

Technology Resource Center

Meeting Agenda

September 9, 2021
1:00 pm – 2:00 pm

In attendance: Patrick Scullin, Gabriel Rivera, Leo Truttmann, Jill Smithen, Bill Manges, Terry Welker, Jodi Mowrey, Stephen Ashby, Lisa Contreras, Cheyenne Martin-Corbett

Start time: 1:00 PM

End time: 1:50 PM

I. Approve minutes from May 13, 2021

- a. Gabriel motioned to approve
- b. Bill seconded
- c. No objections/abstentions

II. Faculty Chair report of activity (Patrick Scullin)

- a. TRC serves as part of RDAS, provides feedback gathered from the college's constituents, looks for areas of improvement.

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

- a. It is important for the group to have conversations outside of the monthly meetings, with a focus on adding to the college's technology plan

IV. New business

a. HyFlex Update

- i. HyFlex project is in progress. Last year necessitated Hybrid Flex classes that allow students to learn from home or in class and allows professors to teach in kind.
- ii. Classroom design was led by Stephen Ashby with input from TSS departments at sister campuses, resulting in a district standard.
- iii. Originally 40 classes identified for pilot program; scaled down to 20, then to 10.
- iv. Solicited quotes from 4 vendors; 3 provided quotes based on national and state contracts already in place
 1. Ultimately went with lowest bidder
 2. Process has taken last month and a half; this includes obtaining quotes, SOW, approval from legal, and purchasing process
- v. At tail end of process

- vi. Once PO is generated, AVI will be contracted
- vii. Work will be done around class schedules, meaning some classes will be modified during the day, and others during evenings or weekend
- viii. Classes that were selected are:
 - 1. BE 200 & 206
 - 2. Tech B 123
 - 3. CSA 248
 - 4. QD 128, 208, & 216
 - 5. NURS 251/2/3 (these are three rooms that can be combined into one), 151, & 154

ix. Questions

- 1. Leo: This was originally meant to be done around end of Spring. Why was this delayed?
 - a. Mostly vendor issues, such as waiting for quotes. Some work also had to be re-quoted. Additionally, there have been delays in purchasing, as this is a very large purchase to required multiple levels of clearance.
- 2. Patrick: Does this delay give us time in the Fall to evaluate these new classroom set-ups?
 - a. Yes. Part of the pilot program will include ensuring security standards are being met, as well as having faculty input as to the usability and usefulness of the new equipment.
- 3. Patrick: Should we be discussing with the other committees whether the HyFlex model is necessary for every classroom, or if some classrooms simply need equipment upgrades.

- i. Over 1000 PCs and Macs were purchased, with about half installed in labs across campus over Summer.
- ii. Nearly all of the new laptops and Macbooks have finally been delivered (delays were caused by both increased market demand and the need to track and asset tag all of these new devices).
 1. These are not only for Riverside Campus, but also Alumni House, CSA, Rubidoux Annex, etc.
- iii. These new laptops/Macbooks will come with docking stations, as well, to completely replace the current desktop computers and iMacs
- iv. All devices are being enrolled in Microsoft's device management system Intune.
 1. This will replace the previous system involving ghost-casting and deep freeze.
 2. This system is being used district-wide.
- v. A couple dozen devices have already been deployed.
- vi. On track for the majority of devices to begin being deployed starting around the end of September.
- vii. To help facilitate this, it is very important that staff and faculty begin migrating their documents to OneDrive.
 1. Natalie Halsell has been a big help in training staff and faculty on how to migrate their documents.
 2. Intune allows for any stolen device to be remotely locked (rendering it unusable), and OneDrive prevents any files from being lost while allowing staff/faculty to continue working with no loss of productivity.

viii. Questions

1. Patrick: How will deployment be handled in terms of breakdown of staff and faculty? Will it be by department, by location, or something else?
 - a. That process is currently being determined. We have a list of about 2000 employees, but that list needs to

be culled (some people may have retired, faculty will likely get priority, etc.)

2. Patrick: What about ways to remind staff/faculty to migrate their files?
 - a. There are workshops available; however, there isn't currently a way to enforce a deadline.

c. Service Desk Update

- i. As of August, two team members (Justin Borden and Travis Sheffler) have been onboarded to work and help build the service desk.
 1. They are also working with District helpdesk to create and streamline service desk procedures.
- ii. ITLS, with input from each campus's TSS department, are working to identify a new ticketing system to replace FootPrints.
 1. While the vendor still offers FootPrints, it is no longer supported.
 2. The current frontrunner is Team Dynamix, which is already in use at a number of other public and private colleges and universities.
 - a. Dynamix has a great self-service portal, as well as Knowledge Centered Service articles
 - b. Dynamix is also in line with ITIL, another industry standard for many service departments
 - c. Likely to be a 6- to 12- month process before it's made available to end-users; this includes training for TSS technicians and Facilities
 - d. This will be the new District standard
 - e. Most of the change will be going on in the background; end-users will be minimally-impacted

i. The Cauchy-Euler equation $x^2 y'' + 3xy' + 2y = 0$ has a solution $y = x^{-2}$.

- a. Creating guidelines for replacing technology.

VIII. Next meeting: Thursday, October 14th, 2021