DRAFT Technology Committee Meeting Notes
September 19, 2023 (agenda)

Attendees: Ellen Rayz, Daniel O'Leary, Cynthia Dewar, Monika Liu, David Yee, Jennifer Kienzle, Jerry Wu , Michele Alaniz, Chien "Ken" Lin, Nicholas Wang, Alexander Hosmer, Joseph Reyes, JR Hall, Cherisa Yarkin, Dayamudr Dennehy

Summary of Actions Taken and Follow Up items for This Meeting

Agenda Item	Action Taken
2. Previous month's meeting notes review (action item)	August meeting notes posting notes approved with no edits. Vote: Yes = 6, No=0, abstentions = 0. Meeting notes will be posted on Committee website.
4. Committee Objectives (action item)	Discussion: No further edits. Vote: Joe Reyes moves. Michele Alaniz seconds. 7 Yes, 0 No, 0 Abstentions. Passes.
9. Technology Acquisition Process - Rubric (action item)	Edits suggested. Will bring updated version to October meeting for review and potential approval.
11. Employees email maintenance and retention practice directive (first read)	Members asked to bring the proposed practice directives to their constituency groups for feedback and suggestions for discussion at the October meeting. ITS email practice directive 04122023.docx ITS email retention practice directive 04272023.docx
12. Schedule of critical campus events	Schedule will be similar to last year. Draft schedule will be brought to October meeting
13. Shared links permissions change	Default for sharing links in MS Office 365 to be changed to "view only". Will be on October agenda for adoption.
14. Campus CRM	Will submit request through the Technology Purchase Rubic (office.com)., Submission will be shared with the Committee. Leads will confer with the Office of Research & Planning as part of implementation process to assure alignment with data reporting and program evaluation needs.
15. Other items	1. Computer lab/classroom scheduling pilot using MS Outlook booking tool underway. At a later meeting, Committee will consider recommending it be adopted as standard practice for booking these resources. 2. Laptop carts have been requested by several instructional departments. Technology Committee to consider how to address these requests; ITS resources needed, check-in/check-out process, staffing requirements. Seeking feedback. Members asked to discuss with constituency groups and bring feedback for Committee to consider.

Meeting notes

No	Item	Specifics
1	Welcome and housekeeping	- Recording started - need 6 voting members present to vote on initiatives' endorsements – check for quorum - Meeting agenda and notes for 2023-2024 are in new folder
2.	Previous month' meeting notes review (action item)	https://www.ccsf.edu/sites/default/files/2023/document/tech-comm-meeting-notes-aug2023.pdf If no more edits, post on TC website Vote on posting meeting notes: Yes = 6, No=0, abstentions = 0.
3.	Agenda review	Any additional topics? From Alex: Twitter to X branding on CCSF site change? Also recent news that "X" may be subscription based leads to possible future equity issue. Should we consider asking AS to see what their main social media platform is for social media messages to have clearer pathway to transfer to another platform? Discussion: Agree, need to keep up with the changes. Especially asking students what they are looking at. Q: Who is the resource? A: ITS can provide resources to support the changes. PGC Communication Group, Ellen and Cynthia are resources to that group and can bring up branding at the next meeting. It may be beyond the scope for the group, but it would then capture the idea and may prompt follow-up.
4.	Committee Objectives (action item)	Action: Review and consider updating Technology Committee Objectives for 2023-2024 **In progress from August 2023 meeting:** 1. Solicit and incorporate feedback, recommend, and implement a criteria document and decision flowchart for selection of technology based on accessibility, privacy, compatibility with existing systems, cost, training, sustainability, longevity, etc.* 2. Maintain and publicize an annual calendar of standardized technology maintenance across the College* 3. Document "standard technology" for hardware and software products used across the College for employees and students, to assure compatibility to the extent possible.*

		4. Adopt guidelines for refreshing, maintaining, and standardizing Computer lab technology Discussion: No comments. Vote: Joe Reyes moves. Michele Alaniz seconds. 7 Yes, 0 No, 0 Abstentions. Passes.
5.	Technology Plan reflection overview (information)	DRAFT_CCSF_TechnologyPlan2021-2025_ReflectionFall2023.docx Summary for PGC Report (slides 1-4) No discussion
6.	Monthly User Groups Reports and Work Groups Reports	• Banner User Group-Jay Robinson (Ellen in Jay's stead) Prior to last week, installed 39 upgrades to Banner system over the weekend, then identified issues and fixes, with Ellucian, applied last weekend. No longer seeing those issues. • General-Student Affairs – Monika No new updates for general student affairs, but there is an item later in the agenda, item 14 Campus CRM that pertains. • General IT- JR Hall (incl Technology Refresh report) IT busy with a variety of things. For desktops, still working on getting people what they need for beginning of semester. Getting items for upgrading equipment in labs. For student printing, John Adams, first Center off Ocean has been done. Employee printing has steps needed. Working on new buildings, finishing up on office moves. • General Library and Learning Resources-Michele Alaniz Working on new workshop on academic integrity. Citation champions also touch on it. Touches on ChatGPT, ways to use it honestly.

		• General-Office of Online Learning and Educational Technology- Jen Kienzle https://citycollegesf.sharepoint.com/:w:/s/TechnologyCommittee/Ed5aRUxZi19OijoxQBZpPScBJ5LRlG8XVO1-O_IwlHH83w?e=JeL1bT Student results - -surveyed all students in Canvas. Pretty standard results, pretty comfortable (not surprising given in Canvas). Most students self report access via computer. Note that OLET will now be able to see data on the device used to access Canvas directly without self report. Most students report using the Canvas app. For Canvas info, CCSF website is top choice. Most respondents said they plan to enroll in Fall 23. For modality, top choices in-person only, or online only. Consistent with previous results. Q4.4, Hy-Flex option, if option to attend online or in person, highest all online. Q4.5, time and day of class most important. Q5.1, obstacles experienced in person, highest were personal or work obligations, commuting to campus. Q5.2 highest online obstacles, top choice is "none". Q: Proportion of students? Response rate? Is it a representative sample? A: Modality and timing (in Canvas, at end of semester) mean it is not an entirely representative response. It is a Canvas survey, so primary focus and that is why it's the method of distribution. • Facilities/IT - Tim Ryan Not here • Registration Platform RFP – Ellen Selection committee had first meeting. Familiarizing the group with documentation from last time. Next will review posting schedule for RFP, bring everyone up to speed on scoring, welcome new students (2-4).

		• Google Workspaces – Gerard Not here • Computer Lab Workgroup – Cynthia Meeting next Tuesday, working on a shared document of recommendations that we hope to bring to the Committee at the October meeting, idea is the recommendations would become our guidelines. • ChatGPT (starting October 2023) - Dayamudra, Alex No updates. Workgroups membership Workgroups for 2022-23
7.	MFA rollout (multi-factor authentication)	Current status and technology overview. Were supported by resources provided by CCCCO to provide MFA for MSOffice365 to a pilot group of 60 users. Will then reach out to remaining population following those examples.
8.	Fog Site Update	*PRIOR REPORTS: OIP will help with the survey (inquiring about the need for their websites) to content managers (approximately 500, 1/3 are retirees, 80% of which are retired faculty). September communication to content managers*. Plan is to reach out to the content managers. Richard Taha was to send out commnication on October 8th.
9.	Technology Acquisition Process - Rubric (action item)	Members discussed and endorsed. Present Technology Acquisition Process Flow Chart to PGC in May 2023. Technology Purchase Rubic (office.com) Monika – The Technology Purchase rubric form looks good, comprehensive, solicits the information required, and shows the connection to planning. Monika Q: How does this request process fit with Program Review? Is it supposed to be done prior to Program Review? Ellen A: Funding for technology comes from different places, including through Program Review. The idea is to run all proposed technology acquisitions through this rubric.

		Nick Q: Is it possible to add link to pre-approved technology lists? Also, about the data, in some cases no data would be involved. Can the option be adjusted to "unsure" or "not applicable". Think about choices that would reflect no repercussions for cybersecurity. Ellen A: we will bring this back to the next meeting with the suggested updates.
10.	Enterprise Printing for employees	*PRIOR REPORTS: Campus standardization and consolidation to use Konica Minolta platform to reduce costs:* • *Smaller HP and Cannon printers need to be decommissioned* • *KM printers need to be consolidated (1-2 per floor) across all campuses* • *Seeking exceptions cases (I.e., special format/toner used for payroll to print checks)* • *Staples are part of the supplies as per contract, not all MFC's have it, will need to determine the replacements needs* • *Inventory update is in-progress* • *MFC (multi-function copiers) locations to map out migration from smaller individual printers. May need to move MFC's around to accommodate needs* • *Solution demonstration: instructions for use of ID card, how to discard old cartridges and legacy printers, basic troubleshooting* JR - Purchased Konica Minolta BizHub machines. Probably will get started deploying them in another few weeks. There are 9 months for it to happen.
11.	Employees email maintenance and retention practice directive (first read)	Email practice and retention practice directives: ITS email practice directive 04122023.docx Every CCSF employee is issued an account, expected to use it for CCSF business. Optional additional accounts for direct services to users, departmental accounts held by the department head. Please read Account De-commissioning, and other sections. Q: Include retirees? Should it reference the Collective Bargaining Agreements? As both CBAs have clauses regarding retirees continuing to have access to the CCSF email as if they are employees. Potentially changing in current negotiations? A: It's a District document. We can incorporate the references.

		Q: When someone resigns or retires, do they still have access to O365? Having a CCSF O365 email provides access to the entire suite. A: This document is about email. When someone resigns, account access is turned off. For retirees, they may be able to continue to use the email account same as current employees. Q: Should we develop a policy regarding retiree access to O365, cannot isolate email from the suite overall. It is affecting teaching and learning. Note – retirees are also by CBA entitled to ongoing access to Library Resources, which requires ongoing access to RamID. ITS email retention practice directive 04272023.docx Limits on storage capacity. David Yee, Cynthia - CBA article location to add to the notes on the email practice directive doc - AFT 2121, Article 28 Retired Faculty (p. 160). Article 28.B. -For the life of this Agreement, faculty who retire may continue to use their District e-mail accounts subject to the conditions and limitations applicable to active employees. The District acknowledges the potential value of retired faculty members' ongoing involvement in the District educational process, including non-commercial contributions to the District intranet and District web site. Faculty who wish to maintain their individual City College-supported web sites can request to continue their access by application to their dean subject to approval of the appropriate vice chancellor.
12.	Schedule of critical campus events	Change Management component to avoid change induced outages of critical campus services Ellen - Last year, under David Yee's leadership identified freeze dates so ITS scheduled maintenance is least disruptive, outside of emergencies (which we try to avoid). David – probably use last year's calendar as the model for this year. Will bring draft to next meeting.
13.	Shared links permissions change	Sharing links permissions change (Sharepoint, OneDrive) to "read-only". Ellen – currently Sharepoint and OneDrive links are read/write. Proposal to change default sharing links to "read only" to avoid erroneous editing. Will be an action item for next Technology Committee meeting.
14.	Campus CRM	Customer Relationship Management Software

		Monika – request to acquire via Outreach where it is needed the most. There are other departments who will be interested, it is better to bring it to the Technology Committee for dialog. CRM is software that automates marketing campaigns, has element of automation. Have introduced idea at the PGC Communications group, target as pilot group, prospective students. Try to see what communication would look like using CRM. Monika – getting the dialog going. Looking at the needs and challenges to get this going. Cherisa – early consultation with ORP to make sure we are aware of what is coming, and the data reporting, evaluation, assessment for impact implications for set-up.
15.	Other items?	New technology initiatives to report to PGC? Ellen – differences in technology used for reserving computer labs and computer classrooms across locations. What information is needed for us to become more efficient with that process. David – get input from the Center deans, somehow the Center dean needs to be informed as they may end up being support to open room, provide chairs, cables. Ellen – we will work with faculty, with Center deans to make sure the process works with schedules and staffing. Alex: We are scheduling MUB 398 through Outlook thanks to IT helping with set-up. Working well, but still have had some outside groups use the space without our knowledge. Ellen - Also, laptop carts for classrooms. Have been approached by a couple of departments, including pricing out and location. In conversation with faculty requesters, realization of the challenges with moving the carts around campus, the necessity of maintaining the laptops in terms of charging, installing software, updates. It is now a discussion, popular idea. Technology Committee to consider whether to make the services available, with what resources, what the process will look like, check-in/check-out, staffing requirements. Seeking feedback. Take to constituencies and discuss.

Items for future meetings:

1. Following AP 2.07 update (Fall 2023 /Spring 2024):
   (a) Committee Description review and update TC Purpose and Description.pdf
   Draft: TC Purpose and Description

   Action: Recommend updated Committee description to PGC)

   (b) Develop recommendations for improving effectiveness of Technology Committee updates. IDEA: written reports along the lines of General-Office of Online Learning and Educational Technology- or PPT slides