alice, Clement and Mel (Clement to set up first group meeting)**

**WHEN: Early November, late January or early February are ideal targets for implementation of this plan.**

**HOW: Develop training tools for division secretaries, lab aides and deans so they can train other users in their departments and divisions.**

On another issue, Dale mentioned that when students forget their password to log into WebCT, the email is sent to the student based on their Datatel information. This is not always their student email account. We can populate the student emails and write a script to use with WebCT for email notifications involving WebCT password issues. However, not all students have activated their student email account. Yoseph will see what it takes to get this populated. The more we can do to encourage students to activate their student email, the better. In the last email blast, out of the 21,000 emails sent, 15,000 went through.

#### Action Item:

- Yoseph will work with Margo Guzman to determine how best to implement this integration.

## 4. DE Issues

### a. Distance Education Committee

The Distance Education Committee (formerly referred to as the VCC) has been non-existent over the last year and a half. Tobin and Jim met with the IAC to recommend reinstating the DE Committee consisting of Academic Senate membership, YFA membership and representation from the Leadership Team. IAC created a Work Group whose primary task is to create a Committee Charge and agree on the make-up of a new Distance Education Committee. The Work Group is charged with making a recommendation by November 1.

### b. Blackboard (WebCT) Issues

Columbia College has a pot of money from a DE grant that they are willing to share with us if we want to upgrade to Blackboard 9. This would allow for 24 of our staff to learn Blackboard 9. The upgrade will include an option for people to run version 8 or 9 in a co-production environment. Jim will send out an email to individuals ready to move to the new Blackboard 9. Both John Zamora and

Dale Phillips would like to be included. The plan is to have the new Bb 9 system available for testing and use before the end of the Fall 09 semester. The co-production environment will allow for a gradual one-year phase-over from the current CE 8 to the new Bb 9. More information will be circulated as it becomes available.

## **5. Web Site Issues - Alice Nguyen**

### **a. Web Committee**

We are talking about bringing the Web committee back together to assist Alice with some projects. Tobin is the chair for this committee.

### **b. Faculty Web Sites**

Brian is working on the faculty search portion of the website, since it is very difficult to locate faculty contact information. Brian is working on making it possible for faculty to add a picture, links, email, and contact information so students have a greater ability to access faculty contact information.

We want faculty to move their Web sites off Virtual and onto the new Beta server. Alice will offer templates to faculty through OmniUpdate and in HTML format for their sites. Depending on their web expertise, Alice has a number of other tools available to allow them to update and manage their sites. WordPress is not a current site editing tool, but will be in the future. Our first goal is to move everyone out of Virtual and into Beta. Alice is waiting to be able to use SFTP instead of WebDav. SFTP needs to be turned on in the faculty server before she can move forward with this project.

The plan is to stop updating content on Virtual and Virtual 2 after April 2010. Faculty will be responsible to set up their new site on the new server and move old content to their new site. SharePoint designer is available from the Foundation site for free, which is another great option for faculty. Faculty will have to create an account on the site, then search the site for SharePoint Designer at <https://collegebuys.foundationccc.org/Default.aspx>. Within a few weeks we will know when the new faculty server will be available. Once it is available, we can start the teaching process for setting up new sites.

## **6. Follow-up on Items From Previous Agendas**

### **a. VPN Instructions**

It was discussed if we should advertise that VPN is available to staff and faculty. We are not going to publicize VPN to the masses. For those who understand computers enough to want VPN, there is a process in place to request it. It must be approved by their manager or dean and by Gina Rose. It is given on an individual basis, based on their work requirements. There have not been security issues to date with VPN access. We currently have around 50 users.

We have tried to get a general usage policy, however, the negotiation process between YFA and YCCD have made it impossible since policies have not emerged that would allow for widespread deployment. Managers and deans also need to be educated as to what VPN is and if their staff and faculty should have VPN access. It was generally agreed that we continue the current "case-by-case" approach to the deployment of VPN services.

### **b. Video Streaming - Jim**

EduStream, hosted by San Bernardino Community College, is available for free for all California Community Colleges. Every college is given 100GB storage and can purchase extra space for an annual fee. EduStream currently provides encoders to convert video for use via the Windows Media Player. EduStream is in the process of beta testing flash-based video encoding. It expects to

have the Flash system deployed by early 2010. EduStream is great service being widely used by other institutions.

We're recommending to District that we move this route. If the move is made to EduStream, the video streaming project Brian is working on could be eliminated or re-directed for other purposes. Deploying EduStream will also help with our excessive bandwidth usage issues within the Blackboard system.

Jim and Tobin are working on getting the project approved by the President. Once approved, Jim will offer training to faculty who would like to use EduStream services. It is important to note that if the video is added to the repository of videos available to all EduStream users, it's not counted against our storage.

There will need to be file size limitations for all uploaded video. We also need to make faculty aware of copyright policies. They will automatically agree to copyright policies when uploading videos that will place the liability on them, not the District.

## **7. District**

Clement applauded Yoseph and IT on their recent accomplishment of implementing the new email system and server environment. This was a huge effort and was very well done.

There have been some file management problems with Matrix that are being currently addressed.

Spam is another current issue being faced by IT. They are working with TrendMicro on rectifying this issue. District is working on awareness information for staff and faculty regarding why you get spam and how you can prevent getting spam. A draft email is currently in process to send to everyone at the District.

The wireless internet access project was well put together and it is rapidly growing. There were over 230 students connected at one time on the wireless network. Josh has about 50 or more radios to install which will expand coverage. One problem is saturation in certain areas of wireless use, which slows down internet connections.

The deans need to be educated as to the implications of installing multiple wireless connections in one location in avoidance of installing a network drop.

IT is currently working on an asset tracking project.

The new IP phone project is moving along. District will soon test the new IP phone routers. They will come back to the group to look for more individuals to test the routers before deploying the new technology to the colleges and District.

## **ADJOURNMENT**