Members present: Beth Cataldo (IDST), John T. Kennedy (LAC), Bill Long (Fire Science), Tanichya Wongprasert (English), Jessica Buchsbaum (ESL), Michael Malachowski (Biology), James Lim (Library), Vic Fascio (TLC), James Rogers (ITS), Christina Yee (Language Center), Anthony Costa (Library), Bonnie Gratch-Lindauer (Library), Carol Reitan (TLC), Mamie How (ETO), Christine Beard (TRST), Carmen Lamha (CNIT), Janet Willett (TMI). The meeting was called to order at 2:17 p.m.

Minutes: Approved with minor changes.

New Business: Update from Web Advisory Subcommittee
Beth Cataldo reported on the web design and technology upgrade. The Earthbound Media Group (engaged to redesign the website) will hold focus groups lasting 30-60 minutes each with interested faculty and staff during the first week of December. Participants will help define how the website can meet the needs of the various groups at CCSF; marketing, teaching and learning, etc. Which features are desired in the “best of all possible worlds”? What will the technology be able to do? What do we need it to do? What are the most important online functionalities that we don’t have? Student email is also one feature being investigated. Beth Cataldo invited interested parties to contact her. The committee wants the focus groups to be as inclusive as possible. There was discussion around getting input from students in online courses and about the inclusion of eportfolio functionality in a possible portal. It was moved, seconded, and approved that the first hour of the December TLTR meeting be made a focus group for the website from the educational technology perspective. Earthbound Media Group will be invited.

Help Desk Report:
James Rogers of the Help Desk (HD) reported. The HD has suffered a 67% reduction in staff in the last 3 years. Three years ago, the Help Desk had a staff of 4 full time people. Now there is James and various ITS staff for a total of 1.5 full-time. A part-time lab aide who had been assisting at the HD for 15 hours/week is now working at the Mission Campus as an ITS employee.

It was suggested that CCSF look at trying to make the staffing fit the services needed. Some previous HD duties have been discontinued, such as providing support to the TLC (equipment and personnel). HD software for opening up tickets is currently under utilized – only 5% of calls get ticketed due to the amount of time it takes to do it. Daily from 9-12; 1-4:30 p.m., the HD provides telephone support for faculty, staff, and some students with the bulk of tasks regarding passwords. Approximately 2800 calls are handled over a 12-month period (35 calls per day), 2500 emails, and many walk-ins. The HD is also responsible for preparing laptops that are deployed to CCSF faculty. It is also the sole support for 350 laptops (not counting those purchased by individual departments which the Help Desk also configures); doing repairs, re-imaging, and other services. Support is also provided for desktop users. In addition to the lack of staff on the Help Desk, the current Help Desk Manager has been involved in classified negotiations, reducing the support available for faculty and staff. Some things that could allow the Help Desk to function better would be “push” functionality for rolling out software, (this was anticipated at the time of the roll-out, but couldn’t be purchased at that time), funding for student lab aides, sufficient staffing.

Discussion touched on the differences between support at Ocean and other campuses. Other campuses have dedicated support staff, but are also affected by low staffing. It was noted that student labs are not open at John Adams since one tech support person moved to the Library. The ETO needs full staffing at the Help Desk to ensure adequate support for TLC and TMI activities. It was also mentioned that someday it would be beneficial to also serve students through a Student Help Desk.

Old Business: Update on Ed Tech Plan
Janet Willett reported that all TLTR suggestions had been incorporated into the draft of the ETO portion of the Ed Tech Plan.

The meeting was adjourned at 3:55 p.m.