

**Technology Coordinating Committee Minutes**  
**Friday, May 12, 2017**

**Attended:** Ken Agustin, Tim Druley, Debbie Fields (CCC Confer), Ruth Hanna (CCC Confer), Bill Komanetsky, Jeannine Methe (CCC Confer), Char Perlas (CCC Confer), Rachel Ugale, Lisa Ulibarri (CCC Confer), Scott Vigallon (CCC Confer), Chasity Whiteside, Minta Winsor

**Approval of 2/10/17 & 4/14/17 Minutes** - The group reviewed minutes from February 10 and April 14. Suggested edits were made. Bill Komanetsky moved to approve the 2/10/17 minutes with edits; Ken seconded. The 2/10/17 minutes were approved. Chasity Whiteside moved to approve the 4/14/17 minutes with edits; Minta Winsor seconded. The 4/14/17 minutes were approved.

**CollegeNet “25 Live” for Room Scheduling** - Chasity Whiteside reported that both colleges have users actively using 25Live and are working through usability issues. Chasity has moved all events from Banner into 25Live. She worked with the Chabot Facilities Rental Group and they are now actively using the system to pull reports for groups such as M&O and Campus Safety. She and Sheri Moore worked with the vendor recently to update security settings and beginning to set up the publisher to push events to calendars. 25Live has also been presented at the Chabot Technology Committee. Academic Services staff and division admin assistants participated in a webinar with the vendor to go over the scheduling of classes. Hands-on training will be offered next week over three days and people can begin to schedule events as they feel comfortable. Hands on training will also be offered for super users with the vendor onsite. Rachel Ugale added that the implementation has moved forward quickly with Chasity at the lead. An upcoming challenge will be how to get faculty on board.

**OmniUpdate Status** - Tim Druley reported that the system is ready to go and migration of content and site structure will begin during the 4/10 schedule. Calendar training is scheduled for the upcoming week. The calendars from 25Live may be incorporated into OmniUpdate. He’s also been working with Steve Gunderson and Ethan Castor on migrating content from the LPC1 server. Jeannine Methe added that Wing Kam has been doing similar setup of OmniUpdate at Chabot. Minta Winsor mentioned that she had an issue with a web form and Wing recommended she use Google Forms. She asked for clarification if Google Forms will be the standard for forms on the college website. Tim said for LPC, OmniUpdate has a form processor and he plans to use that. But he suggested having discussion across the District about what data can be collected on web forms. There aren’t as many forms on the LPC site as there are at Chabot, so this is less of a priority. Jeannine added that Google Forms is problematic because collecting confidential information this way is not acceptable. One option

is to use the forms feature in the Omni product, and a solution may be found through the forms generation task force.

**Canvas System Setup and Banner Integration** - Scott Vigallon reported that LPC is wrapping up its first semester using Canvas, with 77 faculty teaching 183 sections. Things appear to be going really well. The academic senate will be forming a task force to look at the OEI course exchange starting in the Fall and will probably last the entire year. During the Summer, Canvas workshops will be offered through the Teaching & Learning Center, and training will also be offered through the teacher mentor trainers. A chat tool will be implemented for both colleges in the Summer.

Minta reported that Chabot is gearing up for going live for Summer. There are about 80 course sections requested, more than half of all course sites received. Some requests are for both systems. Has only heard from one instructor with a question on the white glove service. The COOL committee is working with Student Services and Student Senate to get the word out. A flier has been created and is being sent to students. Student Services will send communication to students about the move to Canvas. Information has been posted to the website and resources are being put together. Lisa Ulibarri added that they were looking at mentor trainers and had some interest. They are looking at having 2-3 mentors for the first semester. That is the next big project, narrowing down who those faculty will be in time for Summer.

Scott said when he set up VeriCite, he got Blackboard to send in zip files all of the submissions to SafeAssign. Those submissions aren't campus-specific. This was done so the faculty would have a pre-populated database that was ready to go. He got papers back from 2009 and VeriCite was able to put those into the database, so Chabot should be ready to go.

**Shibboleth Authentication and Single Sign On** - Jeannine reported that Canvas confirmed that Shibboleth single sign on implementation would mean they would not be able to provide support, so it is being deferred until June 2018 when the colleges have fully migrated over.

**Ellucian CRM Recruit Module for Student Outreach** - Jeannine reported that weekly training is going on with the A&R staff at both colleges with ITS and will continue throughout the Summer. Once this implementation is complete, Ellucian CRM Advise will follow in Spring 2018. Chasity has been asked what information is available on the CRM systems as she's had inquiries as to what these systems do. Jeannine said that webinars can be posted somewhere. She'll check with the vendor to see what is available.

**Measure A Development of New 5-Year Technology Plan** - Jeannine reviewed the technology planning presentation that was covered at the previous meeting. A Measure A draft document has been posted. Chabot and LPC technology committees will be soliciting input to include in the technology plan. Chasity asked where administrative software would go in the technology plan. Jeannine said she would add a section on enterprise application systems. ITS will work with the user groups for input. Bill Komanetsky has previously volunteered to work on the plan. Chasity asked if Measure A funds for technology were available. Jeannine said it would be sometime in July when bonds are issued. Chasity asked with regard to the requests going through the Chabot Budget Committee if Measure B funds were still available, or if we were waiting for Measure A to be available. Jeannine said she would work with Doug Horner on bridging the funding if anything comes up before Measure A funds become available.

**Total Cost of Ownership (TCO) for IT Equipment** - Jeannine reported that there was an ACCJC visit to review TCO that went really well. It looks like the information provided was well-received. A requirement is that when software is acquired, any related costs must be tracked. ServiceNow has been purchased as a service management system for IT. It allows you to take inventory of what you have bought, purchase costs, and related costs such as installation or training, and any maintenance you do can be tracked. The plus of this system is that it replaces the current help desk system. Users will enter tickets online and can be done online or mobile, and any changes and solutions are tracked to create a knowledge base. It will be in place for Fall when Measure A goes into effect, and a demo will be done during the first meeting of the new year. Chasity asked if ServiceNow requires additional staff support. Jeannine clarified that no additional staff will be needed and all IT staff across the sites will be using the system.

**Forms Generation Software** - Jeannine reviewed the list of people who have responded with their interest in joining the task force. The group decided it was ready to move forward, even though a few seats are still vacant. The meetings will start in a few weeks.

**Identify new TCC Objectives for next year** - Jeannine reviewed the goals and objectives established when the TCC was first formed and asked for updates from the group. Chasity suggested that assessment be added to see if goals were being met. Jeannine said Steve Gunderson is working on a form for assessment for TCC and suggested doing this in the Fall. Scott asked to update references to Blackboard with Canvas and adding online readiness to the objectives related to the OEI. A reference to social media will be added with regard to marketing. Forms generation will be added as an objective. Scott asked for a review of how online evaluations are being done to remove himself, Minta & Lisa from the process as this is a faculty requirement. Jeannine suggested that this be taken up directly with the colleges. Lisa agreed with Scott that there is a high level of involvement by the Distance Ed staff at both

colleges and they've already approached the Faculty Association about making a change. Jeanine said if a change is agreed upon, ITS can look at how to facilitate the change.