



**TECHNOLOGY COMMITTEE MEETING**

the 1<sup>st</sup> Gulf War. Roger spent his first 30 years in California initially as a technology entrepreneur within Silicon Valley; for the last 20 years in the public sector, primarily K-14 education for.

Stan then welcomed Diane. She went to NVC as returning student in 1989 and she has been teaching on campus for almost 23 years now.

## **6.2 Review Survey Information**

The Committee tabled this until the next time they meet. This is in order for everyone to be able to review things and they will hopefully send it out to the campus after the next meeting.

## **6.3 Summer/Fall updates**

Roger explained to the Committee that a lot happened over the summer. There have been some networking issues, issues with accessing various systems and etc. The phone system is working now. There have been meetings to discuss reconfiguring the auto-attendant for the phones and it should be done soon. Most of the student account issues have been resolved. Roger thinks we have the worst behind us but we don't want to run into this in the future. Jose noted that it was a batch of students that needed to have their accounts cleaned up due to fraud issues. Some staff accounts had issues as well because they were previous students and their accounts were grabbed as a student when the batch was ran.

There were also hardware failures that caused issues because old equipment died. Diane added that she feels that IT has been severely underfunded and under supported. Roger noted that he reviewed all of the technology purchase and found a lot that could be paid with Covid funds so the Business Office is inclined to look favorably on us at this time. Diane added that with all due respect, IT is doing its best but does not get the support that it needs.

Stan asked for more updates. Daniel noted that the 7000 number is under construction, due to a systematic configuration that allows callers to get to other offices by pressing a certain number. The Auto Attendant replaced the telephone operator. Now that the investment has been made, once everything is done, it will give us the updated features we have been wanting. Ryan asked if it was possible to send that number to the Welcome Center in the meantime so that students aren't confused. Questions have been asked but not answered. Roger will lean on them again so that the temporary tree can be built.

## **6.4 Active Projects**

Roger took control of the meeting for Active Projects. Patti asked if Jose was going to do the Colleague CORE update. The campus will be

moving forward with OnBase as its document imaging solution. Roger noted that the paperwork was filled out and that we should expect implementation sometime in September. One thing that has not been addressed is how we will migrate from Hershey to a single system. Currently, various departments use different software to virtually do the same thing. Information will need to be migrated to OnBase. Jose added that it will be UI based so in the Colleague screens (eventually) you will be able to click a link to open a document that was submitted within Self-Service. OnBase is the new product that is produced by Hershey Systems and Hershey is the old product. Patti is very excited as well. The ability to convert the text is very vital to finding information and getting documents quicker. Years of records have been converted and it makes things much easier. Patti noted that DocuSign is also when we started working with OnBase. It will allow integration for efficiencies between both systems. Patti also noted that there will be a meeting with DocuSign on Monday and she asked if Jose and Roger could join.

Roger went on with the update. The Cisco phone system is being updated as we speak. Ellucian is also being upgraded as well as various classrooms. Roger also made the executive decision to remove all systems that still have Windows 7 and Vista. New purchases have also been in the works. IT and companies have been back and forth between systems. The decision was made to get more systems for more students instead of having the most up to date and expensive systems for quality reasons. IT is also upgrading all software that can be upgraded.

It is also worthy to note that we are in the process of moving a lot more to the cloud due to the experience with hardware failures in the past. If something fails in the cloud there is usually an auto-backup available.

We also just received two 10GB network connections through CENIC. This will increase our speed to the outside network. Ryan had some follow up questions about transitioning to cloud and if users archives would be in the cloud as well. Daniel confirmed that archives will still be on premises. In the fullness of time, a lot more cloud solutions (auto0(

similar setup but a core investment is what was needed. To Jose, that investment is making a key difference.

Devices that we used to look at we can literally bring for things for less money. Money needs to be spent on the core before the computers we have are upgraded. In Roger's experience one of the core is expensive, but the opportunity costs are small because of what we can do with that core is so huge. In education, we have not looked at these opportunity costs.

## 6.5 Committee Reports

- Colleague Core (Jose)

Jose updated members in regards to Colleague Core. He had a conversation with the Colleague core group and received feedback for all members to update the self-service version to one step below what they are currently at. That should get us the additional features that are needed. This update can happen and by spring of 2022 we can fully switch to self-service and have an updated Colleague. Then we can completely get off of Web Advisor by June of 2023 when Ellucian stops supporting it. Jose feels like the college is on track for this to happen.

Roger noted that along those lines, he has been asked about automating our onboarding process for everyone that comes into the institution. This opens up the doors for that to happen. Pattist2 (e BD.ro3,

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work on. During the next meeting, a co-chair will be elected. Stan also has a meeting with the Academic Senate President, Eileen Tejada next week and will bring up the issues and hopefully the Committee will be back on track like before. Right now, the ETC committee is kind of in limbo.

In Roger's observation, this is the first college where ETC was a separate committee. We had a single tech committee because they are all interrelated. We bring our recommendations to IT. I introduced Distance learning in 1997. One of the shapers of the future of educational technology. Would like to see ETC and this committee working closer together and merge them together. Separate committees can be counterproductive. Stan agreed.

## **7.0 Action Items**

N/A

## **8.0 Next Meeting**

September 10, 2021 @ 1:00pm

## **9.0 Adjournment**

**End Time:** 2:12pm

Motioned by Diane Van Deusen, seconded by Patti Morgan

**Topic:** District Technology Committee

**Time:** Sep 4, 2020 02:30 PM Pacific Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android: <https://cccconfer.zoom.us/j/95374912990>

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