

Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, September 12, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 11 voting members, 1 non-voting, and 7 guests, total of 19 attendees. (note: 8 voting members required to meet quorum)

Chairs (3)	Classified Senate (3)	Student Senate (2)
☒ Bruce Griffin (DO CTO) (non-voting)	Christy Davis (CC)	☒ Theresa Pedrosa (CC)
☒ Christy Davis (CC Classified Supervisory)	☒ Cathy Gould (DO)	☐ Heba Munad (LPC)
☒ Jeff Judd (LPC Faculty)	☒ Kat King (LPC)	Guests:
Administration (4)	Academic Senate (4)	Ann-Marie Fisher Kristen Whittaker
☒ Jonah Nicholas (DO)	☐ Mona Abdoun (CC)	Tom Lothian Chancellor Gerhard
☒ Sara Woods (ITS)	☐ Lisa Ulibarri (CC)	Rachel Ugale Erika Dishman
☒ Nathaniel Rice (CC)	☐ Carlos Moreno (LPC)	Chasity Whiteside
☒ Stephen Gunderson (LPC)	Jeff Judd (LPC)	
College IT Managers (2)	Bargaining Units (2)	
☐ TBD (CC)	☒ Debbie Fields (FA)	
☐ TBD (LPC)	☒ Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:00am	
1.	Welcome and Quorum Check <i>For information: Quorum met at 9:02am</i>	
2.	Chancellor Gerhard IPBM Survey Review <i>Presentation</i> The purpose of the IPBM survey is to obtain feedback from IPBM committee members to see how the IPBM structure is working specific to each committee and also to meet an accreditation standard under Accreditation Standard IV in terms of shared governance. The survey also allows for us to take the pulse of what is and is not working and what we can change for the better how committees function and Chancellor Gerhard requested that this committee asks critical, reflective questions about whether this critical feedback and constructive criticism apply to us or not, and should we change the way that we're operating and should we incorporate some of this information into the annual goals?	

	Chancellor Gerhard IPBM Survey Review (cont'd) Please see the attached for survey results.  IPBM Survey Results 2024-25.pdf	
3.	Approve Today's Agenda (<i>action item</i>) Chasity Whiteside asked that Cathy be added as the DO Classified Senate representative to the agenda. Cathy Gould moved to approve the agenda with above listed change. Nathaniel Rice seconded Agenda approved with 11 yeas/0 no/ 0 abstention	Approved
4.	Approve May 9, 2025 Minutes (<i>action item</i>) Nathaniel Rice moved to approve the minutes. Cathy Gould seconded Minutes were approved with 10 yeas/0 no/ 1 abstentions	Approved
5.	Membership Review <i>Discussion:</i> CTO Griffin wanted the Committee to review the membership together prior to the Elections so we know who will be voting in the Elections and who's actually able to sit as tri-chair. He asked the Committee members who were present to confirm if they would remain on the Committee for this Academic year. The following changes were made to membership: - Administration: Jonah Nicholas will step down and Traci Peterson will represent LPC as an administrator as Stephen Gunderson will now represent the District - College Tech Staff: Sherman Lindsay will represent LPC, the Chabot representative is TBD - Cathy Gould remains as District Classified Senate representative according to Chasity Whiteside and both Christy Davis (CC) and Kat King (LPC) have stepped down as college Classified Senate representatives so those members are TBD. However, Christy Davis (CC) and Kat King (LPC) would like to stay on the Committee as Distance Ed representatives. - Academic Senate: Jeff Judd (LPC) remains on committee while the second LPC member is TBD. We will reach out to Mona Abdoun and Lisa Ulibarri (CC) about their membership status before the October meeting. - Bargaining Units: no changes - Student Senate: President Theresa Pedrosa (CC) remains on committee and we will reach out to LPC to verify who their representative will be for this Academic Year.	

	Membership Review (cont'd) Please see screen the attached for the Technology Committee Membership for the 2025 – 2026 Academic Year.  2025 - 2026 TCC Membership.pdf	
6.	Elections (<i>action item</i>) CTO Griffin said this needed to be amended from “Discussion” to “Action Item” and the agenda was amended as were the minutes to reflect that change. He next asked for volunteers to fill the tri-chair positions on this committee to be followed by nominations should no one volunteer. Historically, this committee has had one faculty member and one classified member with CTO Griffin being the third tri-chair. Tim Druley (Classified LPC) volunteered to be a tri-chair. As there was not faculty representation from Chabot, the committee will hold that position over until next month’s meeting. CTO Griffin asked for nominations from the floor for Chabot faculty representation and hearing none moved to install Tim Druley who ran unopposed as the Classified representation of the Technology Coordinating Committee tri-chair. Welcome, Tim Druley, as the Committee’s new Tri-Chair!	
7.	Review of Charge <i>Discussion:</i> CTO Griffin led the discussion on the Review of Charge for TCC. He shared the TCC Committee Charge from the District website and encouraged committee members and attendees to ask questions. After reviewing the four charges, he mentioned an agenda item for October’s meeting is for everybody to review the KPI’s (Key Performance Indicators) and highlight any in particular that we should follow throughout the rest of this year. Nathaniel Rice made a good point about when considering our goals this year, we should focus on Charge items 2.2, 2.5, 2.6. Based on survey results, folks on campus always say that technology is a pain point but they’re descriptions of those pain points are vague making technology more of a catch-all for whatever isn’t working right so getting better assessment of what exactly is being asked for would be helpful. Please click the link below to review the TCC Committee Charge. https://districtazure.clpccd.org/tcc/index.php	
8.	Academic Software Purchase <i>Discussion: Continued on next page</i>	

Academic Software Purchase (cont'd)

Kat King (Instructional Technology Coordinator, LPC) began the discussion. She and her counterpart Christy Davis at Chabot College regularly receive software requests for things like Zoom apps, LTIs, and tools that integrate with Canvas. Previously, Canvas apps could be managed by the instructor themselves (textbook app, etc.) however, Canvas is trying to improve their standards around security and have moved to LTI 1.3, meaning some of these things that used to be able to be managed by the instructor now have to be integrated with Canvas at the root accounts so this integration impacts us district-wide.

Companies who use LTI 1.3 typically get a lot of access to our students' data, and then there are bigger implications for us as a district because we want to make sure that this tool is accessible to all our students with disabilities and want to understand the company's privacy and security practices. She and Christy Davis have been reaching out to CTO Griffin to ask what the vetting process for purchasing software looks like. Sometimes we receive urgent requests the day before a semester starts needing a tool integrated in Canvas in the next ten minutes and we need to review VPAT to understand accessibility and HECVAT to look at the software's privacy and security policies so we would like there to be some kind of district-wide vetting process where there's experts to help us understand these policies and whether or not the tool being requested is something we should be dropping into Canvas. CTO Griffin mentioned in previous conversation that there is a process that might work and would like some clarity what that process is, how do we vet these requests, what does the timeline look like, who's involved, is there a form?

Christy Davis added that the change between LTI 1.1 and 1.3 is the latest version (LTI 1.3) changes the access that the company has to our security protocols and so it ups their level of security but we don't really know if those security protocols are in line with ours. Due to the kind of hacking and bad actors that we've seen in other Districts, it makes Christy and Kat nervous just arbitrarily add 1.3s into Canvas. They really want to make sure that there's a process in place that allows the requests from faculty to be honored and balance that with making sure that student data is secure and ADA compliance is in place as well as making sure we aren't double-dipping with tools that we don't necessarily need that are going to be charged. Most of these requests are free pilots now but they're free for the first semester and then subsequent semesters there's a charge and where would we come up with the funding should the faculty decide to purchase the software once the pilot is over.

Discussion ensued that included CTO Griffin acknowledging not all software requests are the same. Administrative software and Zoom app should not have a one-size-fits-all vetting process. He asked faculty on the call if it would be helpful if he, Kat, and Christy visited Senate meetings to explain what the issues are regarding software purchases and that TCC is going to make a recommendation with the intentions of maintaining and supporting academic freedom and Jeff Judd (Faculty LPC) thought that would be very beneficial. Additionally, Kat and Christy will coordinate some key bullet points and perspective from faculty on this in order to ensure a meaningful vetting process is recommended to be put in place without TCC overstepping or having to backtrack understanding that the vetting process must also include ADA compliance, HECVAT compliance, and establishing minimum lead times, and discuss Canvas' sunseting timeline of LTI 1.1, etc.

Ann-Marie Fisher will coordinate a meeting between CTO Griffin, Kat King, Christy Davis, Stephen Gunderson to be followed by CTO Griffin, Kat King, and Christy Davis attending the Senate meetings to provide and receive information on how best to develop a vetting policy for app/LTI 1.3 software.

This item will remain on the agenda.

9.	MyPortal/SSB9 Update <i>For information:</i> CTO Griffin provided the update. CTO Griffin thanked everybody from committee and guests who meet on Tuesdays to provide input on language on cards and other things within MyPortal. Over the summer the following progress was made: • HR SSB9 went live • Employee Resources card went live • ClassWeb is now accessed via MyPortal (providing much needed and greater security) • Students can now reset their password without a HelpDesk ticket • Student Financial Aid Dashboard ITS reduced the number of emails needed to get a student onboarded from 3 down to 1 and much thanks to all who made that possible from designers to folks answering HelpDesk calls. In October, we will have the migration to running in parallel for the new student registration system under Self-Service Banner 9 (SSB9) and we will have a summit on that to share with everybody as we did for the those on the Tuesday call. We'll be, doing a video for students as well, so that they can more easily get used to the new way of registering. That said, we'll still have the old one available, in parallel. Kristen Whittaker, Apps Services Manager, informed the committee that two how-to videos were filmed at Chabot College last week and are currently being prepared to roll out in two languages, English and Spanish. There will be a “How to Activate and Log In” video and “How to Reset Your Password” video and please watch for the announcement for those videos. CTO Griffin reminded the committee that there are a lot of non-student-facing things within ClassWeb that only faculty sees such as grade rosters and grade entry that need to be wrapped up between now and January. In the meantime, he has been asked by both the Tuesday group and SLT to put together a proposal for a group to provide guidance and curation on MyPortal in general. This will be a broad-based group to include classified professionals, administrators, faculty, and students that will reimagine what ClassWeb could be while realizing MyPortal has its own limitations but will provide a multi-demographic input.	
10.	CVC/OEI Update <i>For information:</i> CTO Griffin provided the update. A BIG thank you to Christy Davis, Kat King, and all who have driven this project forward. We are still on track for our November go-live with CVC/OEI and currently testing and getting the technical things out of the way. The timeline accounts for a period of registration in the winter and spring for our students only before it opens up and is available to OEI students, which kind of keeps in line with the idea that our seats are available to our students first. We will be live for the Winter Intersession.	

	CVC/OEI Update (cont'd) Kristen Whittaker mentioned that Christy Davis and Kat King did a fabulous job creating the MyPortal card for CVC students and they worked with the Apps Services Team to determine CVC students would need three cards: DSPS card for each college and then the one CVC card. We are grateful for Kat and Christy's help in designing these cards. CVC students will not have a financial aid card, Campus Map, Gladiator Day invite, just the three cards, DSPS for each college and the CVC card.	
9.	District ITS News/Updates <i>For information:</i> CTO Griffin provided the update. a. Winter Intersession & Compressed Calendar There is a lot of work right now on this. While testing continues, some data is in Production. We are currently awaiting the faculty load and compensation process to be available for FLAC for Winter Intersession which allows faculty to accept their assignments for Winter Intersession classes. So, we have the financial information that was needed for that. I think that's very close to getting tested. That is an item that will, in addition to being set up for Winter Intersession, is also going to change under SSB9. So, more to come on that one at a future meeting. ITS is also working on our support structure for Winter Intersession. We looked yesterday at the calendar to determine what might be needed and when (the launch and the end of Winter Intersession) and in such a way that it maintains that support but not creating an IT staff that works over the entirety of the break without any stop. Balancing the requirements to support and also provide a break for staff will be discussed in our departmental meetings and share out once we have worked that out. Discussion ensued regarding schedulers putting all the classes into a sandbox and then move over to production. Rachel Ugale explained sandbox is the preferred test environment and this was a one-time thing now that the Winter Intersession schedule is built. Going forward, that schedule can roll forward. b. HelpDesk Software Our current HelpDesk Software is ServiceNow which is shifting its focus to large-scale features better suited for large organizations that doesn't align with us and our needs and they are getting more expensive. There is a lot of excess functionality that we just don't use so Sara Woods, Network Services Manager, has been asked to vet help desk packages that we might be able to bring on board that are not quite as heavy a lift to maintain and might be at a better price point. Kristen Whittaker mentioned she has been asked if the new HelpDesk Software would be available in MyPortal with a Single-Sign On card and that may be a key feature for us.	

District ITS News/Updates (cont'd)

c. Password Reset Tool

This has been ready for a while and the communication should be imminent. The tool allows users to reset their password themselves. This will be a big help when Winter Intersession starts. In the event someone locks themselves out over the break, they can get much more immediate help by resetting their own password. With the start of Winter Intersession on December 20, and most faculty teaching during Winter Intersession will be full-time so we aren't necessarily onboarding new adjuncts into this process and cutting them loose over winter when there is less support.

Christy Davis mentioned she will be providing Canvas support over the Winter Intersession as Chabot College has quite a few adjunct faculty and a handful of new faculty listed for Winter Intersession.

CTO Griffin suggested it may be a good idea to do a brief orientation for faculty for the Winter Intersession which Chabot is already planning on doing. The orientation will include a page for the Canvas course sites for faculty that will have all of the information listed about who they contact for what types of support, and my team will be kind of auto-populating those into all of the Winter Intersession Canvas sites for faculty. And, Chabot is also creating a page for students as well.

Additionally, Chabot will also have an auto-populating that page into all of the Winter Intersession courses. One will be for faculty, which will be clearly labeled, **"This is not to be published"**, this is just for faculty eyes only, and then there will be a second page, which is publishable, so that students also have that 3 a.m. what do I do? Information available to them without having to try to reach out to an instructor at 3 a.m. for that particular answer. As well as information for tutoring, because both schools will be utilizing that tutor for Winter Intersession, so we'll have the tutoring, the technical support, all of the things will be listed on there.

d. Virtualization Move to Hyper V

Broadcom, our VMware vendor, has substantially raised their prices by over \$50,000.00 a year. They have significantly brought their pricing down since we have been negotiating with them, but the lower pricing is not low enough. We have worked out some deals with them to make sure our phone systems stay on their OEM VMware which helped lower prices but for virtualization for the instructional areas are going to be taking place at Los Positas. I'm still assessing Chabot, but probably going to move in the same direction.

Sara Woods provided district updates on Hyper-V (virtualization).

The district is about 40% off of VMware. We've got two new Hyper-Vs just finished being built systems. We were able to move from VM'd equip to Hyper-V simply by moving from physical servers to OCI.

Chasity Whiteside asked what virtualization means and CTO Griffin explained virtualization decouples the server software from the server hardware. Instead of having one box with software and servers, and software running on it, virtualization allows you to use a series of boxes or a chassis with blade servers as the overall environment. You can move servers from one piece of hardware to another seamlessly, and then without rebooting, rebuilding, etc., and it

	District ITS News/Updates (cont'd) allows you to allocate resources. If one server is under a lot of load, you can switch it out or add another processor or give it more RAM. It reduces the server system administrations by at least two-thirds. To clarify, the phones are on VMware and will not be moving to Hyper-V because the phone manufacturer has to be certified on the product so you can't pop Hyper-V in the background and expect them to answer the phone.	
10.	College Technology Committees News/Updates <i>Information</i> a. Chabot College: Stephen Gunderson, Director of Technology Services for both colleges provided the update. He has met with the Executive Staff twice, walked the campus with Facilities and created a schedule for all learning environments across the campus. We have looked at all lifecycle equipment including computers and servers and we have an aggressive agenda that will be coming out as soon to start updating all lifecycle items across the board. We'll provide lifecycle reports to the Chabot IST Committee and also documenting that for accreditation. b. Las Positas College: The committee has not met yet this semester.	
11.	Good of the Order CTO Griffin reminded everyone that we needed to highlight the goals of this committee for the Academic year. Nathaniel Rice's point about keeping charges 2, 5, and 6 in mind when considering our goals would be beneficial so we can discuss and approve the committee's goals next month. Chasity asked if we would be updating current goals and CTO Griffin said that this committee typically starts each year as its own.	
	Meeting adjourned at 10:24 a.m. by CTO Griffin Future Fall 2025 Meetings: Oct 10, Nov 14, Dec 12	