

 Cypress College	Report No.:	CTC – July 2022
	Owner:	Cypress College
	Prepared by:	Jose Sanchez
	Meeting Date:	7/13/22
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Attended	Attendee Name	Department
X	Jose Sanchez	Academic Computing Services
X	Terry Gleason	Distance Education
X	David Okawa	Student Life and Leadership
X	Joseph Shonkwiler	Student Life and Leadership
X	Marc Posner	PIO
	Angela Haugh	Student Services
	Gloria Ortega	Student Services
	Anastasia Thrift	PIO
	Mohammad Chaudhry	Campus Accounting
	Yanet Garcia	STEM
	Christy Montenegro	Student Services
X	Cari Jorgensen	PIO
X	Christopher West	Financial Aid

Item	Discussion/Presentation Details	Action	Status
A	<p style="text-align: center;">Agenda July 13,2022 2:00pm</p> <ol style="list-style-type: none"> 1.Welcome 2.Review and approval of minutes, June 7,2022 3.Public Comments 4.Project Updates <ol style="list-style-type: none"> a. Self Service <ol style="list-style-type: none"> i. Review proposed SLA(G) for IT support ii. Review proposed user move/change form b. Network refresh c. HyFlex instruction beta classroom 5.Review IT Governance Model Discussion <ol style="list-style-type: none"> a. Finalization in March 2021 6. Review discussion on tenant consolidation/Student Email <ol style="list-style-type: none"> a. Benefits,concerns, and moving forward for improving user experience 7.Assessment of Committee <ol style="list-style-type: none"> a. Structure b. Mission c. Goals for 2022-2023 8. Adjourn 		

A	Call to order at 2:06.	José	Closed
1.	Welcome, and informal check-in	José	Closed
2.	Review and approval of minutes. Terry Moved to approve David second	All	Approved/Closed
3.	Floor opened for public comment. No public present.	All	Closed
4.	<p>Project Updates</p> <p>a. Self Service</p> <p>i. Review proposed Service Level Guidelines (Agreement) for IT support.</p> <p>ii. Review proposed user move/change form</p> <p><u>Discussion</u></p> <p>Christopher – Will all users, or only a few have access? José described how all users will have access, and intent of using the service catalog functions. Demonstration showed the interface, and how it will work. Category form approach approved, but also recommended to keep the generic ticket button active. José clarified that was already part of the plan at launch, but that free-form submission option will eventually be less visible, so that categories are the preferred method to submit help requests.</p> <p>b. Network refresh</p> <p><u>Discussion</u></p> <p>José provided comprehensive WiFi update to committee. Included description of Educause network and how it will operate within larger infrastructure. David asked if we should use Educause as the primary WiFi SSID in general. José explained that we should still use Employee.</p> <p>c. HyFlex instruction beta classroom</p> <p><u>Discussion</u></p> <p>Jose described the initiative, and explained that Bus/CIS is first group to try and stand up a beta classroom. Also described configuration/equipment of proposed model, and basic function. Terry asked for some explanation of function, and José expanded on description of basic model. Explained how it is leveraging existing equipment with addition of some key new components. Questions were asked by several members about how it changes what we do. José emphasized that it will represent a shift in pedagogy, and instructors will need to be flexible, and creative in their approach to learning what HyFlex instruction looks/feels like.</p>	All	Closed
5.	<p>Review previous IT Governance Model Discussions</p> <p>a. Finalization in March 2021</p> <p><u>Discussion</u></p> <p>IT Governance has been on the agenda pre-pandemic, so Jose asked if any documentation could be provided by members who</p>	All	Closed

	<p>were on committee prior to losing institutional data related to that work. Jose noted we would benefit from having IT Governance documents defining how this committee fits in, and helps the institution determine policy, and directions for growth. Chris found old emails with documents about governance, but they reference District level governance.</p> <p>José noted that we have good access to district level information, but unsure if campus level governance has been addressed. Does not want to start over if we have a good start in that direction.</p> <p>Marc recommended speaking with Bryan Ventura, as he is working on accreditation and might have access to documentation relevant to conversation.</p> <p>Jose stated his is co-lead for section III of accreditation and is working with Bryan. He has found some good documentation already, and will see what else can be found.</p>		
6.	<p>Review discussion on tenant consolidation/Student Email</p> <p>a. Benefits, concerns, and moving forward for improving user experience</p> <p><u>No Discussion</u></p> <p>Ran short on time to continue meeting.</p>	All	Open
7.	<p>Assessment of Committee</p> <p>a. Structure</p> <p>b. Mission</p> <p>c. Goals for 2022-2023</p> <p><u>No Discussion</u></p> <p>Ran short on time to continue meeting.</p>	All	Open
8.	<p>Adjourn</p> <p>Terry motioned for adjournment at 3:08, and Terry offered a second. All members voted aye.</p>	All	Closed