

Agenda
RCC Technology Resource Committee (TRC)
March 11th, 2021
12:50pm-1:50pm

Zoom Meeting ID: **94688351412** Password: **TRC2020**

In attendance: Patrick Scullin, Gabriel Rivera, Terry Welker, Skip Berry, Bill Manges,
Jill Smithen, Jodi Mowrey, James Mitchell, Stephen Ashby, Yash Tyagi, Cheyenne
Martin-Corbett

Start time: 12:52 PM

End time: 1:59 PM

I. Approve agenda/minutes from November 12, 2020 Meeting

- a. Agenda
 - i. Addition from Gabriel MediaSite
 - ii. Gabriel approved, Terry seconded
 - iii. Areceli abstained as she was not present for last meeting
 - iv. Approved
- b. Minutes
 - i. Bill approved, Jodi seconded
 - ii. Approved
- c. Committee also approved moving to Microsoft Teams
 - i. This will be further addressed in next meeting

I. Faculty Chair report of activity (Patrick Scullin)

- a. **RDAS Report**
 - i. No report

II. Co-Chair report of activity (Gabriel Rivera)

- a. No report

III. Committee Member Reports

- a. **RDAS, ITSC, DAST, TSS (Bill Manges), etc.**
 - i. ITSC
 - 1. Halted due to COVID, not much progress currently
 - ii. TSS
 - 1. Providing service for over 1000 college-provided end point devices, including for students and both campus district employees
 - 2. Continuing to support on-site computers as classes have continued on-campus and more have started to be on-campus again

3. Adhering to strict sanitation and social distancing procedures for those employees working on-

1. Trying to simplify and give colleges the ability to make WiFi guest accounts
- v. Security on district WiFi networks is also being increased

c. Devices on loan – Bill Manges

- i. Distributed over 500 laptops from student-facing carts at start of lockdown; college has since purchased 1500 more
 1. 700 currently checked out to students; 100 in process to be checked out
 2. 200 checked out to employees
 3. 500 laptops returning to student-facing carts
 - a. Very big projects, as laptops will require over 20 configurations to be applied to each to return them to student-usable status (deep-freeze, etc.)
 4. Over 100 overdue; students have not returned them
 5. 60 laptops have been returned and are being disinfected for redistribution
 6. 20 laptops returned broken
 - a. Student are not being charged
- ii. Distributed 150 wifi hotspots to students; 150 more on the way
- iii. Library has been an immense help in this process
- iv. Patrick asked about deep freeze
 1. Students (and staff) are encouraged to save all files to OneDrive, as it is a security issue to thaw the laptops
 2. Deep freeze also decreases IT maintenance necessary
 3. We are looking for alternatives to deep freeze
 4. Perhaps training could be provided to students on OneDrive and other ways to save their work when working on a deep freeze laptop
 5. Maybe an external drive could be provided to students for the semester

V. New Business

a. Mobile Computing Initiative –

- a. mandatory now because not everyone can do it due to the nature of their position
- v. The docking stations being provided support 2 monitors, as well as USBs ports
 - 1. Adaptors are available for different monitors
 - 2. Also Mac compatible
 - a. TSS has always provided Mac support; however, iPad support is a new addition

b. CI Track Attendance replacement – Bill Manges

- i. CI Tack has not been supported in over 5 years
- ii. Recently found A Plus Attendance
- iii. TSS
 - 1. Handled at DO level with Deans
- iv. Vetting is still in progress

c. Service Catalog – Gabriel Rivera/Bill Manges

- i. Service catalog was created by a team of It, AV, and Media Tech members, with assistance from Christopher Blackmore and Susanne Ma
- ii. Our goal is for this catalog to inform our user group what services we provide (such as loaner equipment), how will help, and how long to expect a response
- iii.

