

Chabot-Las Positas Community College District Technology Coordinating Committee (TCC)

Meeting Notes

March 13, 2015

Chairs:

Jeannine Methe Chief Technology Officer	Norman Buchwald Faculty Chair	Scott Vigallon Classified Chair
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Core Representatives:

Tim Dave Chabot VP or Delegate	Don Miller (absent) Las Positas VP or Delegate	Ken Agustin Network Systems and Services Manager	
Mike Seaton Senior Instructional Network Systems Specialist	Steve Gunderson Senior Instructional Network Systems Specialist	Norman Buchwald Chabot Faculty Senate	Lisa Ulibarri Chabot Faculty Senate
Howard Blumenthal (absent) Las Positas Faculty Senate	Ruth Hanna Las Positas Faculty Senate	Debbie Fields Faculty Association	
Minta Winsor Chabot Classified Senate	Scott Vigallon Las Positas Classified Senate	Rachel Ugale District Classified Senate	Chasity Whiteside SEIU
Vacant Student Senate, Chabot	Alex Nguyen Associated Students, Las Positas	Ethan Castor (guest)	Mark Smythe (guest)
Katherine Tollefsen (guest)			

Outlook Email Migration

Jeannine Methe provided a brief summary of the Outlook Email status. Jeannine explained that some issues were campus-specific, and some were sporadic, only happening to a few users. The more recent authentication problem is still ongoing. IT is continuing to work with the Microsoft Exchange consultants on possible solutions. She said Steve Gunderson and Mike Seaton are “on the ground” along with District ITS staff handling issues personally. She noted, by the end of January, most of the big issues had been addressed. A list of the Outlook Email issues was posted on the TCC webpage and the group reviewed this handout.

Ken Agustin provided a recap of the migration. There were three legs to the migration: the Exchange server, NetMail (the internet gateway and spam filter), and the Outlook client. The issues encountered were based on these three pieces. Jeannine explained that she didn’t expect there to be problems since Netmail was the same software used on GroupWise. Ken said extensive testing was done, not everything was caught. The Sunday prior to go-live, GroupWise was disabled and on Monday, emails were re-routed to the Exchange server. Mark Smythe, Ethan Castor, and Ken debugged issues Sunday afternoon through Monday morning. The cutover occurred at 7am on Monday, January 12 for the client workstations. There was a script to remove the GroupWise client and associated registry entries and also configure the Outlook client. Problems started that Monday. Users were initially able to log on without problems, but then we ran into performance issues. Users were redirected to different mail servers. System patches were deployed and increased CPU resources were added to resolve bottleneck

issues and help users having problems authenticating. For the remainder of the first week, external emails were bouncing and it took over a week to troubleshoot. ITS worked with the NetMail vendor to rectify the problem. NetMail was a critical piece, but users could not authenticate into their quarantines email. A software glitch was fixed in NetMail. Blackboard faculty users reported they could not send or receive emails with Blackboard. Once the problem was identified, it was a simple fix. Local IP addresses just needed to be added. There were issues with online forms on the college websites which caused emails to bounce. Functionality in NetMail for GroupWise needed to be re-created for Outlook and could not just be copied over. Norm Buchwald noted, regarding web forms, that students didn't see their messages bounce, and so they didn't know that they never got received. Minta Winsor thanked Amanda Pisani for troubleshooting and fixing the web forms.

The Technology Coordinating Committee agreed that this is a good time to send out communication to everyone on the email status to address the issues. As the TCC reviewed the list of issues, we identified which ones to report on to all. Ken said there was a massive effort to migrate hundreds of thousands of emails. He also said that names in the active directory were misspelled and needed to be fixed. Users had emails missing from their inboxes, along with calendar items and contacts. Adjustments were made to the scripts that did the email injection. Some accounts are still outstanding and ITS is working with them on a case-by-case basis. Jeannine said that Mark found database errors that needed to be fixed that caused some of the problems on the email migration for selected users. Mark clarified, saying some mailbox folders were created in the wrong location and didn't carry over, but once this was discovered, they got moved over. Jeannine pointed out that GroupWise data is still available to the IT staff. If there is an urgent need, email data can be retrieved for users. An additional issue is that some users didn't know their active directory logins. There was also an issue with listservs that has been fixed. Minta, Scott Vigallon and Lisa Ulibarri all noted that the listserv they belong to still isn't working. Jeannine also said that users could not send email with "gw5mail" in the suffix. Mail did not bounce, but it didn't go through until the suffix was re-added to the allowed domain list.

Ruth Hanna said that some faculty have given up on reporting things, and don't know they aren't getting a lot of things. Steve noted that a lot of cases at LPC involved people thinking they weren't getting emails and yet they were there in other folders. Some of it was navigation or conversations being turned on or off. Some were authentication issues, and people thought they were not getting emails. We should probably let people know how to turn off conversations for the Outlook Web. Ken said certificate issues caused the authentication errors. Alias emails also needed to be fixed to work in Exchange. Email groups had different issues, but those are being resolved. Chasity Whiteside said it is a problem to have outgoing messages displaying the actual email addresses instead of the alias and that this was a concern for some faculty. Steve said he thought these faculty should use the District email system. Jeannine said we should look at other possible options in the future besides using aliases if this becomes an issue.

Ken noted that ITS still hasn't resolved the problem with looping authentication. Users encounter the problem for a day and then it goes away for a while, but then it occurs again. It has been sporadic. Steve said we may need to bring everybody up to a level playing field with the client so all are being

upgraded from Office 2010 to 2013. Ken said email forwarding can be set up quickly for those who want it, but requests need to be sent to the Help Desk. Ken said that Mark has completed injecting email archives for both Chabot and LPC. He also said that some XP machines still needed to be replaced and the IT staff is working on that at each location.

Scott and Ruth reported LPC faculty have been unable to send emails from rosters via CLASS-Web. Jeannine indicated that Eric Stricklen resolved the email issues on Class-Web rosters. However, there was a pending one with faculty who had large classes and didn't want to use the recommended email groups instead of the full group which Eric worked on to fix. Norm said he would validate if there were other places where the class rosters are accessed besides those on Class-Web which Eric fixed. Whiteside reported the same issue at Chabot. Scott added that users are asking to tighten up the spam filtering. Debbie Fields noted that Board of Trustee meeting emails are not being received at all. Jeannine mentioned that this was caused by using the wrong groups to send out the emails, which Outlook requires the four groups for Chabot, LPC, District, and M&O in place of the old Everyone group in Groupwise. Also, a second cause was the "gw5mail" problem that needed to be added to the domain as mentioned previously. Lisa reported that the Chabot Faculty Senate has asked for regular email updates on status, include development of an email status page that can be viewed when people are experiencing issues. Jeannine mentioned that IT had created a webpage to provide Outlook Email Status.

Online Education Initiative Update

Scott said there is lot of momentum statewide going toward the Online Education Initiative and a lot of money is going toward it. Canvas has been selected as the OEI's common course management system, and Blackboard came in second. Canvas will be offered to participating colleges at low or no cost. The Butte-Glenn CCD Board is expected to approve Canvas on March 25 and a contract signed by March 30. Timelines will be determined through negotiations with the vendor. Canvas and the OEI are working with the eight pilot colleges on implementation and training. They are also working with @ONE to create a professional development roadmap. A sandbox will be available for colleges. Canvas also has a tool to import Blackboard courses and 60-75% will come over, but the rest will need to be cleaned up by the instructor. Several colleges will run Canvas concurrently with their existing CMS. The course exchange is supposed to go live in Spring 2016. The OEI anticipates matriculation agreements by then. The first 24 courses are anticipated to begin in Fall 2015. Approximately 2,500 students are expected to enroll in OEI pilot courses. Over 70 individual online courses have been reviewed. Proctoring tools are beginning to be evaluated by the OEI workgroup. Tutoring solutions are being reviewed by the Foundation for California Community Colleges within the next few weeks.

Debbie asked who was leading the initiative for Las Positas, and Scott responded that nobody has stepped up to do this so far. Rachel Ugale said in a conference she attended it sounded like the OEI was being implemented in tiers, so as the first tier starts, another tier prepares to enter the implementation phase. Steve said the colleges need to begin these conversations if they want to take part.

Other agenda items were not covered due to the time and were deferred to the next meeting.