Technology Committee Meeting Notes
January 16, 2024 ([agenda](https://citycollegesf.sharepoint.com/sites/TechnologyCommittee/_layouts/15/Doc.aspx?sourcedoc=%7B193DBC89-41E0-41BF-AE69-0B9C1B31B1E6%7D&file=TechCommAgenda-Jan2024.docx&action=default&mobileredirect=true))

Attendees: Ellen Rayz, Daniel O’Leary, Dayamudra Dennehy, Monika Liu, Chien Lin, Michele Alaniz, Cynthia Dewar, Jennifer Kienzle, Jerry Wu, Nicholas Wang, Alex Hosmer, Bo Huot, Richard Velasquez, Tim Ryan, Gerard Layug, JR Hall, Robert Lam, Sheila Pontanares, JO Robinson, Cherisa Yarkin

Summary of Actions Taken and Follow Up items for This Meeting

|  |  |
| --- | --- |
| Agenda Item   | Action Taken    |
| 2 Previous month’s meeting notes | No edits. Approval to post: 7 yes, 0 no. Motion passes. |
| 6. Information Security Plan | Approval to draft plan recommend to PGC: 7 yes, 0 no. Motion passes. |

## Meeting notes:

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| No | Item | Specifics |
| 1 | Welcome and housekeeping  | Start meeting’s recording 😊* need 6 voting members present to vote on initiatives’ endorsements – check for quorum
* Meeting agenda and notes for 2023-2024 are in [new folder](https://citycollegesf.sharepoint.com/%3Af%3A/s/TechnologyCommittee/EpNJ_1EravFGl2Q8kDLpQnABeedez5ufa573Bbo-hqynUg?e=UpppTX)
 |
| 2. | Previous month’ meeting notes review (action item) | [DRAFT-TechCommMeetingNotes-Dec2023.docx](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/ETBz4HVaGphJl0NtcUbl1MIB6T8CmdcGpsGrZigq62EyBw?e=U0rSSg)If no more edits, post on TC website7 yes, 0 no. Motion passes |
| 3. | Agenda review | Any additional topics? 1. Discussion around time required to remove potentially fraudulent registered students from courses
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| 4. | Monthly User Groups Reports and Work Groups Reports | * Banner User Group-Jay Robinson

End of year was no problem with payroll. But there were Financial Aid and MIS required Banner updates required by end of January/beginning of February. That is why we had to announce this additional round of updates today. For those who are testing, due date is Feb 2, goal to move into production the weekend of 2/3-4. We are working on new cert we were just alerted to that must be in place by the end of January. These are required updates, requested by those responsible, and there is no choice regarding the timeline. * General-Student Affairs – Monika

No new updates from Student Affairs.* General IT- JR Hall (incl Technology Refresh report, and IT Helpdesk transition)

In the process of the beginning of semester start-up work.Shout-out to desk-top support team for handling the unassigned Helpdesk tickets. New task that ITS has taken on since December. Greatly appreciate those stepping up.* General Library and Learning Resources-Michele Alaniz

Just opened today. All systems working fine, librarians were able to help students.* [General-Office of Online Learning and Educational Technology-](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/EfEjvlyL_9xEiJ_AXddghQwBdSXhFFR6t8chnVKl5o_RRg?e=szHy2g) [(Canvas experience survey results. DE Handbook)](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/Ed5aRUxZi19OijoxQBZpPScBJ5LRlG8XVO1-O_IwlHH83w?e=JeL1bT) - Jen Kienzle

Preview – in Feb will present Canvas survey results. Can be part of report or stand-alone item. Will also talk about training. Shout out to OLET team for Flex Day presentations. Simple Syllabus, AI Panel led by Daya, including Michele and other members of the team.* Facilities/IT - Tim Ryan

Working with the Facilities team on STEAM building move. Planning still in progress, especially Biology, Chemistry. Have been told move will happen over next winter break. Still reviewing IT equipment requirements awaiting final floorplant. Starting new security cameras, new classroom access. Will happen over the course of the next several weeks. This is a step towards an integrated solution for the many security cameras.* Registration Platform RFP – Ellen

RFP is nearly ready for release. BoT saw Banner Experience presentation. The discovery approach underway to map out * Computer Lab Workgroup – [RecommendationsStudentComputerLabs.docx](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/EZe1mwjbIYJMrJTAWZoAAYABHtkash4Lz_ruweajMUTOlg?e=CID32x) Cynthia

Shared the document previously, still accepting feedback from the Committee. Workgroup will meet one more time to talk about whether we want to gather information from Student Affairs, and whether we want to look further at the tier system. Idea is for the Technology Committee to review the recommendations prepare to decide whether to forward to PGC at the February meeting.* ChatGPT - Dayamudra & other faculty

There were 171 participants in the Flex workshop. Have started forming workgroup on the AI checklist, those interested are welcome to join. Ellen will assist with message to the Committee. <https://www.1edtech.org/sites/default/files/media/docs/2023/AI-Checklist.pdf>[*Cornell slides*](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdocs.google.com%2Fpresentation%2Fd%2F1JVvbinCBh_aoJWC7m7UD2_1Aog0DkF12hE52qdwd8-Q%2Fedit%3Fusp%3Dsharing&data=05%7C01%7Cerayz%40ccsf.edu%7Ce1db9c69589f4292a7cc08dbc06250d1%7C5e0f22d68a16417ebf3ad081c98b38d8%7C0%7C0%7C638315300725430633%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=LstkD8nXOmqqQ6FJmYkVBjJ%2BbJ64ArcNPpx4XEsAa5M%3D&reserved=0)* AdobeSign workflow implementation (Cherisa)

Workgroup will meet in February.[Workgroups membership](https://citycollegesf.sharepoint.com/%3Aw%3A/r/sites/TechnologyCommittee/_layouts/15/Doc.aspx?sourcedoc=%7B6A385249-C567-40F6-BCB1-66F21242DBCD%7D&file=Work%20Groups%202022-23.docx&action=default&mobileredirect=true)[Workgroups for 2022-23](https://drive.google.com/file/d/1uW4aNNMcURcydVn29XnzGuNd_ZJnP-qp/view) |
| 5. | Fog server | No ownership. Pages are not ADA compliant. Discuss approach to migrating web pages to a compliant server – Ellen RayzConversation with faculty member about being point of contact for communications with those using the Fog server. 80% of content managers are retirees. Approach that will be tried, since there is no way to reach CCSF retirees other than their retained CCSF email which they may not monitor. The approach will be to create an updated server, then work on migrating from Fog. |
| 6. | InfoSec Plan(action item) | Revise InfoSec Plan to be included in AP8.18 - Tim RyanPresented to Committee last fall. Document was accepted by UC Office of the President. Now we need to formalize approval.[Technology Committee - CCSF Information Security Standard v2.pdf - All Documents (sharepoint.com)](https://citycollegesf.sharepoint.com/sites/TechnologyCommittee/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FTechnologyCommittee%2FShared%20Documents%2FGeneral%2F2023%2D24%2FCCSF%20Information%20Security%20Standard%20v2%2Epdf&parent=%2Fsites%2FTechnologyCommittee%2FShared%20Documents%2FGeneral%2F2023%2D24)This is not a technical control, it is about compliance, and we want to demonstrate that we meet the request from one of our business partners. The State Chancellor, City, Cyberinsurance, and other entities are asking us for information security documentation, and we are hopeful that this will meet these various needs.Approved: 7 yes, 0 no. |
| 7. | Zoom AI companion | Overview (moved to February) |
| 8. | Employees email maintenance and retention practice directive(second read) | Email practice and retention practice directives:[ITS email practice directive 04122023.docx](https://citycollegesf-my.sharepoint.com/%3Aw%3A/g/personal/erayz_ccsf_edu/Eai642MEBNxKqw5MlLgXzqoBYZCpigbk5bFwVKz11Of1BA?e=Ilmwfv) [ITS email retention practice directive 04272023.docx](https://citycollegesf-my.sharepoint.com/%3Aw%3A/g/personal/erayz_ccsf_edu/EZKjCYx_m5FPtXDyoznh67ABKIMxzC8vO166oazlC2euwg?e=WC3uCP)Members were asked to bring the proposed practice directives to their constituency groups for feedback and suggestions for discussion at the November meetingMoved to February agenda. |
| 9. | Virtual Campus Tour | Preview. Meg not on the call (3rd invitation).Committee looked at tour published at: <https://campustour.ccsf.edu>Tool was introduced late last semester.Q: Are there captions for the videos? There does not seem to be an option for captions. Other accessibility issues along with there not being captions. Q: Campus tour only for Ocean?Q: Who do we reach out to?Please reach out to Meg directly with any questions or other input. |
| 10. | Schedule of critical campus events(action item) | Identifying weeks when services cannot be interrupted. Initial discussions with Academic Affairs, will reach out to A&R, to get the specific weeks that are absolutely necessary not to be disrupted.Moved to February agenda. |
| 11. | AI Preparedness Checklist | [AI Preparedness Site](https://www.1edtech.org/resource/ai-checklist#policy)[AI Preparedness Checklist](https://www.1edtech.org/sites/default/files/media/docs/2023/AI-Checklist.pdf)[Online Teaching and Learning Blog](https://sway.office.com/5wfzwku35AH7BlhY)Nothing further to add. |
| 12. | Enterprise Printing for employees | * Smaller HP and Cannon printers need to be decommissioned
* KM printers need to be consolidated (1-2 per floor) across all campuses
* MFC (multi-function copiers) locations to map out migration from smaller individual printers. May need to move MFC’s around to accommodate needs
* Moving KM solution to the new platform prior to expanding MFC’s footprint

JR – have just ported over the first KM printer which is in ITS. Still working on getting to make sure it works (accessing printer drivers, printing from Banner, etc) before porting over any further printers.  |
|  |  | 1. Discussion around time required to remove potentially fraudulent registered students from courses. Michele, Ken, Sheila, Monika

Faculty who is also department chair noticed that there are a lot of suspect students, roughly half of students in one class. Patterns where info across students is off by one number, enrolled in a lot of classes. It is a niche class, but half are unrecognized. It is taking a long time to get the fraudulent students out. Real students are on wait lists who cannot get in because classes are filled with fraudulent students.Discussion: From technical perspective, presented to faculty and students. Faculty want students out quickly, students worry about false positives. For specific CRNs that need to be cleared faster, it would need to be a process with A&R. The current process is supposed to allow suspect students 7 days. Observation that classes are still full with suspect cases.A&R works to get confirmation from individual students before dropping them, approach is to be cautious about dropping real students while working to filter out the bad actors. A&R is monitoring closely, and noticed the uptick for Spring registration. Potentially fraudulent students are reminded (3 reminders, 10 days) before dropping. Also cognizant of holiday. Will work with individual faculty members for special cases in their rosters. Q: do we need to revisit the 10 days, consider making it 7? A: We are following the flow chart of “at least 7 days” which is roughly 7 days. Initial email, then reminder after 4 days, then drop after day 7. Drops are manual, on a daily schedule. Q: Feels like tool is not capturing as many students as in previous semesters.A: The fraudulent actors are constantly trying to figure out how to get around the processes we set up, so we have to stay vigilant.To be followed up at the February meeting.1. Now, when Waitlist advances, students are notified via the CCSF mobile app.

Faculty and staff urged to encourage students to download MyCCSF app, as notifications will go out for 24-window to respond to waitlist advance. Implemented in October, continuing to use in Spring. |
|  | Other items? | New technology initiatives to report to PGC? |

Items for future meetings:

1. Following AP 2.07 update (Fall 2023 /Spring 2024) awaiting Planning Committee’s input:
2. Committee Description review and update [TC Purpose and Description.pdf](https://citycollegesf.sharepoint.com/%3Ab%3A/s/TechnologyCommittee/EaT4KMoMV05Ag-BRazP3e-MBCzvXOGOHChmZzxPXakWQQA?e=62UOKl)Draft: [TC Purpose and Description](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/EcUzjVvYIoNNijtlrQisWvwBn45bQzoJxsKZ4lKQug7JUA?e=1sUEfQ)

Action: Recommend updated Committee description to PGC)

 (b) Develop recommendations for improving effectiveness of Technology Committee updates. IDEA: written reports like [Office of Online Learning and Educational Technology-](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/EfEjvlyL_9xEiJ_AXddghQwBdSXhFFR6t8chnVKl5o_RRg?e=szHy2g) or PPT slides