

RCC Technology Resource Committee (TRC)
November 12th, 2020
1:00 pm-2:00pm
Remote Zoom Meeting

https://cccconfer.zoom.us/rec/play/bo9lCv5g1GHBiiM0uZvdNFuiUjk_GMYeJH-9A_X2pyD69NoqcVtOecNSHLc3az-VbXIT5wcUIWTq3TEQ.KqPZx0ydSulwuX-P?continueMode=true

Attendees: Patrick Scullin, Terry Welker, Stephen Ashby, Jill Smithen, Jodi Mowrey, Jim Mitchell, Bill Manges, Gabriel Rivera, Yash Tyagi, Skip Berry, Lisa Contreras

Not in attendance: Tucker Amidon

- I. Approve minutes from October 8th, 2020 Meeting
 - a. Approved minutes via consensus
 - b. Abstention: N/A
 - c. Objection: N/A

- II. Faculty chair report of activity – *Patrick*
 - a. RDAS Report
 - i. Strategic Planning – *Patrick*
 1. Patrick emphasized the importance of having our plan in place so regular replacement occurs. So we don't have automatic technology updates on the priority list; will help the college in the long run over time.
 - ii. Resource and Replacement – *Patrick*
 1. ITSC was talking about project Nexus that is underway. It will impact everyone. Bill stated project Nexus is in the blueprint phase. It's a replacement for Colleague.

- III. Co-Chair report of activity – *Gabriel*
 - i. Gabriel wanted to give us an update on the Unified Service Desk. TSS put together a Task Force, a smaller group within the Technology Services Dept. Ongoing training is needed for the Task Force members as well as coaching for the train-the-trainer for the technology services team.

- IV. Committee Member Reports
 - a. RDAS, ITSC, DAST, TSS, etc.
 - i. No updates

- V. Old Business
 - a. Service Desk Update – *Gabriel*
 - i. Gabriel informed us that we're creating a service catalog that will service everyone (customers, students, staff, and faculty). Also, we're looking into how quickly we service in terms of the type of service and description of the services in our service level

agreement. This is reassuring as the district is planning on the doing some training as well, so it will be in the same frame work so that the common language for all the technology at RCCD through ITIL – **ITIL** is a professionally recognized certification scheme, provides comprehensive, practical and proven guidance for establishing a service management system.

b. Drive Up Parking Lot Update – *Gabriel*

- i. Completed on Nov. 1st. Wi-Fi access in the Magnolia parking lot, parking structure (all floors), Kane parking lot, Lovekin complex parking lot. Increased the Wi-Fi access in parking lot E, P, and H, and the handicapped spaces by the tennis courts. An email notification will be sent to all students this week as well as posted on the website by the end of the week. Wi-Fi will be available Monday-Sunday, during campus hours, 7am-10pm. Extra security and grounds workers will be available on site to ensure safety within those hours. Jodi brought up a good question about power sources for students accessing Wi-Fi in the parking lots. Skip mentioned offering laptop battery adapters through Cares funding. Gabriel will notate and provide this info to the powers that be and find out if there is enough funding to purchase and distribute to students. He will have an update at our next meeting.

c. Laptop/Hotspot Distribution Update - *Bill*

- i. To date we've distributed 664 laptops to students/employees – 517 on loan to students right now and 147 provided to employees. The distribution of the loaner laptops was originally coordinated by TSS but after several meetings the distribution of loaner laptops will now be coordinated by the Digital Library. We found out that Norco and MV were using their Library's as well for distribution and it was a perfect solution as they already operate with the necessary access to student information in order to verify student information and streamline the process straight away without the multiple step process we had in place through TSS, Admissions and Records, and Business Services. An additional 1,000 laptops are being purchased with Cares funds. So, with the 664 we'll have about 1,600 laptops that will be supporting our students and employees, but mostly students. They will be delivered in December, but due to the overwhelming request for technology resources manufacturers are working diligently as requests take about a month to receive a shipment. We received some in batches and the rest of our 1,000 order will be delivered in December. We have distributed 150 hotspots with Cares funds and an additional 150 will be ordered. The Digital Library will take over the distribution of hotspots as well. Thank you Yash for providing the survey results information. Taking note of any students that were having trouble with older laptops. We were able to reach out to the few students who had issues and were able to replace their old laptop with a new one.

- d. RCC Website Update – *Bill*
 - i. Launched Oct. 15th, feedback has been extremely positive. Still a lot of content that's still under development. Single sign-on access will provide subject matter experts the ability identify and edit their content on the fly. We're onto our second phase which is our interactive course catalog. The new interactive course catalog you can not only search for classes, but you can export anything to an ADA accessible PDF on the spot. The hope is to get this completed by December, but there is hundreds of actual web pages that have to be developed with help from Cassandra Green and Counseling. Also, a team has been assembled to work on a new interactive 3D Campus Map. The old website is still accessible on <https://www2.rcc.edu>. We will transition everyone to the new website once all the information from the old website has been migrated over.

VI. New Business

- a. College and District Tech Plan Alignment - Comment & Review – *Patrick*
 - i. Patrick has mapped out items we can adjust and the goal. It would be good to work on the draft so we can hopefully put it all together by our December meeting so we can forward it along to the next committee. Updates are not too large so perhaps we can divide and conquer some items. Under number 6. Technology Support Services, Gabriel and his team can vet this section out to see if any changes have occurred over the past year and the organizing staff structure in those areas. On number 5. Replacement Plan, there is info in there about life cycle as we put down 10 years so that should be adjusted. Maybe some different language can be in there for Networking and AV equipment, so I see that revisions are necessary. Section number 8. District Responsibilities, this info was put together from the old District Technology Plan, if anyone is willing to take on the task of reviewing and comparing what our idea of what the district does and what the district has put in their plan. Gabriel commented that our team is comprised of experts and users so we should get back some good input so we can figure out what the industry standard is then bring it back to the community with our staff/faculty to verify these things and how this was all done in the past. Perhaps a survey can be sent out; hasn't been done since 2018. Jodi mentioned we're unsure what we should add to the strategic plan considering the technology needs during COVID-19 and online instruction and how that impacts future technology needs. Also, section 6. TSS Structure the appendix has the current standards, perhaps Gabriel and his team can review this as well. Skip mentioned that we should provide them with section and what we have for them to review and update. Bill seconded that with how updates and changes occurred in the past. Gabriel mentioned that they have met with the district and there outlets where we have met with Chris Blackmore and his team and could provide that insight into the alignment with

the district's plans. Stephen brought up that we should flesh out the replacement plan because it really needs to be transparent and open. This would allow everyone the access to assess their equipment should be replaced based on the replacement plan. Skip added onto that and stating that the norm for the industry that there is power in that when we align ourselves with the industry standards then it's not just our input. Gabriel maintains that he uses three pillars: outcome, cost, and quality, to figure out what we actually need. With cost always being the outlier because if there is no money it's hard to replace these things. Patrick followed that up with why it is so important to coordinate with the Financial Resources Committee as we try to establish these replacement costs into the annual budget. The question now is if we provide a breakdown of costs built around the life cycle of equipment then provide it up the Financial Resources Committee and put the pressure on them to get it funded.

- b. AV Technology Update Tech Plan and AV Standards Appendix – *Patrick*
 - i. Looking at the way we structured the tech plan with AV Tech specifically was some info was embedded in the descriptions for classrooms, labs and meeting spaces descriptions. But, maybe we should create a subsection under number 4. Technology Standards, where we describe the quality and importance of AV Tech and how we want to keep it maintained.
- c. New Team Site for working projects – *Patrick*
 - i. Patrick is working on a Teams site that will allow us to better collaborate on documents. It will house all documentation and notes for our team to access.

- VII. 2020/2021 TRC Projects
 - a. Annual Technology Plan Review
 - i. See College and District Tech Plan Alignment
 - b. RCC Website Redesign
 - i. See RCC Website Update
 - c. ERP – Project Nexus

- VIII. Assignments:
 - a. District ITSC Meeting on 12/18/2020
 - b. Admin Support Travis Roest

- IX. Next meeting: Thursday, December 10, 2020