April 11, 2022
Technology Advisory Committee Mtg. Minutes

Members\Attendees:

- o Aronson, Jason
- ✓ Cecil, Jesse
- ✓ Collins, Josh
- o Coughlin, Nancy
- ✓ Donaldson, Matt
- ✓ Fernandez, Maria

- o Groppi, Kelly
- o Gross, Kent
- o Haugen, Doug
- o Klever, Mark
- ✓ Kuhlemann, Anne-Marie
- ✓ Melby, Darlene

- ✓ Nordin, Chris
- ✓ Perlas, Char
- o Rexford, Nathan
- ✓ Walton, Patrick
- o Witherell, Meghan

UDOIT for Canvas Initiative Proposal

Maria Fernandez gave an overview of what the UDOIT tool does and why it is needed to help the College meet its accessibility requirements. She explained that, because it is built using open source software, there would be no initial or recurring costs.

Matt explained that the estimate of 60 hours of IT time is based on the fact that the department does not have staff that is familiar with the open source software and, consequently, would need to learn along the way. Further, the current staffing shortage means that the department does not have time to work on this at this point. He raised the possibility of engaging a consultant, such as Max, but this would require funding. Maria indicated that this may be available. Matt will have Max review the tool and provide an estimate to perform the installation and configuration.

The committee agreed that the College should proceed with implementing this tool, dependant on finding a resource who could implement it.

HR Software Replacement Initiative Proposal

Darlene Melby told the committee that the vendor for Hiretouch (HR software used by the College) will discontinue support at the end of 2022 so the College needs to implement a replacement by year end. HR has selected NEOED, which is used by several other CA Community Colleges, as a replacement. Their evaluation has shown that it is far superior to Hiretouch and will prove to be a significant time saver for HR.

She explained that this initiative would migrate data from Hiretouch to the NEOED, implement the same business processes currently in Hiretouch in NEOED, and update documentation of these processes. The initial cost is estimated to be $30K and the recurring cost would be $15K a year. This is $5K\year more than is currently expended.

Maria asked about the application's accessibility. No answer was available in the meeting, but Darlene indicated that she would ask the vendor for a VPAT.

The committee agreed that this is an initiative that must be undertaken.

Replacing the Zipwhip Texting Solution

Matt Donaldson told the committee that Zipwhip, the mass texting solution currently used by several departments at the College, will not be available after 2022 and, consequently, a

replacement needs to be implemented by the end of the year. He then asked for input on who currently uses Zipwhip, for what purpose, and how it is currently funded. He specified that he knew it was used by the Lodges. Patrick then provided the following list:

- Admissions
- Financial Aid
- Basecamp
- TRiO 2 lines
- Lodges 1 line
- Counseling
- EOPS
- Veterans
- Student Services VP Office

It was not known whether Zipwhip is used by Upward Bound, the Foundation, and the ASC. Matt will follow-up to determine if it is. (After the meeting, Josh informed Matt that it is not used by the ASC.)

Maria suggested that the College could use Pronto, a social media application that includes a texting feature. This application is already licensed for use by the entire College and, consequently, could be implemented with no additional cost. Josh asked whether the application did texting directly (i.e. through SMS) and she said that it uses its own mobile app. Several committee members wondered whether this would be as effective. Maria explained that she had discussed this usage with Matt Baugh, our Pronto sales rep, and he indicated that several institutions use their solution in this way. She suggested that we meet with him to address these concerns.

Matt suggested that we institute a formal process similar to the process we have put in place for Unified Electronic Signatures that would identify requirements, evaluate potential solutions, and select a replacement. Pronto would be included in this evaluation and given the opportunity to show how their application could fulfill our requirements.

It was agreed that Matt would form a committee consisting of representatives of all departments with texting needs to implement the process of selecting a Zipwhip replacement.

Cyber Security

Matt Donaldson briefed the committee on two upcoming efforts to improve the College's cyber security protection. The first was two-factor authentication (2FA). He began by explaining what 2FA is. He then explained that 2FA must be implemented by the College to protect it from common cyber security attacks, particularly phishing attacks. He noted that over the last 6 months the College has seen phishing attacks successfully breach user account five times. What's more, the College will lose its cybersecurity insurance if it does not implement 2FA.

He then explained that 2FA would not be required when users are accessing COS digital resources from the COS network. It would be required when employees (both staff and faculty) access COS digital resources from outside the COS network. Students would not be required to use 2FA when accessing COS resources but they would be given the option to use it if they wished. The reason why it would be required for employees is that this is where there is risk to the College. The reason why it would not be required for student is that experience suggests that requiring 2FA for students would impose too large a barrier for some students and that only their personal data is at risk. He went on to say that the most common second factor would be a a mobile phone. For those who do not wish to use a phone, a third-party email may be used.

Finally, he said that the current plan is to implement 2FA over the Summer so that it is in place before the start of the Fall term. It will be rolled out in 3 phases. First, we will formally define the 2FA policy. Second, we will prepare by setting up the system and providing training. Third, we will implement the 2FA policy.

Maria expressed her concern that this would prove to be poor timing since faculty will be gone over the summer and would be confronted with a significant change upon their return for which they would not be prepared. She suggested that we begin communicating about this before the end of this month so that everyone would be aware well in advance.

Matt then discussed the second effort which will be to restrict Virtual Private Network (VPN) access to COS-issued systems. He explained that the current situation in which we allow any computer to connect presents a significant security risk because we can't guarantee that these systems are properly secured. The intent is to use digital certificates issued by COS to verify that systems that are connecting to the VPN are approved systems. For the most part, this will be COS systems that are part of the College's domain but it will also include consultant systems that have been granted access.

It was agreed that these efforts are necessary and should be implemented before the start of the Fall term. It was also agreed that these changes would be communicated before the end of April so that all employees would be prepared for them.

Upcoming Meeting

Matt reported that the agenda for our next meeting will include a briefing on the Workstation Standardization project and an analysis and discussion of where we are in relation to the FY22-23 Operational Plan.