



# Technology Committee MINUTES

May 2, 2022 | 1:30 PM | ConferZoom

## LPC Mission Statement

Las Positas College is an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

## LPC Planning Priorities

❖ Establish a knowledge base and an appreciation for equity; create a sense of urgency about moving toward equity; institutionalize equity in decision-making, assessment, and accountability; and build capacity to resolve inequities.

❖ Increase student success and completion through change in college practices and processes: coordinating needed academic support, removing barriers, and supporting focused professional development across the campus.

## Committee Name Quorum 6

### Members Present (non-voting):

Drew Patterson  
Scott Vigallon  
Heidi Ulrech  
Tim Druley  
Bruce Griffin

### Members Present (voting):

Tamica Ward  
Michael McQuiston  
Michelle Gonzales  
Ruchira Majumdar  
Jared Howard  
Collin Thormoto  
Hermina Sarkis-Kelly

### Members Absent:

Amy Rel  
Anette Raichbart  
Jamila Jabbar  
Steve Gunderson

### Guests:

Todd Steffan  
Mary Baddam  
George – VA Works  
Evelyn Andrews  
Ann-Marie Lancaster  
Rachel Ugale

## Meeting Minutes

1. **Call to Order at 1:34 pm;** Quorum was met.
2. **Reviewed the Agenda;** MOTION: To approve by Tamica Ward, second by Collin Thormoto.
3. **Review of February Minutes:** MOTION: To approve by Collin Thormoto, second by Ruchira Majumdar.
4. **Staff Reports**
  - A. College
    - i. Computer/ Network/ Audio/ Visual – No report
    - ii. Instructional Technology
      - The Spring 2022 HyFlex training program kicked off April 14 and will conclude May 5. Thirty-eight instructors registered for the training, and 35 are participating. Faculty were notified today about the Summer training, which will begin June 9.
      - The Summer Professional Development Workgroup was hoping to give faculty two days late this semester to test the new HyFlex classroom technology after it is installed and working, but that will most likely be delayed because of supply chain issues. If the equipment doesn't arrive until after the semester, the workgroup would like to host an "open house" at Convocation, which is scheduled to be held at LPC. Of course, the equipment has to arrive by then, also. If no new HyFlex classroom standard is created and classrooms outfitted with the new technology during the summer, HyFlex classes in the fall will just continue to use the Owl technology.
      - DE rates for Fall 2021 were positive as evidenced by the retention rate of 82%, which was the highest ever for a fall semester at LPC. The previous high was 81%, achieved in both Fall 2020 and Fall 2018. The success rate of 70% for Fall 2021 was the second highest ever for a fall semester, trailing only the 73% mark set the previous year.
        - Breaking Fall 2021 DE courses down by modality, asynchronous courses had a success rate of 71%, followed by synchronous at 68%, and combination

synchronous-asynchronous at 67%. Asynchronous courses also had the highest retention rate at 83%, followed by synchronous at 81%, and combination synchronous-asynchronous at 79%. These rates were, on the whole, a bit lower than corresponding rates for Spring 2021.

- The annual LPC Technology Satisfaction Survey will be launched Wednesday to the campus. It covers services offered by the Technology Department and the Teaching and Learning Center.
  - Stockton resident Arica Steedley has been selected the 2022 Online Student of the Year scholarship winner. Arica, who is working toward her AS degree in Cybersecurity Network Administration, is a veteran of the United States Army, where she served as an Information Technology Specialist and plans to pursue a career in Computer Science. While at LPC, this mother of two participates in the Student Veterans Organization. She began taking classes at LPC in Summer 2020, and all of her classes have been online. She has a 3.79 grade point average.
- iii. Telecommunications/ Copy Services
- Work that has been completed using SARS: a Trak kiosk installed in the Black Cultural Center; EOPS/ CalWorks were given permission to establish an eSARS site for allowing students to self-schedule appointments directly into SARS Anywhere. The site was recently completed and the department is doing testing.
  - The telecommunications projects that were discussed in the fall have been slow to progress. Another project has been added regarding all the elevator phones on campus and moving them over to the campus phone system, this requires coordination with M&O since they maintain the contract for the elevators.
- iv. Website
- Met with the President and VPs regarding redesigning the web site. Anticipating needing to use some of Omni's services in this project as day to day web page updates is taking a lot of the webmaster's time. QUESTION: Do we need to stay with Omni? Omni is the platform that a district-wide committee selected years ago to be the content management platform; so that would be a much bigger question. Omni also has Foundation for CCC pricing. This redesign appears to be driven by the college as opposed to the district.

B. District - No report.

## 5. Old Business

- i. LPC Technology Master Planning – Presentation of the process that WTC (consultant) will be using in preparing the Technology Plans for the three sites. Some of the areas that WTC will be look at: IT assessments and strategy; server & storage, applications and client services; organization and governance; costs of implementing. The approach will include: create teams; collect data and documentation; conduct assessment; develop recommendations

and develop 4-year plans. Final report to the Board in July, depending on level of review from governance committees. Link to survey questions and option to participate in focus groups. The consultant, Ann-Marie Lancaster, posed questions to the committee about the roll of Technology Committee in technology decisions.

- ii. Collaboration Needs with Colleagues and Students – On Hold.
- iii. Technology Use under Emergency Circumstances
  - a. Technology for Hy-flex Classrooms – See Scott’s report.
- iv. Technology Topics of Conversation in Guided Pathways – Discovery for Advise has begun and configuration will be following. Discussions have included “what is a success score” and communication planning. Student communications through Advise can integrate with the CRM product to produce metrics on success of the communication. What work will be done over the summer is being assessed.
- v. Website Analytics and Home Page Discussion – See Tim’s report.
- vi. Exploring Text Messaging and Student Communication Platforms – With the new Ocelot text messaging platform Admissions and Records has sent out 5 campaigns regarding graduation and EOPS and DSPS have sent out campaigns. Analytics are showing a 90% received rate with the other 10% being identified as not cell phone numbers. There have been some responses mostly in regard to graduation questions so the responses do need to be monitored daily. QUESTION: Is there an Open rate? Just a Received rate and then a rate for responses, only a few responses. There haven’t been many Opt-outs but a few have replied with “I’ve dropped out” and the system automatically opted them out. QUESTION: What is the process for other departments to send out texts? All Student Services departments have their own chatbots to run their own campaigns. QUESTION: Is there some kind of assessment as to how successful a campaign is? Not directly through Ocelot but if the message directs people to a web page the hit rate on the web page could be tracked.
- vii. Forms and Workflows – On Hold.
- viii. Security Certificate for Website – Still needing to schedule resources to build and configure a new load balancer for the website that will accept secure requests.
- ix. GoPrint Wireless Student Printing – On Hold.

## 6. New Business

- i. Software demo VA Works by Clockworks. Highlights from Demo:
  - Web based and hosed on Microsoft Azure. Supports single sign on. Will need to do a data sync with Banner for demographic, confidential student information, and course enrollment certification. QUESTION: How is the data requested? Through flat file or web services using JSON format. Will do a nightly sync of students, only those who have accounts not all enrolled students; VA Works would initiate this.
  - Improve services to student Veterans and be compliant. Use technology to streamline processes and simplify for students in collecting sensitive data needed to process VA education benefits.
  - Currently, sensitive data is being e-mailed or dropped off at the office and the question is asked how secure this process is. VA Works would be a single place for uploading of documents.
  - Prepare Veterans Office for audits.
  - VA Works can send out e-mails or the e-mail can be routed through the college/ district SMTP e-mail relay.
  - VA Works has an agreement with College buys.
  - VA requires that data on students be kept for 3 years, The college can purge the information from VA Works when appropriate. VA Works will retain the data for seven years, after seven years of no activity the data is archived and then deleted a year later.
  - QUESTION: Documents that are uploaded to VA Works, will they sync to our system? VA Works does not send data back to the college. FOLLOW-UP: Various documents are used for processes such as evaluations, how will these offices be able to access these documents; can the documents be uploaded into BDMS (Banner Data Management System)? Would need to have further discussion with the development team on how this can be accommodated.
  - QUESTION: Should the college decide to no longer use this product, what happens to the data stored in VA Works? VA Works can produce different reports; there is a commitment to make this product as useful as possible.
  - QUESTION: With regard to a similar product reviewed last year by the committee, what happened with that product? That company decided that there wasn't enough commitment to move into the California market.

## 7. Good of the Order

- QUESTION: Update on moving the Zoom instance to the District? This is still a project that may have available resources to work on over the summer.
- Committee topics from this year that can be archived:
  - Website analytics can be moved into the Webmaster's report.
  - Exploring Text Messaging
- In the fall the Committee will need to nominate a chair for the committee, please consider the task over the summer.

## 8. Talking Points – None

**9. Adjournment at 3:15 pm.**

**10. Next Regular Meeting:**

- Oct 3<sup>rd</sup>