September 17 Flex Day

Technology Session Summary

Presenters: Tim Ryan, Doug Re, Robert Lam

Moderator: Tracy Burt

Six slides were presented showing the ITS Org Chart, Standard III.C., Accreditation Restoration Tasks and Program Review Technology Projects.

Feedback from attendees:

1. Replace old desktops for Faculty and Staff as soon as possible.
2. WiFi requested in all classrooms.
3. More projectors requested, both portable and fixed.
4. IT support was requested on evenings and weekends.
5. Student online password reset requested for Web4 (this is already available).
6. Need better lines of communication to make informed decisions.
7. Why did some Faculty have to purchase their own software? (Adobe)
8. Need more IT staff for PC assistance.
10. Supporting technology in classrooms, some projectors audio visual equipment not setup correctly, in MUB but also other buildings, need workshops.
11. Try to work with local startups and get equipment donations.
12. The CNIT Department has established a program called Techspot for internal tech support by students.
13. Need more Banner and Argos training.
14. For ITS assistance, use online Ticketing System available at: www.ccsf.edu/itshelp
15. On tech surveys, explain what is available already, example Ethernet in classrooms.
16. Request small seminars by ITS in each department and/or train designated staff.
17. Need more projectors to checkout at the Downtown Center.
18. Need more online technology training since many workshops conflict with teaching schedule.