

October 22, 2020

## Technology Advisory Committee Mtg. Minutes

### Members\Attendees:

- |                       |                        |                    |
|-----------------------|------------------------|--------------------|
| ✓ Matt Donaldson      | ○ Kent Gross           | ○ Josh Collins     |
| ○ Stephen Schoonmaker | ○ Nathan Rexford       | ✓ Alison Varty     |
| ○ Darlene Melby       | ✓ Doug Haugen          | ✓ Jesse Cecil      |
| ○ Char Perlas         | ✓ Axel Hernandez       | ✓ Maria Fernandez  |
| ○ Melissa Green       | ✓ Kelly Groppi         | ✓ Barbara Douglass |
| ✓ Valerie Roberts     | ○ Nancy Coughlin       | ✓ Jason Aronson    |
| ✓ Meghan Witherell    | ✓ Anne-Marie Kuhlemann | ✓ Stephanie Wroten |

### TAC SharePoint Site

Matt Donaldson gave a brief demonstration of TAC's new SharePoint site. An email invitation to the site will be sent to all TAC members.

### SSO Restructuring Project Update

Matt Donaldson gave an overview of the SSO Restructure project. Phase 1: Move all SSO to Azure AD was completed before the start of the Fall term. The project is currently in Phase 2: New Provisioning Processes with a projected implementation between the Fall and Winter Intercession. Phase 3: Active Directory Clean-up is planned for the 1<sup>st</sup> quarter of 2021.

Two issues need to be addressed as part of Phase 2: fraudulent applications and licensing. To reduce the potential benefit of fraudulent applications, the following procedures were proposed and recommended:

#### Students

- When a student account is first created, it will be assigned a Student A1 license that is restricted to authentication and email within the siskiyous.edu domain only.
- Once a student registers for a class, the account will be given an unrestricted A3 license.
- Two terms after their last class, the account will be assigned an Exchange Online Plan 1 for Alumni license that will allow for authentication and email in perpetuity (once an Eagle, always an Eagle).

#### Employees

- Part-time Employees will be given a Faculty A1+P1 license.
- Full-time Employees will be given a Faculty A3 license. The only difference is that this license allows users to install Office365 on personal systems.
- Upon termination of employment, these accounts will be assigned an Exchange Online Plan 1 for Alumni license.

### Change in Canvas Support

Matt Donaldson notified the committee of upcoming changes to Canvas support. [Instructure has a [webinar](#) detailing the changes.] Currently, 24/7 phone support is available to Canvas administrators, faculty, and students. Starting January 2021, phone support will only be available to Canvas administrators 6A-6P. (Colleges may purchase expanded phone support for Canvas administrators as

well as for phone support for faculty and students.) Email and chat support will be available to faculty and students 24/7.

Maria Fernandez mentioned that she and Anne-Marie Kuhlemann were preparing for the change by developing the college's knowledge base and asked IT for input on Frequently Asked Questions. Matt Donaldson said he would have someone from the Help Desk reach out to Maria to assist with that effort.

#### **Initiative Proposal: Canvas Accounts for Upward Bound ~ Place in Technology Portfolio**

Matt Donaldson gave an overview of a proposed initiative to create Canvas accounts for Upward Bound students in bulk similar to the existing process used to create Canvas accounts for students registered in COS courses. Stephanie provided some additional detail. It was agreed that this is a worthwhile initiative and it was recommended that it be placed in the Technology Portfolio.

#### **Initiative Proposal: International Applications ~ Place on Shelf**

Matt Donaldson gave an overview of a proposed initiative to create a single international application for international students in SSB 8. Meghan Witherell clarified that funding through the CVC Pathways grant has been approved. Discussion centered around a cost/benefit analysis. Consensus was that, although it would be good to have a single international application and there is funding available, the end-of-the-year funding constraint imposed a less-than-ideal solution that did not justify the work effort that would be needed. It was recommended that this initiative be placed on the shelf until a funding source could be identified to allow the implementation of an international application through CCC Apply or one could be created as part of an upcoming SSB 9 Upgrade project.

#### **Initiative Proposal: Closed Captioning for Zoom ~ Tabled**

Due to time limitations, Matt Donaldson gave a brief overview of a proposed initiative to determine the scope for implementing CC for Zoom and then identify and implement a solution that provides this service within that scope. He will work further with Maria to further develop the proposal and bring it back to the committee in November's meeting.

#### **Initiative Proposal: Informacast Reimplementation ~ Place in Technology Proposal**

Matt Donaldson gave an overview of a proposed initiative to reimplement the Informacast emergency mass notification system within the college's phone system. In light of the recent lock down on campus, it was recommended that this be added to the technology proposal.

#### **Future Proposals**

Matt Donaldson mentioned that the following proposals are currently being developed:

- Initiative Proposal: eLumen Online Catalog
- Initiative Proposal: New Security Cameras for Lodges
- Project Proposal: Electronic signatures
- Project Proposal: Workstation Standardization

In addition, the following proposals need to be developed:

- Project Proposal: SSB Version 9 Upgrade. Matt Donaldson indicated that this will be a significant upgrade, requiring significant resource hours from all departments within Administrative Services as well as other areas. Most likely, it will also require professional services to assist in the implementation. Funding will need to be secured during this severely constrained budget period. Consequently, this project should be planned for FY21-22 at the earliest.