Technology Committee Meeting
March 21, 2023 (via Zoom)

**DRAFT** Meeting notes; [Agenda](https://citycollegesf.sharepoint.com/%3Aw%3A/s/TechnologyCommittee/EagxoHvB03FEgauvkpDHjewBsUov3Wqu10yqoyHdyfEsAA?e=ddyAxB)

Attendees: Daniel O'Leary (co-chair), Cynthia Dewar, Monika Liu, Jennifer Kienzle, Chien "Ken" Lin, Nicholas Wang, Alexander Hosmer, Michele Alaniz, JR Hall, Gerard Layug, JO Robinson, John Kennedy, Tim Ryan, Enrique Velez, Cherisa Yarkin

**Summary of Actions Taken at This Meeting**

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| **Agenda Item** | **Action Taken**  |
| 3. TC Modality (Action item) | **Motion**: Continue holding TC meetings via Zoom. Moved by Cynthia, seconded by Nick. 7 yes –passes unanimously. |
| 6. IPQ Score (Action item) | **Motion**: The Technology Committee form an ad hoc workgroup, IPQ Score Workgroup, that will address challenges CCSF is facing around federal financial aid fraud. Members will include IT, Financial Aid, A&R, and OLET. Moved by Cynthia, seconded by Michelw 8 yes- passes unanimously. |

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| No | Item | Meeting notes |
| 1 | Welcome | (Daniel) Quorum met as of 1:12pm |
| 2 | Agenda Review  | (Daniel, Alex) For later, workgroup about AI tools which will effect multiple departments and involves technology. Could help think about changes, e.g., some colleges are blacklisting ChatGPT but there may be equity issues. Conversations in DLAC and TLTR as well. What’s missing currently is students, would like to see students included in anything this committee decides. Dayamudra has a whole set of resources on ChatGPT, we need to formalize it more. There are problematic tools being used that may not be in keeping with FERPA. Added as item 15 today, or item for April meeting.Note: since Zoom recording feature was not available, Alex to set up screen recording in Canvas Studio. |
| 3 | TC Modality (Action item) | Technology Committee modality. **Motion:** Cynthia makes motion to continue holding TC meetings via Zoom. Nick seconded. 7 yes –unanimous. |
| 4 | Monthly User Groups Report and Work Groups Updates  | User groups:Banner User Group (JO). Just did another Banner upgrade this past weekend, no major issues. Ellucian drops upgrades once a quarter. This was an urgent security upgrade, about 40 other pending upgrades are being reviewed by ITS for scheduling.Registration Platform RFP (Monika). Last week had session with vendors who submitted proposals, shared with workgroup for feedback. Will finalize scoring of vendor proposals soon.Student Affairs (Monika) Implementing eTranscript, currently in Beta, fixing issues and will follow up with testing, then determine when it can be moved into production. General IT (JR) * Cybersecurity (Tim) Chancellor’s office security review coming up in mid-April. Goal to evaluate appropriateness and effectiveness of the policies, practices and actions of the district’s security team and provide recommendations for risk reduction. We may not have written documentation. Will place device on network, team of 3-4 people review remotely. Will get results in late April or May.
* 2023 CISOA conferenec, Legal Group provided presentation It’s the Law Now, page 19-20, Grann Leach Bailry Act, went into effect 1/10/22. Presentation includes deadline of June 9, 2023, requires single qualified individual to serve as Chief informaiton security officer, monitoring program, rish assessment, safeguards rule, incident response planning. Since we process Financial AId requests, viewed as financial institution. These requirements go further than previous, more focused on business controls to protect consumer data. CCSF may not be able to hire by June 9, not clear how the deadline will be met. It appears to be a new requirement, and will be very challenging to meet.
* Q: What can Technology Committee do? A: There is a business as well as technology component. The process to request a position would need to be initiated by the person overseeing either ITS or Business/Finance.
* Suggest working with Business/Finance Office.

Library (Michele, Cynthia) Laptops and hotspots continue to be in demand by students, anecdotally students ask every day where they are on the waitlist. Would be great to have more resources for students. Library has ordered 50 more laptops and hotspots, and can order more in June. Problem is that students are checking out hotspots even if they don’t strictly need them. Faculty rely heavily on Library and appreciate their efforts.Online education (Jen) Messaging about Zoom recording deletion will be going out very soon including general all-campus and to specific groups. Application for online training open, faculty need to have DEA that is at least at the technical review level in order to apply. New, DEA is required to be completed before going into the training.OLET has opening for reassigned time faculty position as distance education coordinator, applications due shortly after Spring break. Google Work Spaces (Gerard) - processes 800+ unused employee Google accounts with no login history as of March 14, has been completed. Now working on employee quota, will eventually propose a number. Since applying 1 Gig quota on student accounts, some currently enrolled student accounts are over quota, discussing approaches to bring them into compliance.Q: How many over quota? A: Not a very large number, discussing best way to get the accounts down below 1 gig. For reference, below are the numbers requested (current storage utilization by 134,000 student accounts): •4200 accounts over 1GB •750 accounts over 10GB •134 accounts over 100GB • 14 accounts over 1,000GB |
| 5 | Technology Committee input into CPR  | Tabled to April meeting |
| 6 |  IPQ Score (Action item) | (Monika, Ken) Proposing an IPQ Score workgroup with ITS, Financial Aid, A&R, OLET. Address improving how the IPQ score is used. How to better respond to students, not just the bots. Want to avoid any additional bad actors, but retain and support all actual CCSF students. Kudos to A&R for the work they have already done in this regard. Additional efforts are being made to discern whether registrants identified by the software are valid students. Proposed workgroup would look at implementation of IPQScore, and at other ways the college is being impacted, including who is affected by false positives, **Motion**: The Technology Committee form an ad hoc workgroup, IPQ Score Workgroup, that will address challenges CCSF is facing around federal financial aid fraud. Members will include IT, Financial Aid, A&R, and OLET. Cynthia motion, Michele second, 8 yes. Unanimously passed. |
| 7 | Student Printing Solution | (JR) Awaiting discussion with Associated Students 4/7, setting up test station for library, have not resolved all issues yet. Library is looking forward to there being a printing solution, appreciates the work being done. Once completed, envisioned as printing solution for all locations including Centers. Some colleges are providing free printing for students, is that under consideration? It will be interesting to see how much money printing may bring in, it can possibly cover its costs. Possible doable to make printing free to some groups of students, but need to make enough money to cover costs of paper, toner, etc. Would need to explore after the system is established. |
| 8 | Enterprise Printing for employees | (JR) - Already established. Konika Minolta contract, question of where to go from here. Need to lower the number of stand-alone HP printers, direct users to larger multi-function machines. Working on getting inventory figured out, and supplies. During pandemic, addresses were changed regarding how toner is delivered, needs to get sorted out working with the vendor. That will be the next phase for employee printing. Who has access, how far they need to go, how to reduce overall cost of employee printing. For information about using the multi-function printers, see ITS website or contact JR. |
| 9 | Computer Labs Work Group | (Cynthia) Department chair/dean survey was due yesterday, will check in this afternoon to see if a reminder needs to be sent out. Primarily talking about definitions of computer labs, reimagining. How will students use the resources? Will students return to generalized computer labs? Hoping to have more survey results at next meeting to share. Q: Why department chairs? A: Because they are best situated to be familiar with what students and faculty are using and likely to use in the future, tied to the curriculum. |
| 10 | Zoom Recordings Maintenance | (Jen) Q – was an overall announcement made? A: Yes, people want to know where they can put their recordings. Discussion: OLET has done a lot of education, announcement will likely spur more conversation. Then targeted outreach. Messages with support resources. How to assure the right people read the message. Idea of multiple places to communicate the change. All-employee email that will be sent out shortly with concise list of alternatives. 3C media is available to faculty and newly to staff; Canvas Studio for faculty only. Inquiries can be directed to the resources listed in the email. |
| 11 | Fog Sites | (Gerard). Sharing additional data. Can determine the site creators using actual URLs compared to number of views. Tally 10/1/22 - through 3/15/23. Q: reached out to any of the faculty to find out if they are interested in being part of the discussion? A: some discussion with Academic Senate, particularly regarding retirees. Trying to understand the most commonly used sites, if they are retirees need to figure out how to communicate with them. Idea: Also approach department chair for retiree URLs, in case tool is being actively used by other faculty members although it exists in the retirees account. Data show that more than half of the hits are outside US, Madrid, Barcelona, Montreal, … Note that CCSF French program is not very large, may not align with the numbers in CCSF student body, but we need to investigate which active students might be affected. Possibly the top-represented faculty member embedded course contents in Canvas Commons, got imported by other teachers, that could explain why there is so much use. May represent a need not being met by standard methods. Need to address accessibility, and security standards. Once stakeholders identified, need to identify a standard because Fog has less-restrictive protocols. Discuss with site-holders, is there another place on CCSF website, Canvas, to serve the Fog purposes? Determine whether if can be brought within the overall college website. |
| 12 | Decommissioning of web archive (AdHoc)  | (Gerard). A communication went out regarding archive.ccsf.edu going away, concerns have been raised about listserv. ITS is ensuring that functionality will be maintained. As to content, recently hired new assistant to work on related tasks such as PDF remediation which is the biggest task.Q: regarding pdf remediation, are some of them forms that need to be added into AdobeSign? A: mostly content, especially those with tables and images, which are hardest to remediate. Have student workers helping out, going well. DiscussionQ; recently looking for vendor registration form, clicked purchasing form link, clicked referred to archive website; new location of forms will need to be publicized. What is the communication plan to let people know where stuff currently relying on archive site will eventually end up? A: as help users move content, try to help people recognize the necessity of helping people find the forms, e.g., suggest all related content on a departmental page (ITS doesn’t manage). Expect there will be discussion as intranet is built out, can raise input to page owners. Q: when archive site is retired, a lot of forms moving into SharePoint, might benefit employees to have Flex workshop, how to login, navigate, search for items formerly on the archive site. Link to training, workshop, to help employees learn how to find the information. Flex Day in fall might be an opportunity.A: Agreed. |
| 13 | Student email migration to O365 | (Gerard)– no updates since last meeting. |
| 14 | Simple Syllabus | (Cynthia) Department Chair Council considering tool accessible in Canvas for chairs to check that most up-to-date SLOs are in syllabus. Will pull SLOs from CurrIQunet so they will automatically be current. Will also include institutional blocks with most current informaiton e.g., library hours, tutoring. |
|  15 | Other items? Chat GPT | ChatGPT – college needs to address. How should students cite? How can it be used effectively for learning? How can the Tech Committee help guide faculty and administrators in these new ways, what we accept/don’t accept. Ongoing conversations, will have to be dealt with. Issues with accessibility, equity, unfair punishment of students when no clear policy in place, how it affects student code of conduct, including HR (applicants may use for cover letters and resumes, can we trust the information contained?) Don’t want students to be dropped from classes if they are using it effectively as a tool to meet the objectives, rather than using to avoid learning. Faculty are dealing with it right now, discussion postings that do not feel like authentic work of a student. Checking could involve identifiable information violating FERPA. In the domain of the Technology Committee, but not exclusively. What role would the committee play? Look at ChatGPT technology aspects, then figure out where there are connections with others. Access, Usage, and how it fits into equity, student conduct would be a good start. Alex to speak to this topic at the next meeting. There are other departments who want to be part of it. |
|  16 | Items for April meeting | Technology refresh.ChatGPT response |