

Modesto Junior College
College Technology Committee Minutes
November 19, 2019

MEMBERS		PRESENT	ABSENT
Jenni Abbott	Dean, Institutional Effectiveness (Co-Chair)	X	
Michael Leamy	Librarian (Co-Chair)	X	
Vianji De la Cruz	Administrative Secretary (recorder)		X
Scott Fernandes	Interim Director, Enterprise Operations	X	
Juan Garcia	Instructional Support Specialist, Allied Health		X
Margo Guzman	Director, Technology Services	X	
Joshua Hash	Interim IT Director		X
Joseph Macklin	Director, Enterprise Services -Applications	X	
Christian Million	Senior Research Analyst	X	
Lisett Munoz	ASMJC Student Representative		X
Danielle Preciado	Adjunct Instructor – Child Development		X
Joshua Sigman	Front End Web Developer	X	
Michael Smedshammer	Coordinator, Distance Education	X	
Jeff Swank	Director, Media Services	X	
James Thomas	Network Analyst and CSEA Rep		X
Tiffnie Versola	IT Business Analyst		X
John Zamora	Professor, Computer Science		X

I. Call to Order/Introduction:

Michael Leamy called meeting to order at 2:05pm.

ACTION ITEMS:

II. Review and Approval of Minutes – 11/19/2019

Minutes amended to reflect that there was no time for standing reports. Approved by the Committee.

INFORMATIONAL ITEMS:

III. Computer Refresh

The Committee discussed the needs for replacement computers in multiple faculty and staff areas on campus. As we identify resources to fund replacement computers, the Committee wants to recommend options for faculty (desktop or laptop), based on need and preference. We will discuss in more detail at the next meeting.

Margo Guzman provided preliminary information about current computer labs and laptops on campus. Currently the College has 80+ student labs. In order to make recommendations for lab computer replacements and/or laptop carts, Margo will bring information about labs to the next meeting for additional discussion:

- # of labs
- # of computers
- Specialized software
- # of dedicated personnel in labs
- Usage of labs per week
- Additional wireless infrastructure needs if laptop carts are recommended

Andrew Krantzman is piloting a laptop project in the English Department. He will be invited to talk about the project so the Committee can understand its effectiveness before recommending additional laptops.

ACTION ITEM: Invite Andrew Krantzman to CTC to share the English laptop project.

IV. Process for new technology requests (revised questions)

The Committee discussed the draft questions for vetting new technology requests and made recommendations that they be simplified to five questions.

ACTION ITEM: Jenni will take the draft questions to College Council for approval.

V. Discussion of Website Chat Feature – Joshua Sigman

Joshua Sigman presented information about PHP Live!, a chat function that has been piloted for approximately 18 months for students in online courses. The platform provides easy access for students to ask questions. The proposal is to scale the project up for use by frontline Student Services personnel (Financial Aid and Enrollment Services), and eventually to all campus offices. Student Services has discussed the project and is ready to implement. Staff members will be able to facilitate multiple chat conversations simultaneously. They can send links to other resources, provide canned answers for general questions, and can forward chats to other campus experts.

The Committee piloted the draft questions for new technology to facilitate a comprehensive discussion about the cost, ongoing resource needs, and personnel impacts of PHP Live. The Committee recommended that the recommendation to implement move to College Council.

ACTION ITEM: Jenni will take the recommendation to implement PHP Live! to College Council for approval.

VI. Preliminary Professional Development/Technology Survey results

The Committee briefly discussed preliminary results from the Professional Development/Technology Survey. The survey will close at the end of the week. Full results, disaggregated by constituency will be available for discussion at the next meeting.

VII. Project Charter (District IT)

The new charter will be used for detailed timeline development, once a technology project is approved. It will be developed in Etrieve, but is not specifically schedule yet.

VIII. Standing Reports

A. Online Education (Mike Smedshammer)

- Seven faculty members have completed the Online Instruction training
- Shirley Miranda is leading the development of a ZTC plan, related to online courses
- The way online hours is listed in Class Search is misleading as it only includes “contact hours”. The Online Education Committee would like to list “hours to be arranged” instead

B. Website (Joshua Sigman)

Joshua shared early exploration of Digital Asset Management, which would provide a centralized repository for photos, designs, and files developed by the Public Information Office. Stakeholders would be able to search by keywords. Different permission levels could be assigned.

C. Information Technology

- SiteImprove is in place. It provides a way to analyze how our website is used (broken and outdated links, PDFs, etc.). CTC would benefit by a training in its use.
- Service Now will be the new work order platform. Work orders will be moved to the new program in the next weeks.
- “Help Desk” will be renamed “Service Desk” to emphasize a one-stop place for assistance. User experience will be similar, but improved. All needs will be centralized through the Service Desk. It includes a knowledge-based FAQ.

IX. Check-Out

The meeting was adjourned at 4:10 pm.

**Next meeting: December 2, 2019, 2:00pm – 4:00 pm
Center for Advanced Technologies, 262**