

 Cypress College	Report No.	CTC- December 2020	Rev:1.00
	Owner:	Cypress College	
	Prepared by:	Taylor Garrett	
	Meeting Date:	12/9/20	
			Page 1 of 2

Attended	Attendee Name	Department
	Christopher West	Financial Aid
	Angela Haugh	Student Services
X	Terry Gleason	Distance Education
	Kevin Peery	Library
	Marc Posner	PIO
X	Cari Jorgensen	PIO
X	Anastasia Thrift	PIO
	Teresa Johnston	EOPS
X	Peter Maharaj	Technology Services
X	Yanet Garcia	STEM
	Sydney Pike	Associated Students
X	David Okawa	Associated Students
X	Joseph Shonkwiler	Associated Students
X	Taylor Garrett	Technology Services

Item	Discussion/Presentation Details	Action	Status
A	<p>Agenda:</p> <ol style="list-style-type: none"> 1. Welcome 2. Review and approval of minutes/agenda from November 2020 3. Committee Updates 4. New Business <ol style="list-style-type: none"> a. Desktop Support Tool - Presentation by Mazen Itani b. Virtual Agents for campus operations c. Process documentation for student accounts d. Process documentation for Employee accounts e. Tenant Consolidation - Collaborative effort with FC and District IT 5. Network Refresh Updates <ol style="list-style-type: none"> a. Clear Pass b. VOIP c. Switches and Cores d. Firewall and VPN services - Planned upgrade during the winter break/early Jan 2021 e. Standards Review <ol style="list-style-type: none"> i. Cabling ii. Telecomm iii. Hardware 6. Project Implementation Process <ol style="list-style-type: none"> a. Shared Governance process - Committee review and approval and submission of approval to the Executive Team 		

2	Terry moved to approve November meeting minutes. All user message approval has been successful – campus appreciates Marc Posner’s efficient response to pending emails.	All	Closed
3	Distance Education will be faced with online teacher training for Fall. This training will take place in January and will most likely run for at least a month to give individuals the opportunity to complete. Update on January training: 5 hour E-DE training in January (1/11) and equivalency. Support for individuals with Zoom challenges – will potentially work with Technology Services and Professional Development on this project.	Terry	Open
	Associated Students is looking forward to moving into its new location with advanced technology. A new calendar reservation display featuring what is available via conference room is now integrated with Outlook and will be slowly deployed across campus. CTC will discuss more in January – units will be ordered for conference areas.	David	Open
	PIO Office is still plugging along with website. Data protection & privacy – Campus will need a disclaimer regarding cookies and information being collected – third party to disclose what data is being collected.	Cari	Open
	STEM has utilized the Zoom Webinar format to host their large orientation for next semester. Many thanks to Technology Services for all of the support over the past few weeks to provide equipment and software to Campus.	Yanet	Open
	Zoom Webinar feature is under review and testing, it features 500 concurrent visitors at one time. Reminder that we now own screen to support projections – no longer need to rent this equipment. Quick demo for STEM bot to follow in this meeting.	Peter	Open
4	NEW BUSINESS Desktop Support Tool - Presentation by Mazen Itani Charger Help – end user will open the application and provide the end user ways to contact Tech Services. Remote Support is enabled, window will open. Additionally, a Campus Resource page is available as well as the Software Center. Applications can be chosen and self-installed. Will assist with future applications that have been updated, users can update at their leisure. Charger Help will streamline support services and provide efficient assistance. Charger Cloud and Charger Help will assist the college and customer services. Challenge right now for Mac users – will find workaround	Mazen	Open
	Chromebook experience – every student registered to Cypress College now has an email and an account for all Microsoft Office applications. We’ve obtained 200 new Chromebooks that will be distributed through the LRC. Students will also have access to lab software in the Charger Cloud. Students authenticate into the system; the student will be able to have a windows experience on a checked-out Chromebook. All processing power works within the Microsoft Azure services. Cost of entry is very low for campus and improves, overall, experience for students to gain access to O365 and lab software. We are collecting Chromebooks from the Fall,	Peter	Open

	<p>returned, cleaned, exchanged and reissued. Students must have active Cypress College credentials.</p> <p>Virtual Agents for campus operations Information bot – three active bots. Financial Aid was one of the first to adopt bot. Library is in the works to create a bot, however, we have a solution that is not dependent on a number of bots, a master bot could answer general campus questions with specific bots to assist each department and division. Covid-19 virtual agent (bot) information pulls directly from CDC and campus data. It is currently being tested in the production environment in the Cypress Connect App. “Screen Scraping” can convert data from html or pdf that feeds into an active, virtual bot.</p> <p>ACTION ITEM – Chia to reach out to Yanet and Rosa to develop further.</p> <p>Moving towards maximizing the technology we have access to with experiential testing and learning. Working to consolidate finances with a single service offered by the campus. Ability to create an even more personalized experience for students. Opportunities to look at student outcome formulas and viewing insights tailored for the student.</p> <p>Process documentation for student accounts Process documentation for Employee accounts – working on documentation and process flow for accounts. This document will be reviewed by this committee and presented to executive team for approval. Clear and concise information regarding adding and removing individuals on campus. Looking towards improving the onboarding experience, validating employee information, sending verification emails, etc. Checks and balances to occur throughout the process.</p> <p>Tenant Consolidation - Collaborative effort with FC and District IT – more information presented in January.</p>		
5	<p>Network Refresh Updates Clear Pass VOIP Switches and Cores – awaiting equipment delivery, going from 1GB to 10GB Firewall and VPN services - Planned upgrade during the winter break/early Jan 2021 – currently negotiating Standards Review -this will be another voting requirement for the Spring, we will gather suggestions and feedback from this team. Cabling Telecomm Hardware</p>	Peter	Open
6	<p>Project Implementation Process Shared Governance process - Committee review and approval and submission of approval to the Executive Team – This committee dictates technology directives for the campus. Decisions regarding technology practices are important for operational sustainability. We want to ensure that any application or appliance that plugs-in to campus is discussed in this environment first; we need to have a voice and know about the technology before a PO is created and the equipment/application is purchased. Important for us to have a collaborative experience.</p>	Peter	Open

Next Meeting:

The next CTC meeting is February 10, 2021 @ 2:30 p.m.

1 Contacts

- a) Direct questions about this document to Peter Maharaj, pmaharaj@cypresscollege.edu

Cypress College – Campus Technology Committee Minutes