



# Cypress College – Campus Technology Committee Minutes

 <b>Cypress College</b>	Report No.	CTC-November2019	Rev:1.00
	Owner:	Cypress College	
	Prepared by:	Peter Maharaj	
	Meeting Date:	11/13/2019	
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Attended	Attendee Name	Department
X	Christopher West	Financial Aid
X	Angela Haugh	
X	Terry Gleason	Distance Education
X	Kevin Perry	Library
X	Marc Posner	PIO
X	Cari Jorgensen	PIO
X	Anastasia Thrift	PIO
X	Teresa Johnston	EOPS
X	Peter Maharaj	Technology Services

Item	Discussion/Presentation Details	Action	Status
A	<p>Agenda:</p> <ol style="list-style-type: none"> <li>1. Department Updates</li> <li>2. Review of minutes/agenda from September 2019</li> <li>3. Committee Reports</li> <li>4. Campus Technology Updates                             <ol style="list-style-type: none"> <li>a. Network Refresh                                     <ol style="list-style-type: none"> <li>i. Firewall</li> <li>ii. VOIP Process</li> <li>iii. Layer 1</li> <li>iv. 1 Gb to 10 Gb cut</li> </ol> </li> <li>b. Campus Copiers                                     <ol style="list-style-type: none"> <li>i. Divisions</li> <li>ii. Delivery and Installation</li> <li>iii. Accountability and reporting</li> </ol> </li> <li>c. Mobile Application Updates                                     <ol style="list-style-type: none"> <li>i. New push and email communication services</li> <li>ii. Digital ID services</li> <li>iii. Resubmission of app to app stores to address bugs (menu, notification bubbles and app speed)</li> </ol> </li> </ol> </li> </ol> <p><b>OPERATIONAL SUCCESSES</b></p> <ol style="list-style-type: none"> <li>5. Cyber Security Month, October and success for the first event here at Cypress and the District.</li> <li>6. VSAN upgrade during the month of September.</li> <li>7. Firewall and configuration completed 11/11.</li> <li>8. Email security and continued work and review in protecting campus resources.</li> <li>9. Construction camera and video support.</li> </ol>	Peter M.	Closed
1	O365 email and Canvas email connectivity issues. Resolution uncertain and directive to address are no clear.	Terry G.	Open

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 <p style="font-size: 1.2em; font-weight: bold; margin-top: 10px;">Cypress College</p>	Report No.	CTC-November2019	Rev:1.00
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2	Physical changes in LLRC and room modifications to support student and program needs. Expectations for completion is planned for Spring 2020	Kevin P.	Open
3	Institutional Research continues to work with the PIO in data collection for targeted communication.  Demo of the new Cypress College website to CTC.	Marc P.	Closed
4	<ul style="list-style-type: none"> <li>• SARS update to support improvements in communication, appointment sequence and service to Counselors.</li> <li>• Anticipation and plans for the new 'kiosks' to support check-in.</li> <li>• SARS contract extended for one year and the Counseling department is looking into a replacement for employee and student needs. Considerations are, Q-Less, Starfish and Clockworks.                             <ul style="list-style-type: none"> <li>○ <b>Request</b> to form sub-committee to provide recommendations and guidance to support appointment and digital application. Task will be taken on by Angela H.</li> </ul> </li> </ul>	Angela H.	Open
5	Chat bot services for Cypress College, extending beyond Financial Aid. Review of current vendor providing service to Financial Aid and an alternative as a single provider.	Chris W. and Marc P.	Open
6	Technology Updates and progress report on campus network project: <ul style="list-style-type: none"> <li>- Successful implementation on firewall on 11/11/2019</li> <li>- VOIP planning and walk through with Vector USA team and Cypress IT to begin 11/13/2019. There are implementation dependencies on this project, including layer 1 improvements scheduled for spring 2020.</li> <li>- New campus copiers will be arriving and delivered to various division offices starting December 2019. Copiers will be configured with Paper Cut for software for accountability to support cost controls.</li> <li>- Mobile application services expanded to support push notification and email communication within the administrative console.</li> <li>- Digital ID service are currently being developed to integrate into the Cypress Connect app.</li> <li>- The Cypress Connect app will be resubmitted to the app stores to fix application bugs in the rendering of menu options and notification icons. Expected timeline for fix and update is by 11/22.</li> <li>- Campus surveillance cameras demo. Request access for PIO team.</li> </ul>	Peter	Open

**Next Meeting:**

The next CTC meeting is December 11 2019.

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## 1 Contacts

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