College of the Siskiyous

Technology Advisory Committee (TAC)

Meeting Minutes
September 23, 2019
11:00 am-12:00 pm
Board Room

Members

- ✓ Jason Aronson
- Jesse Cecil
- Josh Collins
- ✓ Nancy Coughlin
- ✓ Barbara Douglass
- ✓ Bethany Golly
- Melissa Green
- ✓ Kelly Groppi
- Kent Gross

- ✓ Doug Haugen
- ✓ Axel Hernandez
- ✓ Wayne Keller
- ✓ Anne-Marie Kuhlemann
- ✓ Darlene Melby
- ✓ Nathan Rexford
- ✓ Theresa Richmond
- Valerie Roberts
- Stephen Schoonmaker
- ✓ Meghan Witherell

1) Approve Minutes:

- Nathan questioned the status of the new System Administrator position. Wayne advised two temporary individuals, Pete VanDeKoolwyk and Tim Weatherton, have been hired through the ADJ grant. Pete will be working for two more weeks, and Tim has been hired for the remainder of the grant period.

- Wayne had suggestions on clarity and improved wording in the meeting minutes.

- Wayne corrected that the Banner team will be taking on two projects per semester, not two projects per year.

- Darlene corrected that the announced annual savings of $900,000 is actually $900,000 savings throughout the entire contract, not annually.

2) Infrastructure Projects:

A list of projects based on updates to the master plan a year and a half ago was provided (see attached Technology Objectives Update). Nathan advised the Banner 9 upgrade was completed in 2018, not 2019. Nathan questioned what the second factor in two-factor authentication project would be; Wayne advised it will be a physical FOB.

Wayne advised the future Strategic Technology Master Plan will span 2020 through 2025. Darlene advised a Technology Master Plan span should likely be three years. The accompanying Operational/Tactical Plan (see attached Tactical Plan) is guided by the Strategic Technology Master Plan.

3) Banner Projects:

Barb updated the group on various Banner projects (see attached Banner Projects Dashboard) after advising that several projects were missing from this out-of-date file.

- The Single Sign-On project has a go-live date of October 31, 2019, after several unexpected delays. This go-live date will involve students who have registered for classes in the last two years.

Questions were raised on why the go-live date is in the middle of a semester, rather than between semesters. Wayne advised it will be easier for students to receive support when there are staff members are on-campus. Communications will be sent to all students and staff members, advising them of the changes.

Staff mySiskiyous passwords will be changed to match their computer/email login passwords. Students' email addresses will be changed, and student mySiskiyous passwords and email passwords will all be changed to a default password. Nathan wondered how long a default password would be active, and Wayne advised it will be default until a student logs in and sets a new password. If students attempt to reset their password, the system will send a reset email to the personal email listed on the student's account. Discussion was had on how to confirm students' personal emails are up-to-date and accessible by students.

- Nancy wondered how to add projects to the Banner Project queue, such as Tax Table Updates at the first of the year or STRS changing their reporting file format in fall of next year. Barbara advises the first step is to add a HappyFox ticket, and then the project will be evaluated and added to the project list.

- IT is communicating project statuses to the campus via the Banner Projects Dashboard in mySiskiyous. This is an attempt to educate the College that there may be project delays out of Tech Services' control and that most projects aren't as simple as they are thought.

4) **Open Discussion:**
- Nancy asked if something has changed with Ellucian Action Line tickets. STRS reporting has been broken and reported to Ellucian for eight years, and only last winter did Ellucian recognize there is an issue. More recently, PERS reporting has broken and has not been fixed for 3-4 months. Other tickets have been pending for quite some time and seem to be ignored. Barb requests individuals inform her when this situation occurs, and she can escalate the ticket if needed.

- Doug is researching interest from Student Services and Financial Aid/Registration in a potential ChatBot artificial intelligence program to serve students after hours. If there is enough interest, it will go through the CQIP process.

- Doug also advises lodge students utilize DocuSign for electronic signatures and wonders whether this could be utilized for other purposes in the organizations.

- Nathan questioned whether the OEI API dataflow automation been completed. Wayne advised it has not been worked on. The ability to register for classes through the OEI is to be determined. The ability for the OEI to consistently pick up our course data is being researched. Nathan also wondered where we were in the timeline for this project. Wayne advised the enrollment portion had not been started, but the project on the use of the API for data export has been initiated.