**ISIT Committee Meeting Notes 10/4/2021**

**Zoom Meeting**

**Attendees:**

Judy Ahl, Technology Support Services; Matt Andrasian-Jones, Academic Technology; Tim Bohan, Education; Pam Boyles, English (ISIT Co-Chair); Leah Carter, FACE; Dan Hall, Student Success & Technology, Bonnie Hammond, Applied Science & Technology (Electronics); Nicole Hernandez, Nursing; Kalina Hill, TPAC; Kurt Klopstein, Mathematics; Sara Manuel, Behavioral Science; Richard Marquez, English; Richard Miles, BMIT; Erin Miller, Social Sciences; Michael Muhme, Communication; Sara Palasch, Foreign Language & American Sign Language; Scott Peat, Biology; Cynthia Quintanilla, Counseling Kristin Rabe, Media Services/TSS (note taker); Brett Redd, (ISIT Co-Chair) Technology Support Services; Deb Rosenthal, Physical Science; Kirk Russell, Library; James Selgrath, Agriculture; Adel Shafik, Art; T. Silva, Philosophy; Travis Steele, Industrial Technology (Engineering);

**Absent:**

Stephanie Baltazar, CTE; Kim Chin, Performing Arts; Gian Gayatao, BCSGA President; Tracy Lovelace, Academic Technology; Emma McNellis, SGA; Matt Moon, PHED; Bill Moseley, Dean AT (Ex Officio); Pamela Rivers, Academic Technology; Christina Rodriguez, IT/TSS;

**Pam started the meeting via zoom at 4:09 pm.**

**Agenda additions for 10/4/2021: Question asked by Erin RE: Covid App**

**No changes to meeting minutes from 9/13/2021**

**ACTION ITEMS:**

1. **Review the Computer Use Agreement prior to November meeting for feedback**
2. **Short committee blurb to Kristin from Group work on Student Survey prior to 10/7**
3. **Dan Hall will condense/refine the transcript from his report 9/13**

**Approval of Agenda for 10/4/2021 & Meeting Minutes from 9/13/2021:**  Judy Ahl motioned to approve Notes, Kurt Klopstein seconded. Motion carried – no abstentions. Agenda – Dan Hall motioned to approve, Sara Palasch seconded. Motion carried – no abstentions or changes. Spoke to the AI version of the transcript from the 9/13 meeting where Dan Hall gave updates about Student Success technology – specifically the SID and Chatbot. Dan will review, condense and send the transcript back to Kristin for submittal as an addendum to the minutes.

Introduction of new committee members: Cynthia Quintanilla, Travis Steele and Aricia Leighton.

**Committee Charge (Boyles):** Nick Strobel suggested that we phrase the committee membership to better reflect what Academic Senate has in their charge. One Representative from each academic department, so it’s less about specific numbers of people and more about the overall representation. Pam agreed and will rephrase for the October meeting to vote upon. Committee had no problem with the changes with a strong response but no vote.

**Computer User Agreement Review (Coston):** Todd on the computer use agreement. Nick Strobel brought to our attention Section 3 of Board Policy – Pieces related to computer usage – he thought it would be a good idea if ISIT had some input on any changes for updating by the ISIT committee. Between now and the next meeting, take a look at the document – on committee page, and we’ll revisit at next meeting. Keep in mind this is KCCD policy, not BC policy, we’re all going to be looking at it – all colleges. Look through it with both an employee and a student lens. Some technology that is in there – might not be relevant. If there’s something due to the work from home, in addition to other technology, we should look at that. Terminology too. Here’s what we’re recommending and here’s what we recommend. Then it can move forward to the IT Managers and ultimately to the district.

**HEERF (Higher Education Emergency Relief Funding) Update (Rabe):** Kristin provided an update that the Language Arts building would be the first entire building to be serviced under the HEERF funding. With multiple classrooms needing an entire install, most needing a projector install and some requiring minimal work (camera/streaming media player/programming). Request for Proposal for the installation work will go out to the street for bidding on October 11th – with formal bid opening October 28th. The instructor stations have been ordered and have an 8-10 week lead time. The equipment is next. Will not have a timeline until we know when the equipment will ship and when the vendor who gets selected through the RFP process commences and equipment ship dates are known. Once reviewed the ISIT tech resource request process. Since most of the committee is returning and has seen this – not much time was spent on reviewing. The documents are on the committee page.

**App for COVID – Erin Miller’s question (Redd):** Erin Miller asked the question – a few people have expressed concern about the Covid app on personal mobile devices. Since all user agreements usually give certain access to a device. The user agreement made me think of this. Can we address this? Brett responded with the app – we really didn’t have much information on this to address it at this time.

**ISIT Prioritization Process (Redd):** Brett went over the ISIT committee prioritization document from 2018 – along with the information about how we (ISIT) prioritizes the requests once they come in. He went over each of them – Pam Boyles would like to update to remove dates and will take care of that. Pam will review for November’s meeting and bring it back for final approval. Any questions about the process.

**Student Survey (Redd):** Last time we asked about student survey we broke into groups (we were live in person). We will break into breakout rooms and discuss the questions… There are 5 groups.

**Group 1**: Israel, Kirk Leah, Nicole, T Silva, Travis; Students are accessing technology from everywhere – so not sure as to relevance of the first question. Please clarify. What is the intent? Should we remove BCSW from question 1 since no one has been there in a year or more – and should we add the Weill instead? Todd responded with intent is to find out if students are trying to access via a non-KCCD access point. Where they might be (at home, at a coffee shop, etc.). Perhaps make this a multiple selection question, since students access their classes from all over. Thought question 2 should be re-written to reflect “How often have you used each technology below (in the past year)”. No ellipses before each answer. Also add a time element to the question. Add zoom to access question. Thought the question was a little wordy about technologies you’ve had trouble with. Reword that and also add time element. Kirk also suggested that they might provide a little narrative about what problem they may have had with the technology.

**Group 2**: Cynthia, Deb, Heather, Kurt, Michael, Sara P.;

**Group 3**: Erin, Richard Miles, Scott, Tim Bohan; We had a question about Plato. Is Plato still called Plato, or we were wondering, should we change the name to student success lab. And then, and that was it for Question two and three, and then for questions six we thought, maybe we need to remove us I don't think SI is happening much anymore.

**Group 4:** Aricia, Judy, Kalina, Richard Marquez; Add office 365 to the list of technologies. Question 7: Voiceover for Mac/Dragon and how frequently used. Aricia asked what purpose it served in finding out what assistive technology they are using or what brand? Not really clear. So how many people are using screen readers and how many people need closed captions and immersive readers those different things, so we might want to look at that question a little bit more closely and figure out what it is that we want from that question. Aricia Leighton: It was officially gone last year, but Eileen was hoping that she was going to be able to get it back and that didn't happen so it's actually been gone two years okay.

**Group 5**: Bonnie, Dan Hall, James Selgrath, Matt A-J, Sara Manuel. Thought we should add about the Student Chat Bot and KCCD Covid App. Matt Andrasian-Jones: You know if they're using the canvas immersive reader which is there now or also if how you know to what extent are people using the closed captioning because we had a lot of faculty working a caption videos and to get a sense of you know how many students, whether or not they needed the closed captioning are actually using it.

Todd Coston: So in question one, the way we had it set up was they could select multiple so that each look at each location or the box. And you could select one all and then there was another box that you could also write in an option if you needed to so that's how the question was set up and then one thing to just and I always have to remind myself of this as well. Get feedback from our constituents, whether it be employees students whatever on the effectiveness of technology and things like that or they'll ask about how do you know that the technology that is used as effective in providing whatever and so you know, I have to remind myself of this, and so I'm just reminding of the group of this as well that's the mindset, we need to be thinking of for the survey is better told us this and then as an response, maybe we adjusted and made some changes to how we did things because of that, and that doesn't speak directly to any problem or the thing we've been discussing at this point I'm just putting that out there, as the overarching thing when we do both the a student and employee survey that's the mindset that we need to have a development server.

**Academic Technology General Updates:** Matt Jones… I'll be quick so I'm Pamela Rivers just wanted me to let you all know that we will be looking for faculty. And or faculty teams to work on OCR and there is funding and support available so just look for her email coming out tomorrow, she will have more details in that email, much more than I can provide you today, and then also just to encourage your faculty to pay attention to our academic technology blast that comes out on Mondays. We do put a lot of information in there about our office hours, the upcoming workshops we upcoming workshops, we have, but also the different types of you know tips that we give that include things like accessibility humanizing and canvas tips so just pay attention to those things and that's it for me.

**Student Success Technology/Student Help Information Desk:** Dan Hall: So we are looking into a banner integration with ocelot that would provide students with very detailed individualized information to them through the chat box is not high in the district offices priority list, though, so anyway we're continuing to investigate it. We're also taking a look at appointment reminders so we have several departments across the campus and across various centers that make appointments with students and then. You know, have a pretty high rate of students not showing up and so multiple departments have asked for the ability to text students have a reminder for the next day and similar to how you get notifications to you for your doctor or your industry or what have you so we're you know we're investigating several companies, for that will be going through several demos for that. The last thing we're taking a look at and don't panic know spreading rumors but we're looking at a potentially a new portal system. So that you know when we have is functional But once that we're looking at really nice they it's basically a dashboard that has all a snapshot of everything that the student is associated with so, for example, it will give you a snapshot of the initial lead status and their balance snapshot of their registration snapshot of their canvas courses and what's do what's coming it'll have a snapshot of their to do list and what appointments they have they have an appointment with the counselor remind them. You know it's likely very expensive that all these products are likely very expensive but you know, so we do have to look at the return of investment. Turning around request for updating the website with various information it's been a really big deal for me regarding enrollment management so everything is super responsive to get updates on the way so Lisa.

**Technology Support Services (IT/MS) Updates:**

1. BCSW (Redd): BC SW – we will be moving in over holiday break. It’s looking like Thanksgiving before we get the keys. Classes January. Science & Engineering – we will not be moving in and ready for January. That has been pushed back and will be more like summer before that building can be occupied.
2. **Meeting ended at 5:30 pm/KR**

Next Meeting Monday November 1, 2021 4pm