



## Technology in Education Committee May 14, 2015 Meeting Notes

**Members Present:** Kristy Enser, Eli Hayes, Armando Herbelin, Brandon Ray, Maggie Stuart  
**Recorder:** Brandon Ray

Meeting started: 11:05am

Meeting adjourned: 12:15pm

1. KACE Help Desk Status Update – Brandon Ray  
ITS expects to implement KACE in July. This will provide staff the ability to login and check on the status of their service requests.
2. Digital Safeguard Policy/Higher Education Opportunity Act Discussion – Brandon Ray  
The committee reviewed and revised the proposed policy and procedures for the college to be compliant with the HEOA. Brandon will include the recommended changes and send out to the committee. A final draft is expected to be completed at the next meeting.
3. Student IT Support/IT Tutor Discussion – Maggie Stuart  
The library has become one of the most used computer labs on campus, but does not have the same resources/support allocated to it as the open computer labs. The library is open more hours (on the weekends) and seems to have more students using computers during the day. At the same time, Library staff are not necessarily trained to help with advanced features of Word, Excel, etc. The committee recommended starting a discussion with Darlene DeVida about reallocating lab staff to support the library. Maggie Stuart will follow up with Darlene. The committee recommended including Darlene in the future. Brandon will extend her an invitation.
4. ctLink Support Discussion – Kristy Enser  
Kristy shared a support model introduced by SBCTC for ctLink. The model calls for each college to have a support desk where Subject Matter Experts (SMEs) can answer general questions about ctLink. More difficult issues would be escalated to SBCTC for support. The committee discussed several options and agreed to keep thinking about the issue at the time to implement ctLink approaches.
5. IT Project List (2015-2016) – Brandon Ray  
Brandon shared some of the most pressing projects facing ITS both in the near and long term. The committee will discuss these and prioritize future requests so that a list can be published and shared with the campus.

## **2015**

- June 2015 - Implement Laerdal SimView (nursing, already purchased)
- June 2015 - Upgrade and Replace WiFi Network
- July 2015 - Implement KACE Service Desk (already purchased)
- July 2015 - Network Infrastructure Upgrades
- July 2015 Oracle GoldenGate (already purchased)
- August 2015 - Room Scheduling (25Live, already purchased)
- August 2015 - Highpoint Mobile Applications (already purchased)
  
- Identity Management and Single Sign On
- Implement AMX Resource Management Suite (already purchased)
- Implement Security Training
- Upgrade/Replace Windows Server 2003 Servers (8)
- Network Architecture Upgrades
- Stabilize IT Funding

## **2016**

- Online Forms
- Updated Academic Early Warning System
- ctLink/PeopleSoft
- Document Imaging and Management (est. \$80,000)
- Redundant Internet Access (est. \$25,000)
- Operational Efficiencies
- Ex Libris Library Application
- Remote Access
- Cloud-Based Email for Employees
- Email Archiving

### **Future Opportunities**

- Text Notification Solution
- Virtual Desktops
- Cisco Videoconferencing
- Mobile Device Management/Mobile Application Management

#### **6. Other Topics or Questions – Brandon Ray**

Chad requested a Strength, Weakness, Opportunities, Threats (SWOT) assessment be done some time in the fall as a follow up to the one we did a couple years ago.

Next meeting: Thursday, May 28, 2015

Location: ADC 144B

Time: 11am-Noon