**ISIT Committee Meeting Notes 9/13/2021**

**Zoom Meeting**

**Attendees:**

Judy Ahl, Technology Support Services; Tim Bohan, Education; Pam Boyles, English (ISIT Co-Chair); Leah Carter, FACE; Kim Chin, Performing Arts; Dan Hall, Student Success & Technology, Bonnie Hammond, Applied Science & Technology (Electronics); Nicole Hernandez, Nursing; Kalina Hill, TPAC; Kurt Klopstein, Mathematics; Tracy Lovelace, Academic Technology; Sara Manuel, Behavioral Science; Richard Marquez, English; Richard Miles, BMIT; Erin Miller, Social Sciences; Michael Muhme, Communication; ; Scott Peat, Biology; Kristin Rabe, Media Services/TSS (note taker); Brett Redd, (ISIT Co-Chair) Technology Support Services; Pamela Rivers, Academic Technology; Christina Rodriguez, IT/TSS; Kirk Russell, Library; James Selgrath, Agriculture; T. Silva, Philosophy; Nick Strobel (Debra Rosenthal), Physical Science;

**Absent:**

Matt Andrasian-Jones, Academic Technology; Stephanie Baltazar, CTE; Gian Gayatao, BCSGA President; Michael McClenic, Counseling; Emma McNellis, SGA; Matt Moon, PHED; Bill Moseley, Dean AT (Ex Officio); Sara Palasch, Foreign Languages; Adel Shafik, Art; Jonathan Ward, Counseling; Darren Willis, Industrial Technology.

**Brett started the meeting via zoom at 4:01 pm.**

**No additions to agenda for 9/13/2021. No changes to meeting minutes. No action items from 5/3 (other than the meeting out at Olive Drive for classroom review).**

**Approval of Agenda & Meeting Minutes from 5/3/2021:**  Kurt Klopstein motioned to approve Notes, Leah Carter seconded. Motion carried – no abstentions. Agenda – K. Klopstein motioned to approve, Erin Miller seconded. Motion carried – no abstentions or changes.

**Introductions:**  Not many new… There have been some significant changes in IT department – Todd is playing a larger role in the IT area at the district office. He is serving as the Associate Vice Chancellor (Interim), he’s still involved in BC IT operations. Brett is the IT Director and Kristin is the Assistant Director, Israel is our program manager. Evening support will start in October – new staff will help with that. Christina Rodriguez was hired as a department assistant for Technology Services. Judy Ahl and Tracy Lovelace will be retiring in December. Both have worked within IT and Academic Technology, respectively for many years and will be missed. Nick Strobel pointed out that Deb Rosenthal should be the committee rep, but since he received the invite, he is attending for today on behalf of the Physical Science Department. Pam Boyles will research the remainder of the vacancies and will report back at October meeting.

**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. Also, Nick suggested (via email) that the 2020-2023 Technology Plan proposes on page 11 two new additional items for the ISIT committee charge. Nick is asking if we want to consider these for the October meeting. Those two items are: Item 1: *Assure that technology support meets the needs of learning, teaching, college-wide communications, research, and operational systems*. Item 2: *Assure that technology planning is integrated with institutional planning.*

**Technology Process & Tech Plan (Redd):** Brett shared the Technology Plan with the committee and referenced it on our committee webpage. The current tech plan will sunset in 2023. There have been some changes to the operational structure of IT – and those will be reflected in an addendum to the tech plan.

**ISIT Process/Program Review (Rabe):** Kristin 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.

**Strategic Directions Update/Wifi/AppStream (Redd/Rabe):** Kristin also reviewed the strategic directions – which Brett had mentioned earlier in the meeting regarding the Wifi project for outdoor spaces which is next in the series of progression with WiFi. Indoor Wifi is complete – so if there is a space that doesn’t appear to have coverage – please submit a ticket for review and we’ll address it. App Stream (Redd): Brett addressed the committee on APP Stream. This is what support staff to do remote work. This takes a big chunk of IT time and effort and it isn’t one of the strategic goals/initiatives shared. There was a job walk on 9/13 for the areas starting on phase one of the outdoor wifi “greenspace” initiatives. There are three phases to this project. One is a parking lot on the North East side of campus, the other is the perimeter of the stadium and the rest is campus.

**Academic Technology General Updates:** Tracy Lovelace spoke on behalf of Academic Technology. Alex Rockey is offering liquid syllabus workshops (in honor of Nick Strobel) which is a great tool to help. Professors concerning waitlisted students: the training is coming up – you can sign up for this workshop in the portal. Just want to remind everyone about the weekly blast – and each of our staff create and develop tips. Nicole Avina – she knows her stuff – she oversees our Renegade Hub which is where you can send all of your students for help if they need it. We follow the library hours – so send your students to us. Matt Andrasian-Jones will be hosting an advanced workshop on Design Tools. We are also offering workshops on Play Posit.

**Student Success Technology/Student Help Information Desk:** Dan Hall: let's talk about to the most time consuming projects that are going on right now for us, and that is the Sid and Ocelot, and so let me give you let me go ahead and share my screen. So it used to be back in the good old days, in fact, a year ago. If we if we had more than 300 students coming into the said all right, and when I say students, let me say this week 300 instances of students, we said we think that wow we had a busy day we go whooo yeah now that was crazy isn't it okay. So just to give you an idea, then so here is starting with August, and so we can already tell wow has to be busy then we had a day, where we had 400 a day we had 580 600 men peaking at this day that we had 861 students team and that is unbelievably stressful when they're that means students coming in and I'm having our administration tell me to not have the students wait longer than five minutes and so imagine you're working at Mc Donald's and to tour buses pull into the parking lot you're supposed to get them all fed within 10 minutes and no so we've been struggling. Or we were struggling with enough with a demand students coming in, but so let me just kind of go down a little bit further, so we had 9000 students that month in August, the previous high that we ever had was 5500 students in a month, so, keeping track of how many students come in each day and the average amount and so we're starting to identify that hey we got to make sure we have everybody on staff on Monday that's typically going to be our business days so just as a comparison between blue lines are fall 20 in the orange lines are all 21 and so you can see that you know, two weeks before the semester we had little over 1000 or one, and yet this semester we had you know 1718 six 810 and so on, so.. Pretty amazing and then, if we compare a year the months of months, starting with June from last year to this year so again, you see this very large difference between the two so more and more students are coming into the city for help and. Which is great we're getting a lot of help from counseling and advising from wishes and records financial aid and so all those departments are supporting this really well being able to help us get the students in and out to sit with him. Pam Boyles: And so, when they come into SIDS does that count the number like if they just at the chat box, you did you say I need and then they go to a how does that, how does it counting that when they arrive, and you know what I'm saying. Dan Hall: So yes, so the chat Bot is different. Pam Boyles: Okay. Dan Hall: You should get so when I say, the number of instances of students coming in. It doesn't account for the fact that we can have one student coming in several times a day right, so we have we know our favorites are in well that the repeat customers right, be a bread with tall latte yes, how can we help you today, and so it also doesn't capture the number of times that the students request multiple services so like they come in for financial aid that they stayed with me she's records and then also counseling advising as well, so that's why I use the terminology of the number of instances of the students so soon as they come in, we log the time making in in their name and ID and what they are visiting to sit for so. Pam Boyles: So the number could be larger if they are then going to another place, and then another place. Okay that's amazing. Dan Hall: yeah, and Okay, and I just had also let you know I'd be reversed it happen, where students come in they're waiting for five minutes and they go out forget this I'm waiting longer and they drop out, but because of the way zoom was set up, we have to record their names, or else we can't keep up with everything so that number could include students who have dropped out just because we are not interesting so. I'm right one working I tried to be very quick on this is awesome so um have y'all been hearing about ocelot in your department meetings. So, like vacation is using it like crazy Helen cost is no like crazy I'm probably a lot of the science and math classes, you know you don't have to worry about informing the skis of classes that are available, because you have no classes, though they're all full, but there are the classes that nobody's trying to increase enrollment in and so departments are finding that ocelot is a very powerful tool to use and just to kind of backtrack. Ocelot has three different communication components to it or students who has the ability to use artificial intelligence so with our chat Bot second thing is with live chat so we have nor student workers. In embedded into the chat box and Stephen refers to take over from the chat box into. The 13 years this texting Kim is now widely these over. Seven service your departments so Richard did you have a question tonight to be three okay so just to share real quick. Look the chatting feature is literally gone off our charts so we're using it way more than what we paid for, and ocelot is being nice to us right now, because we're the leading college for our chat Bot is being used your neighbor college. In probably as much so our campaigns in our also be just utilize amazing. To the nth degree and so lots of active campaigns going on, this is a 71,000 students or Community members, perhaps, but you know, keep in mind that, right now, we have what is the unique head count of our students this semester moving 17,000 or so, so this 71,000 is reaching back into you know previous students who have applied and not attended could be Community members so anyway, so a lot of people have reached out to and you can see here that this 15 number or the number of campaigns being sent out by our different pathways so in pathways. Probably I bet you occasions, is probably leading the way right now the most number of categories then. Financial aid seek out a campaign on the 30th targeted 6456 students early college sent one out 30 667 Eileen has sent out a couple. Kalina Hill (she/her/hers): Now I just say that Dan I don't know when he sleeps. Because he is a student information that's been a 24 seven and now, when I additionally see the stats for. Also, love that my appreciation of his hard work ethic and integrity to technology is just amazing to see what the College is able to do maximizing or leveraging the technology and the human resources and stuff.

And I just want to extend again, you know, an invitation to other the Faculty to promote the student information desk and I feel so proud when a faculty or support services come to the cinema information that can we are able to assist in a in a timely matter that by itself is a proof of. How efficient we strive to be at the student information that can how much we try to learn more about the capacity of the comfort zone and what we can do to make the process as seamless as possible, so kudos to them for not getting that foot off the pedal on Bob projects.

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

1. BCSW: BC will get the keys in late October – we will have plenty of time to move in and get the computers and everything ready for spring 2022 semester. Similar notes on construction, Arvin is getting ready to break ground out across from Arvin high school. Science & Engineering should come online late December. We’ll keep you posted as we learn more. We also have a building out at the Bakersfield Auto Mall – and I will bring you up to date about that when we get more info.
2. Chromebook/Laptop Loaner Project: Students can go to the Financial Aid website and fill out a form, once approved by Financial Aid, the form comes to IT and the student can then come pick up a loaner chrome book or laptop. We started with about 650 and we have about 150 left. We have about 500 out. Christina has been a tremendous help with getting these checked out to everyone.
3. Accessibility & Public Performance Rights and Accessibility, basically make sure all of your visual materials are accessible to all or don’t use them. Share the flier and referred everyone to the committees page. Same for Public Performance Rights – Basically, if you didn’t create it – don’t share it in a public social media space or “live”. Use materials only in a classroom setting. For more guidelines, consult the flier on the ISIT committee page.
4. HEERF Update – PPR (Project proposal Recommendation) has been flown for signatures. This has taken a while to work with the district office to complete. We finally have an assigned project manager from the district office facilities/construction team who will work with Kristin on SOW (Scope of Work) and getting a bid-package together to go out for Bid. Cost of the project is around 3.18 million dollars. Kristin has done the specifications based on a few models of how the HyFlex rooms should be set up (HyFlex is Hybrid (interactive/face-to-face) and Flexible). Until the proposal hits the street for bidding, and we understand equipment timelines (when it can arrive) we will not have a timeline. Hopefully by October. The first building to be updated will be every classroom in Language Arts. We will work with all faculty to ensure as minimal downtime as possible. Cost of equipment and availability are key factors in this project. Meanwhile areas should put all ISIT requests for projectors/equipment in their program reviews as requests even if they are in the Language Arts building.

Questions?

**Meeting ended at 5:32 pm/KR**

Next Meeting Monday October 4, 2021 4pm