FOOTHILL COLLEGE
Technology Task Force Meeting

MINUTES

Date: 10/08/14   **Time:** 2:00-3:00 p.m.   **Location:** Altos Room (2019)

Attending

Judy Baker, Pam Eberhardt, Pam Grey, Andrea Hanstein, Kevin Harral, Akemi Ishikawa, Steven McGriff, Joe Moreau, Paula Schales, Lori Silverman, Susan Traynor

Discussion Items

1. Welcome and introductions
2. Approval of past meeting minutes (June 11, 2014: http://www.foothill.edu/president/ttf.php)
3. Announcements
   a. ETAC technology updates
   b. Foothill Taskforce on Online Education Initiative
4. TTF membership recruitment
5. TTF goals and objectives for the year
   a. Process for developing the NEW FH Tech Plan 2015 - 2019
   b. Redesign of FH website
   c. Group sharing of visions and plans for tech purchases and projects across campus

Discussion Detail

1. Welcome and introductions
   TTF members went around the room and introduced themselves. TTF Co-chair, Judy Baker informed the group of her title change from Dean of Foothill Global Access to Dean of Online Learning. Andrea Hanstein, Director of Marketing & Public Relations, was introduced as the new co-chair of TTF and Susan Traynor, Campus Facilities Rental Coordinator, introduced herself as the classified staff representative for TTF.

2. Approval of past meeting minutes (June 11, 2014: http://www.foothill.edu/president/ttf.php)
   Susan Traynor moved to approve the Tech Task Force (TTF) meeting minutes from June 11, 2014. Steve McGriff seconded that motion. The committee then unanimously voted for approval of the meeting minutes. (See above for full attendance.)

3. Announcements
   a. ETAC technology updates
      i. The De Anza College Technology Resources Group will be reorganized. Staff will be reassigned to departments they more directly support (Distance Education, Marketing, et al.) and one position will be eliminated.
      ii. Central Services has moved forward and migrated to the OmniUpdate content management system. Foothill College is currently discussing migration of sites to the same platform. (See item "5.b." for details.)

iii. The District is testing Microsoft Office 365 for access to the latest version of MS Office applications and for secure cloud file storage service.

iv. For students who request a ".edu" address, FHDA would like the ability to assign emails. The ".edu" address will then allow students to obtain discounts and access free educational resources.

v. Adobe Creative Cloud is available through a District-wide site license. Employees are able to self-install Acrobat, but work tickets will need to be submitted for other creative suite applications.

vi. The District now has a site license with Lynda.com for online tutorials and training on software and applications. Currently employees can set up their own account, but by the end of the year the site should be integrated into the FHDA system and employees will be able to access Lynda.com with their CWIDs.

vii. Progress has been made with ePrintIt, but there are still some issues to address. A majority of printing is done in the library; therefore with the assistance of library staff and ePrintIt users, a comprehensive "must fix" list was complied for the vendor. Required versus desired features will be reviewed and a meeting will be held tomorrow to discuss how to solicit from other providers who may be able to offer solutions.

viii. FHDA is rethinking how it approaches laptop and desktop standards for the District. Due to the high number of requests for alternatives to the standards, it has been determined that the current standards are insufficient to meet the needs of its employees. ETAC is reviewing how to provide a diversity of devices for its diverse personnel and how to remain service efficient to all.

ix. Service Level Agreements (SLA) between ETS and the using group describes responsibilities and how support will be provided, whether there is vendor support, how upgrades are installed, how the system is maintained, etc. When changes occur, transitions are made easier with the SLA as a reference document.

x. Last spring there was discussion about initiating a new security program to protect individual employees and the District at large from information breaches. A local security firm was contracted to assess the District's broader security system. ETAC will review the assessment and report recommendations and the potential impact on the District.

xi. District ETS was acknowledged for its support of Foothill College. District ETS often implements projects specific to Foothill College that have no affiliation with the District or De Anza College. A cited example was OrgSync for coordinating Foothill College events and activities for student government, clubs and organizations. Another example given was ClockWork Database Scheduler, which is a data management system, specialized for the Disability Resource Center and the complex coordination often required for a student with disabilities, their instructors, parents, physicians and other support persons. Additional projects noted included Resource 25, the telephone system update, dead spots for Wi-Fi, and data backup systems for employees.

b. Foothill Taskforce on Online Education Initiative

i. Online Education Initiative (OEI) is rolling out quickly. Students from any of the participating 24 consortium colleges will be able to take pilot program courses at Foothill (if selected) next summer. Due to the huge impact OEI will have across campus, a new Foothill Taskforce on OEI has been established. "This is an ad hoc group of our faculty, staff, and administrators who want to have a role in monitoring and/or addressing issues associated with the involvement of Foothill College in OEI. This group will meet on an as-needed basis and will receive regular updates about OEI developments."

ii. Components of OEI are being implemented with haste, therefore the campus needs to stay informed and aware of how departments will be impacted by "no cost services" such as advising and counseling systems, library services, tutoring and proctoring services. Areas on campus that should have representation on the

taskforce include articulation, the bookstore, the library, and the BSS division who are submitting at lease three courses for consideration for the pilot program.
- iii. Send the names of those who may want to/should be represented on the taskforce to Judy Baker bakerjudy@foothill.edu. Also send emails for those who may just want email updates.

4. TTF membership recruitment
Please email Judy Baker BakerJudy@foothill.edu or Andrea Hanstein HansteinAndrea@foothill.edu the names of those interested in participating in TTF or groups that should have representation on TTF. A student representative will be recruited to participate in future TTF meetings.

5. TTF goals and objectives for the year
   a. Process for developing the NEW FH Tech Plan 2015 – 2019
      This item tabled and will be addressed at a subsequent meeting.
   b. Redesign of FH website
      i. Foothill will be redesigning and streamlining the college website with OmniUpdate. Lee Collings, Web Coordinator, has retired. Once a new Web Coordinator is hired, Marketing will consult with the District on the Foothill website redesign. (Central Services should be fully migrated to Omni by February 2015.) Omni will be implemented at Foothill as a content management system rather than used to completely change to the structure of the college site. Users will have more direct control over the content of their webpages. The goal is to have migration completed by Fall 2015.
      ii. There was consideration given to the creation of an ad hoc committee for the website redesign project, but it was agreed that there would overlap with TTF, therefore, the redesign will continue to be a TTF charge with guest participants to be invited to consult and address issues as they arise. Administrators, faculty, staff and students will be asked to participate. Representation from student services (admissions, counseling, library) will also be sought to help guide the redesign. Web based forms need to be upgraded. Everyone was asked to keep track of issues they come across day-to-day, redundancies, gaps, what are they receiving calls about, etc.
   c. Group sharing of visions and plans for tech purchases and projects across campus
      TTF will act as a clearinghouse for all technology related projects across campus. In doing so, duplication of effort will be minimized and expenditures will be reduced through economy of scale. TTF will help campus groups distinguish between the consumption of "consumer" versus "enterprise" versions of products and services, and the pros and cons of both. (Low cost can equal high risk in many cases.) Users will make informed decisions and will be guided smartly and safely through the tech purchasing process.