

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 09/14/09

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** N. Strobel, B. Suderman **Reps:** J. Ahl, D. Barnett, T. Bohan, L. Carter, A. Chiang, G. Cluff, G. Dumler, A. Geiser, J. Hart, D. Jorgensen, D. Kimball, M. Lovato, , D. O'Connor, K. Rabe, M. Richie, L. Reiman, K. Russell, J. Stratton, P. Whitney
Ex Officio Member: D. Barnett, J. McGee. **Guests:** **Recorder:** T. Shannon.
Absent: J. Carpenter, H. Eydgahi, and L. Shiers.

1. **Review and approval of minutes:** The meeting opened at 2:37 p.m. The minutes for May were approved.
2. **Additions to agenda:** No additions were made to the agenda.
3. **Scope of ISIT Committee:** Nick: What we do...review & read charge, keep constituents informed. Gave list of meeting dates. Committee told how to get agenda 3 days prior to meeting. Members need to download all materials. Bonnie: stressed the importance of attending throughout the whole academic year. Members are the representatives for their area on campus.
4. **Campus updates:** Jim: we ignored Vista, but we will not be able to ignore Windows 7. Move cautiously with Windows 7. Wireless is used more and more on campus. There is only one wireless connection: KCCD open. Bonnie: Change in Media Services: Jim covering commons area/ students. VOC concept presented at District level and on hold. Tracy Lovelace only supporting online. Tracy will no longer have training classes as before.
5. **District updates:** None reported.
6. **Go Live Date:** Use district assigned gmail. Jim: students are assigned Google email accounts. Currently issued accounts: 1st name, last name and 4 digits. Returning students have 2 email accounts: old & new. Old

will die...question is when will we close old email? New students don't always get new gmail account. Currently when students register and they are asked to get new email and also are still asked to provide an alternate email. The committee suggested that this option be deleted.

Action: Bonnie and Nick will present the go live date, November 2, to TLC. They will also ask if the two parts of the project can be separated.

7. **Media Services Issues:** Three mounted projectors have been stolen, two from the Business department and one from the LA building. A request was made that employees verify that areas are secure when they leave. Kristin Rabe presented a standard Media Services Policy to cover the purchase and support of new Media Services and computer equipment and support. It was suggested that the departments be presented as MS/IS for clarity.

Action: The standard Media Services Policy will be revised for the October meeting and will be finalized at that time.

8. **Good of the order:**

The meeting adjourned at 3:59 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 10/04/09

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** N. Strobel, B. Suderman **Reps:** J. Ahl, L. Carter, A. Chiang, G. Cluff, C. Collier, G. Dumler, J. Hart, D. Jorgensen, D. Kimball, M. Lovato, T. Lovelace, K. Rabe, L. Reiman, K. Russell, C. Smith, J. Stratton, P. Whitney
Ex Officio Member: D. Barnett J. McGee **Guests:** D. Palinsky **Recorder:** C. Sifuentes
Absent: T. Bohan, J. Carpenter, H. Eydgahi, A. Geiser, M. Richie, L. Schiers

1. **Review and approval of minutes:** The meeting opened at 2:32 p.m. The minutes for September were amended and approved.
2. **Additions to agenda:** Procedure for modifications to department resources was added to the agenda.
3. **Campus updates:** Information Services (IS) continues to “virtualize” BC’s servers. The “virtualization” of BC’s servers is the removal of individual server boxes and then consolidating them into one large box. The first phase of this will be completed by the end of the fall semester. This process will save the college time and money.

Please remember that if you intend to move equipment please notify IS so that they may update their inventory.

IS has installed a bank of hard drives that will allow them to increase home directory space. The increase of home directory space will be done by the request of the individual owner. Everyone is encouraged to store their important documents on their home directory because it is backed up on a nightly basis.

Hub printers are being replaced building by building this month. Training will also be held for the various types of printers. The pay for print labs are not included in this upgrade.

A **short-term, temporary** Network Technician will be hired to replace CeCe

Westerfield. This position is being funded by a nursing grant. The Network Technician will be dedicated fifty percent of the time to assist with a new nursing lab and fifty percent of the time to campus needs.

4. **District updates:** Todd Coston has returned to the District Office. Todd is a great resource at the District level and we're glad to have him back.

Chris Craig at the District Office will be evaluating pay for print district wide.

5. **Luminis:** We're still scheduled for a spring 2010 launch of Luminis (aka "Inside BC"). The launch will take place mid-spring before summer/fall 2010 registration. There will be some testing of "Inside BC" by some students and faculty this November.
6. **Course management system:** Bakersfield College currently supports Etudes and Moodle course management systems (CMS). Instructors are able to choose whatever course management system they'd like to use at this time. Other institutions in California are only supporting one course management system.

The Technology Leadership Council (TLC), per Chancellor Serrano's direction, has been charged with the task of moving the entire district to one course management system. The district will now only support one course management system district wide. TLC is seeking input from the three colleges. Together they will recommend one CMS by January 1, 2010. Cost should be a consideration since it is a tough budget year. The district has stated it does not have a particular course management system in mind.

A subcommittee of the Instructional Technology Committee (ITC), a district wide subcommittee of TLC, has been charged with making this recommendation. It is comprised of one to two faculty members from each college. Chris Craig, interim IT Manager at Porterville College, will be putting together the proposal for the recommended course management system as a part of his Leadership Academy internship project.

Note that although this is taking place, instructors are **not** going to be expected to switch course management systems for the spring 2010 semester. At this time the earliest the District would move to one course management system is the fall semester of 2010. However this is an aggressive timeline and it may change.

If staff members are concerned about training or support for the selected course management system they should contact Bonnie Suderman.

It was noted that Etudes and Moodle are currently being used equally district wide and that there will be some stress from the faculty once the CMS is chosen. Concern was expressed regarding the timeline for implementation of the chosen CMS. Subcommittee members were urged to look at the stability of the CMS'

that are up for consideration.

ITC will be meeting next week to discuss this topic further.

Action: Anyone interested in being involved in the recommendation of the course management system should contact Bonnie Suderman, Bill Moseley or Nick Strobel.

7. **Student G-mail:** Old student e-mail accounts will be going away December 31st, 2009. On January 4th, 2010 all campus e-mail communication to students will be going to their student G-mail account only.

We will be “transitioning/going live” with student G-mail on November 2nd, 2009 prior to priority registration. David Palinsky has met with Amber Chiang to strategize and develop ways to communicate this new procedure to students. Students will receive a phone message and e-mails about the transition. Faculty members will also be asked to read a short message to their classes regarding the transition. It was suggested that instructor websites also be used to notify students about the change. Posters are also being made. Concern was expressed that the communication of this topic to students be clear.

When registering for classes students will no longer be given the option to provide a personal e-mail address. They are to use their college assigned student G-mail account. For the current semester students are still being encouraged to check all of their e-mail accounts for communication from their instructors or other BC personnel.

8. **IT equipment policy:** Kristin Rabe distributed a rough draft of a Media Services/Information Services Equipment Purchasing Procedure to the committee. The committee reviewed the draft and it was suggested that the document have two separate sections, policy and procedure. Additional language changes were suggested. Kristin requested that everyone send her changes to be made via e-mail. This is being written to be sure that the college’s dollars are being spent wisely.

Action: Members to send suggested changes to IT equipment policy/procedure via e-mail to Kristin Rabe.

Action: Kristin to send revised draft out to the group for review prior to presenting at next ISIT meeting for approval.

9. **Unit plan-ISIT form:** A new form that is tied to department Unit Plans was presented and reviewed. The form is used to request Information System and Information Technology (ISIT) needs. Completed forms should be reviewed with area deans and department chairs from his/her area so that duplications of technology needs are not made. The form is then to be sent to Dean Bonnie

Suderman by Friday, October 30, 2009. A group consisting of Bonnie, Jim, and Kristin will then meet to review the submissions for clarity. A subcommittee of ISIT will then be convened to then review and prioritize the requests. A prioritized list for ISIT needs will then be submitted to the College President for consideration. It was stressed that these should be developed with the assistance of Jim McGee, Information Services Director and Kristin Rabe, Media Services Coordinator. The new form will be presented to FCDC this Friday.

It was suggested that perhaps a “new or replacement” column and a link to the unit plan be added to the form for next year. Department “needs” need to be linked to college goals and program SLO/AUO for accreditation purposes.

The addition of topic “procedure for modifications to department resources” was withdrawn from the agenda.

Action: Committee members are to make sure that their department chairs are aware of the ISIT needs form.

10. **Good of the order:**

The meeting adjourned at 4:08 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 11/02/09

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** N. Strobel, B. Suderman **Reps:** J. Ahl, T. Bohan, A. Chiang, G. Dumler, A. Geiser, J. Hart, D. Jorgensen, D. Kimball, T. Lovelace, K. Rabe, L. Reiman, K. Russell, J. Stratton, P. Whitney **Ex Officio Member:** D. Barnett
Recorder: C. Sifuentes **Absent:** J. Carpenter, L. Carter, G. Cluff, C. Collier, H. Eydgahi, M. Lovato, J. McGee, M. Richie, L. Schiers, S. Shaheen, C. Smith

1. **Review and approval of minutes:** The meeting opened at 2:32 p.m. The minutes for October were approved.
2. **Additions to agenda:** No additions were made to the agenda.
3. **Campus updates:** Dean Serabian and Mike Arnold (from District Information Technology) are working with Trend Micro (virus scan software company) to gain control of the virus that is plaguing our campus. At this time they feel they have gained some ground over the virus. However, if you continue to see a file appear on your desktop with the extension “.dll” you should contact the Information Services helpdesk at extension 4274 to report it. If you notice that your computer is running slower than normal during regular processes you should also contact the helpdesk.

Twelve ISIT forms (for equipment requests) have been received. Several departments have contacted Bonnie to let her know their ISIT forms would be late. Other departments have not turned in their requests and will probably need to be contacted.

Action: Jim and Kristin will begin reviewing submitted forms and bring a list of the requests back to the committee to review. The list should reflect when the ISIT form was received.

The committee was reminded that this form was developed to determine what our technology needs are for the campus and to communicate this to Greg

Chamberlain in order to get a percentage of the college budget dedicated to technology. There was discussion regarding prioritization of the requests occurring within the ISIT Committee. However, at this time they have not been asked to do this. Concern was expressed about the separation of the ISIT form from the Unit Plan. It was felt that the two should remain together since justification for the requests is found in the Unit Plan.

Concern was also expressed about a replacement plan for technology equipment on campus. It was pointed out that Media Services and Information Services (IS) do maintain a 5-year replacement plan.

186 computers were bought recently for the Delano campus because their computers were at “end of life”. Since IS network technicians were spending so much time trying to keep the old computers going and the IS department is now down one full-time network technician, this seemed the best decision at this time. It was pointed out that as of late computers being replaced are generally so old they are not able to be allocated out to other staff members for use in their office.

Dennis Jorgensen discussed the importance of having adequate technology in the CADD lab. It was asked if we could tie the CADD lab computer upgrades to the program review process.

How are VATEA funds now going to be distributed now that a District point person has been assigned to them? Dennis was informed that equipment will no longer be bought with VATEA funds. VATEA funds will now be used for staff to go to conferences in order to “up” our core indicator numbers.

4. **District updates:** The District is no longer pursuing a centralized helpdesk. They’re looking at outsourcing the helpdesk functions to a large company such as Prisdium. Other school districts are also outsourcing their helpdesk. It is anticipated that the outsourced helpdesk would be available 24 hours a day and be able to assist students and staff. They would also be able to help online students with the course management system. This is not anticipated to put existing classified staff out of jobs. The company would only handle “tier one” questions. It was stated that research had been done and that most helpdesk calls are “tier one” questions. It was asked if this company would actually be able to answer the tier one questions if they’re not familiar with our network. This has only gone through the Chancellor’s “Consultation Council” at this time. This will not happen quickly. Concern was expressed about the cost of outsourcing to a third party.
5. **Luminis:** Dave has a meeting at the District office this week to discuss the switchover of the active directory credentials and how it may impact Luminis. At this time the long term goal is to have everyone’s user name to be the generated ID. This would be true for students and staff. The timing of this switchover will affect the launch of Luminis. Dave would prefer to launch Luminis after this

switchover takes place.

“Channels” are being built out and a lot of testing is going on. Hopefully staff will see an e-mail regarding testing soon.

6. **Course management systems (CMS):** The online subcommittee of the district-wide Instructional Technology Committee (ITC), a subcommittee of the district Technology Leadership Council (TLC), has met a couple of times. The online subcommittee BC members are Nick Strobel, Bonnie Suderman, Bill Moseley, Suzanne Davis and Michael McNellis. Online subcommittee meetings are all held using CCCConfer and are archived. If anyone is interested in listening to the meetings they should contact Bonnie Suderman and she'll provide them with the information to do so.

At this time due to time constraints, the subcommittee has decided to only consider Moodle or Etudes. It appears that it would be easiest to transition courses to either CMS due to their similarities. The subcommittee did look into what other colleges had done to select a course management system. Other colleges (Sacramento City College and American River) had two years to make their selection and KCCD has only two months. Tools to assist in the selection of a CMS were borrowed from them.

The online subcommittee drafted a list of technology needs (such as single sign on w/Luminis) that it wanted of the chosen CMS. User friendliness for faculty and students was also a consideration. At this time each college is having two faculty members who are well versed in one of the course management systems transfer a lesson over to the CMS they are not well versed in. They will be answering questions they were given to look at in regards to this experiment. Tracy Lovelace (BC) and Sarah Phinney (PC) are assisting the instructors in their efforts. On Friday, November 20th at 8:30 a.m. in L149 there will be a campus wide presentation/discussion about their experiment with the other CMS. After the presentation the online subcommittee will meet to review the presentation/discussion and formulate a CMS recommendation. Once the recommendation is formulated it will be presented to ITC who will then give it to Chris Craig who is charged with presenting the CMS recommendation to the Chancellor. Note that the recommendation Chris Craig presents will be done with feedback from all three colleges. Once a CMS is chosen, input will be sought from the ISIT Committee on how the transition should take place.

It was asked that once a CMS is chosen how long will we be obligated to use it. If we look at past history, we'll probably be using the selected CMS for at least two years. Per a recent ITC meeting, all online instructors will be expected to use the chosen CMS. At a minimum it should be used as a port of entry to the class. The CMS can then link to other places such as course websites. The online committee is also working on a policy for change that will guide instructors as to where they can link, for instance the sites must be ADA compliant. It was

suggested that perhaps the subcommittee should pursue having the chosen CMS in place for longer than 2 years, perhaps 5 years.

Action: Bonnie to find out how long we are obligated to use the chosen CMS.

7. **MS/IS standard policy & procedure:** The “Media Services/Information Services Equipment Purchasing Policy & Procedure” was reviewed. The committee recommended that item #5 be changed to read: If the purchaser proceeds with non-standard-based equipment – the equipment **will** not be supported once it arrives on campus. The policy was amended and then approved.
8. **MS equipment to new home:** All media services surplus equipment (old equipment replaced with newer technology, for instance a VCR replaced with a DVD) will be made available to faculty and staff. If a department were to take a piece of surplus equipment they should know that it will not be replaced when it “dies”. The surplus equipment will not be supported. Kristin Rabe will post the list of surplus equipment available on the Media Services website by December. If a staff member is interested in a surplus piece of equipment on the list they should e-mail Kristin.

Action: Kristin to send out BC All once surplus equipment list is posted on the Media Services website.

9. **Good of the order:** There will be an increase in state taxes taken from our paychecks. Your check will be smaller. Budget accordingly.

The meeting adjourned at 3:35 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 02/01/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** N. Strobel, B. Suderman **Reps:** J. Ahl, T. Bohan, L. Carter, C. Collier, G. Dumler, H. Eydgahi, A. Geiser, J. Hart, D. Jorgensen, D. Kimball, M. Richie, K. Russell, P. Whitney **Ex Officio Member:** D. Barnett J. McGee
Recorder: C. Sifuentes **Absent:** J. Carpenter, A. Chiang, G. Cluff, M. Lovato, T. Lovelace, L. Reiman, L. Schiers, S. Shaheen, C. Smith, J. Stratton

1. **Review and approval of minutes:** The meeting opened at 2:35 p.m. The minutes for November were approved with noted corrections.
2. **Additions to agenda:** No additions were made to the agenda.
3. **Campus updates:** Information Services has a new network technician his name is Chris Milan. Chris' position is funded by a nursing grant. Chris will be working on getting a new computer lab up for the Allied Health area. His duties will include maintaining the Allied Health lab and picking up some of former network technician, CeCe Westerfield's workload.

The virus mentioned in last month's minutes has been contained.

The campus has been having problems with a Microsoft security update that went out to the campus. The update is removing custom set home pages from Internet Explorer. This is not a virus. All one has to do to remedy the situation is to reset their preferred home page.

Ninety new computers, purchased with Information Services' general budget, will be put out on desktops this summer. Proposed placements for these new computers will be reviewed by the Educational Administrators Council (EAC). Faculty Chairs may also be able to review these recommendations. Information Services will be busy this summer installing these computers as well as computers for the Allied Health department. The Business Management and Instructional Technology department and the Engineering and Industrial Technology

department may also be buying computers. During this discussion Dennis Jorgensen questioned why quotes we are given by Dell are higher than those one can obtain off the general Dell website for the same or better equipment. Jim explained that we are paying for the stabilized “innards” of the computers we purchase. Hamid asked if we have the computer companies bid for our business. Jim stated that we do the bid process as a district now and have not gone through the process for a couple of years. Other priorities have taken precedence. Jim stated that he thinks the district as a whole purchase around 500 computers a year. He also stated that the selection of vendors we are able to choose from has “dwindled.” If this is to be made a priority Jim recommended that a directive come from the Technology Leadership Council (TLC) to the district IT managers group. It was suggested that perhaps the district look into building our own computers.

The Renegade Rip lab computers were recently replaced.

Unit plan ISIT forms will be reviewed, summarized and brought back to the ISIT Committee for review at the next meeting.

4. **District updates:** The district has narrowed their selection down to two vendors that would provide outsourced helpdesk services. The outsourced helpdesk may be implemented as early as spring 2011. The outsourced helpdesk would initially help students and then employees. Jim feels that this would be a good move for his department. It would leave his technicians and Judy available to do other job duties.

The district is also in the process of hiring a customer support operations manager that will be the liaison between the district and the outsourced helpdesk vendor.

5. **Luminis:** The district is has run into technical problems with Luminis and are also having problems with support from Sungard. A phone conference will be held with Sungard this afternoon to resolve these problems. This phone call will hopefully result in getting one dedicated support person at Sungard assigned to the District to deal with all of our technical problems.

David Barnett has been assigned the Luminis project leader for the district.

Timeline for full implementation of Luminis is still “fuzzy.” A launch by mid-semester will **not** happen. They hope to get faculty, staff and students testing Luminis this semester though.

It was asked how much money has the district spent purchasing and implementing Luminis. We’ve spent two years trying to implement Luminis. Frustration was expressed about how much money is spent on projects initiated by the district that we don’t have the resources to implement. It was asked where the accountability is. Bonnie stated she would ask how much money has been spent on Luminis

thus far.

Action: Bonnie to find out how much money has been spent on Luminis thus far.

6. **Course management systems (CMS):** Bonnie reviewed the steps that led up to the recommendation of Moodle as the district-wide course management system (CMS). The recommendation did include a timeline for implementation and additional items they felt would be needed if Moodle was selected. A couple of those items were support and training for faculty. A separate group is looking at this topic.

Porterville College (PC) will be moving over to Moodle by the fall 2010 semester. They have 35 courses to move over.

Bakersfield College (BC) will be moving over to Moodle by the spring 2011 semester.

Training for Moodle has already begun. The training has been online. A face to face training for Moodle will be offered as well. The face to face training may take place during spring break and maybe at the beginning of the summer. Note that those already teaching online in Etudes will be given priority when signing up for Moodle training.

Another subcommittee is looking into developing a standard template for Moodle courses. These subcommittee members are asking for recommendations from online faculty as to what they would want to see included in this template.

When forming the recommendation the group found that there would be a cost savings to go with Moodle. This savings would enable the district to hire a support person to assist with the technical aspect of moving to Moodle.

Phil Whitney asked if linking Banner with Moodle was being pursued. He stated that at this time instructors currently drop and add students manually in Moodle. This becomes difficult with the deadlines for drops and adds that they're expected to meet. Dave Barnett stated that it was one of the items on a list of items for Sungard to address with Luminis.

Action: Members to seek recommendations from their online faculty as to what they would want to see included in a Moodle template.

Action (carried forward since ITC and TLC have not met this semester yet): Bonnie to find out how long we are obligated to use the chosen CMS.

7. **EduStream:** EduStream is a website (edustream.org). It is a repository of instructional material. Instructors are able to access this instructional material for

free. It has the telecourse videos we broadcast available. The telecourse videos are broken up in 2-3 minute segments for instructional use. An example of this use might be embedding a video segment link in your online course. All materials are ADA compliant. The website has thousands of video clips in the Health, Behavioral Science, History, English, Physical Science, etc.

It also allows members to store electronic files, such as PowerPoint presentations or YouTube videos, on the EduStream site. You may also share these electronic files with other instructors but are not required to. This is a nice option in lieu of a course website to store large electronic media files that you use in your courses.

Students are only able to access this media via the links that you give them to the video segments and/or PowerPoint files. They are not able to view all of the videos/files available at the website. Only instructors who sign up for an EduStream account may view all the video segments and/or files available. If interested in the EduStream repository please contact Bonnie Suderman or Leah Carter to view a list of the disciplines material is available for.

An impromptu demonstration of EduStream was given after the ISIT meeting.

8. **Computer allocation subcommittee:** Used computers and printers are coming back to Information Services for allocation. The computer allocation subcommittee is a group that reviews requests for used equipment that may come back to Information Services to be allocated back out to the campus. Jim requested volunteers to serve on the subcommittee. Dennis Jorgensen, Tim Bohan, Nick Strobel and Judy Ahl volunteered.

The subcommittee will be recommending a “threshold” level for computers on campus and updating the allocation form.

9. **Good of the order:**

The meeting adjourned at 3:27 p.m.

Information Systems & Instructional Technology Committee

Minutes: (Unapproved)

Date: 03/01/10

Time: 2:30 p.m. to 4:00 p.m.

- **Attendees: Co-Chairs:** N. Strobel, B. Suderman
- **Reps:** J. Ahl, T. Bohan, L. Carter, A. Chiang, D. Dennison (new), G. Dumler, A. Geiser, J. Hart, D. Jorgensen, D. Kimball, T. Lovelace, K. Russell, P. Whitney, L. Carter, K. Rabe
- **Ex Officio Member:** D. Barnett, J. McGee
- **Recorder:** K. Loomis-Tubbesing (sub) for C. Sifuentes
- **Absent:** J. Carpenter, G. Cluff, M. Lovato, L. Reiman, L. Schiers, S. Shaheen, C. Smith, J. Stratton

1. Review and approval of minutes: B. Suderman opened the meeting at 2:35 p.m. and asked everyone to take a few minutes to review their notes; today's meeting has a lengthy agenda. It was mentioned that Candice Sifuentes is out (her grandmother passed away); K. Loomis-Tubbesing is taking notes on her behalf. B. Suderman briefly reviewed notes: IS's new tech is Chris Milan; the virus has been contained; the problem with the Microsoft security update that affected home pages has been taken care of; Jim will cover later the 90 new PCs and what is being planned for them; the expense of PCs and ideas for trying to cut costs and will be revisited later today by Phil; the Renegade RIP lab computers were recently replaced and the unit plan for ISIT will be summarize and presented today.

N. Strobel noted that the district intends to outsource the help desk service function and is trying to decide on a vendor; Luminous still 'luminous'...

ACTION ITEM update: how much money has been spent so far on Luminous - not yet available, B. Suderman is still researching this topic.

CMS – Old news in February as Moodle was chosen; the next step is working on training faculty and migrating from ETUDES to Moodle. A sub group is working on template for Moodle courses, one at a basic level and one with more structure (2 levels of templates are in development.)

ACTION ITEM – The Committee needs information from online faculty and it was to be solicited by committee.

New ACTION ITEM: Committee members are to get input from constituents about what should be in the template. **DUE:** the APRIL meeting. N. Strobel continued with a

brief description of EduStream – video clips, esp. from ITV courses, can be used in classes/WebPages/slides/etc. Or, post your videos or from students. There has already been an impromptu demonstration to ISIT, and later today, Prof. Leah Carter will make another, but more in depth presentation/demonstration. The Computer allocation subcommittee, a volunteer group that was to get together; will be done and looking at form for reallocation. Some newer PCs will be distributed and threshold level on campus .

Minutes were approved (L. Carter Moved/T. Bohan 2nd/verbally approved)

2. Additions to agenda: B. Suderman introduced a new member to the Committee - Deborah Dennison, Communication. No additions were made; the Agenda was approved. Introductions were made of all committee members present.

3. Campus updates: Jim McGee cleared up confusion over the recent virus situation – it has been contained and obliterated campus-wide. After the labs are upgraded this summer, IS will have 200 PCs for push-downs (most of the PCs are 3 or 4 yrs old); lab PC's will be installed first.

Pop-ups announcing virus detection were an issue during the virus incident-they are a symptom and therefore, need to be left active on PCs. The instructor stations and lab computers will be isolated and not allow pop ups. Pop ups are flags and the time warnings can be set farther apart, but IS needs to know when they occur on desktops, esp. if they are frequent. The pop ups are reflected in the IS logs, but IS still needs to keep warnings in place. Discussion followed. IS will go ahead and correct any problems with labs. Deep freeze is used on the lab computers so the PCs will reboot to the default after a student logs off, but while working, if the computer has a virus it can be transmitted out and about-IS needs to track the virus back to the source. Discussion followed on “Why not all PCs?” IS needs to know when office/desktops start getting popups – they are part of the real warning system. Jim McGee explained pros and cons and discussion continued. IS wants to know if the virus was not cleaned and even if cleaned from the PCs – they need to know if the PC is broadcasting vs. receiving the virus and track down whose broadcasting. Discussion followed on “Corp. Version software.”, and included limitations, notifications, location – server and logs which ID locations – faster response time with calls to IS vs. monitoring logs.

Judy Ahl discussed current installations of Sharp multi-function printers. Most have been installed, but still a few changes based on departments' preferences. Some locations on campus still need multifunction printers that didn't previously have a printer. Training maybe scheduled next week, by building, and will work across campus coordinated with the ULTREX Company. Training will follow the same pattern used for installations campus-wide. However, if an area/office needs it sooner, contact Judy. Functions – as to who will supply such items as stapling are still under review: staples are quite expensive. It remains to be determined how to disperse: still figuring it out. FYI, Judy will keep two toners of each on hand; call her when a replacement toner is

needed. Malfunctions/work orders are to be submitted by Judy. Eventually log in codes will be set up per user as Monty has the time.

4. District updates: TLC February's meeting was cancelled. Jim McGee mentioned that the help desk outsourcing has been put on hold/ delayed pending negotiations. Also delayed is the district's hiring of a Customer Service Operations Manager. No timeline yet.

5. Luminis: David Barnett - A SunGard consultant was at the district last week and many problems were fixed, and plans set for those still to be fixed. It's looking up but may not be on time this spring; perhaps a functional test at the end of spring and maybe launch Summer Session 2010.

ACTION ITEM FOLLOW-UP: Amount of money spent by the district, to date, on Luminous - Pending per B. Suderman.

6. EduStream: EduStream visual demonstration by Prof. Leah Carter. EduStream is an Educational Website providing access to free websites; primary source currently is ITV courses. EduStream.org –for an account & password contact Kathleen Loomis Tubbesing. It was pointed out that it's similar to iPods playlists/resource; one can browse by list of subject areas –course description – topics available and clips; it's a drill down process – some subject areas have more choices than others. The segments of videos lessons are usually 2, 3 to 4 minutes in length. Using Windows Media Player, L. Carter explained how to save and where; explained My Playlist. Preview/tracking the number of viewers, adding, editing, deleting, etc.? Discussion followed and also covered "Importation into Moodle", PowerPoint (IF online only... link into a PowerPoint presentation) It was stressed that videos can NOT be downloaded; one needs to have Internet connection and run in background. Faculty can upload their own videos and discussion followed and covered questions about security of the system. L. Carter pointed out that the instructor can select public or instructional access (check boxes). L. Carter continued to demonstrate how to imbed a link into Moodle; i.e. upload from Internet and setup process; "Fill in the boxes, blanks" - play list locations etc.

NOTE: B. Suderman announced that hands-on/in-person training is scheduled for Friday, the 12th@8:30 a.m. The trainer will be BC's EduStream contact, Parada Osman. The location-L148. Each committee member is asked to send someone from their department; training is encouraged but not required. Prior to that, representatives need to get a password from KLT. The requisite form will be posted to ISIT public folders. Discussion followed re: EduStream, in particular, stability, duration, etc. EduStream is grant funded via San Bernardino College and shouldn't cost BC.

7. Computer allocation subcommittee: PC price discussion cont. Phil Whitney talked to President Chamberlain before working on an estimate on machines. With respect to an additional position to help IS (Jim's area), President Chamberlain could not guarantee to hire someone to help who might not be adversely affected by "last

hired/first to be laid off.”, should the issue arise. P. Whitney mentioned he talked with Dell about the purchase of the “Consumer” computers for the campus and they will guarantee a large order of computers, say 30, would have the same “innards”. Phil had intended to purchase enough computers for two labs but because of cost of the “Enterprise” computers vs. the amount of funding available was not able to do so. Jim discussed the reason for the purchase of the “Enterprise” computers for the campus vs. the “Consumer” computer. The internal components are more stable and reliable. Dell does not change them on a frequent basis; where a “Consumer” equivalent would be changed more frequently. Jim mentioned as a cost savings he is evaluating the three year warranty against a one year warranty and stocking replacement parts. These concerns are currently before the IT managers, so P. Whitney was invited to present his concerns. As we know, software drives the need of computers within a lab. Therefore, we are trying to purchase the necessary equipment at the best price.

ACTION ITEM – P. Whitney to meet with IT managers.

8. Unit plans equipment requests/ISIT – Kristin Rabe distributed a spreadsheet (also posted in the ISIT public folders) Noting – how many things are there based on service calls to Media Services/in order of priorities and ISIT’s priorities – sent to President Chamberlain. Primary - Ag/Communication/Delano/ESL/Industrial Technology/Physical Science/Social Science. / etc. Secondary priorities (see spreadsheet) - others are “nice” but not necessary to maintain instruction. K. Rabe wants input to verify what is “necessary” from departments and faculty as Media Services doesn’t know the justifications.

J. McGee has a similar list; requests from staff and faculty are at the top. It was noted that some people may have given up on asking for new computers and will receive push-downs. In the next section of the Unit Plan, IS has budgeted for ¼ of the lab computers switches, cabling, etc. in this fiscal year. Jim questioned the request from the Physical Science unit plan for SE 7 replacements since they are less than 3 years old. Because of lack of funding in the IS budget for staff and faculty, J. McGee and J. Ahl will try to age and prioritize PCs on the Unit Plan. Lab pushdowns will go out to desktops.

J. McGee and J. Ahl will try to age and prioritize PCs. Labs pushdowns go out first, then other desktops, about 200, J. Ahl is involved with this project. Because of faculty computers questioning the slowness of their computers, J. McGee explained what was involved with network PCs/the authentication and other programs that run before a desktop PC can be used on campus. Dean Serabian was asked to pull a typical PC-one with overhead and one without – for a comparison. The following discussion addressed such issues as: energy savings vs. boot time.

Criteria for reallocation of computers to desktops is based on the needs of the individual i.e. internet access/etc. J. McGee will post to Public Folders, a spreadsheet of lab PCs to be replaced and pushed down. The question was asked regarding new faculty – what should dept. chairs tell fac.? The request form – Microcomputer and Peripherals

Request forms should be submitted to J. Ahl who can check against the Unit Plan list. N. Strobel noted that it is the software needs that determine the hardware. Therefore, the requestor needs to fill out the Microcomputer and Peripheral Request form in detail listing the software specifications. The requestor needs to be sure to list their software needs and what hardware requirements are listed by the software vendor. The Microcomputer and Peripheral Request form will be updated to include the minimum hardware requirements given by the software creator.

Important point to remember: the labs will be updated in the summer with the new computer. After the labs are updated and processed, the PC push down process will begin so expect replacement PCs later. The Unit Plan forms from K. Rabe and J. McGee, needs to be sent to President Chamberlain "soon", even if no money is available.

K. Rabe again asked what the committee wants to do. Do they agree with the list? (Needed/nice but not necessary/not needed/ or?) Discussion followed and included areas from which Media Services receives the most calls/requests; K. Rabe believes that equipment requests must be acknowledge when it was put into a Unit Plan by a dept. Not often requested, but departments need to let K. Rabe know if it is REALLY needed to continue instruction. Does the ISIT committee agree? Membership was asked to take this issue back to their respective departments and check with their department chair to see if they agree with the list. B. Suderman explained the Media Services' budget doesn't really have money until mid-spring. Therefore, the list would go to President Chamberlain in case he has money and to know what to consider buying. J. McGee will re-do his list, by age and need. This subject/the list(s) will be reassessed at the April meeting. Again, committee representatives should check with their departments.

9. Securing Classroom Equipment – P. Whitney reported that the Business Management building recently had four projector stolen 'cleanly', two stolen within same day. P. Whitney expressed a desire to have a centrally monitored campus system. Eight (8) projectors have been "lost"/stolen in the last eight (8) months. K. Rabe has looked at security methods however, when equipment in Math-Science was stolen, the entire pole was taken along w/equip. Media Services is in-putting AV equipment on the network, but it is a slow and arduous effort. The system "sees" when equipment is taken off the network/is unplugged then sends an e-mail to Media Services. Questions were asked about: ADT/TelTech services on campus, the possibility of a fiber optics system, etc. Discussion continued and included methods to physically secure equipment vs. alarm systems. K. Rabe pointed out that the most simple and existing solution is for faculty to lock the door when they leave a lab or classroom – CSUB locks rooms when no faculty are present. Replacement money is quickly being drained and was limited anyway. P. Whitney asked what can be anticipated, so B. Suderman explained official security actions and limitations. P. Whitney again suggested a fiber system that can be bridged; if cut, loop through devise to a monitoring panel and via phones/networking/or? And have Campus Security monitor 24/7. Discussion included adding cameras with-in

buildings to deter graffiti and theft. Problem—the Library had to pay to connect their cameras to security. Discussion continued and included upfront capital costs of losses. Security on campus – needs to be looked at in depth. K. Rabe reiterated that too many rooms are left open and unlocked. Discussion followed regarding who has keys/access (i.e. construction workers); limitations on replacements (i.e., after the loss of four, no more replacements), what goes on in other areas/the use rooms by multiple departments – who is responsible for the room left open? Discussion continued on a policy, key assignments and authorization. It was suggested that a campaign be initiated: lock the door, unless another instructor comes immediately afterwards. P. Whitney mentioned that creates the issue of students having to wait until rooms are unlocked.

10. FYI - 3 C Media – CA Comm. College Sat. Network – CSAT – Palomar – FREE – podcasting account for free; just sign up and get an account. Take a look at the form; via community colleges very little and few limitations – FREE

11. TABLED – April meeting.

12. TABLED – April meeting.

The meeting adjourned at Mtg. concluded 4 p.m.

Minutes - respectfully submitted - Kathleen Loomis-Tubbesing

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 04/05/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** N. Strobel, B. Suderman **Reps:** J. Ahl, T. Bohan, L. Carter, G. Cluff, D. Denison, G. Dumler, H. Eydgahi, Adie Geiser, D. Jorgensen, T. Lovelace, K. Rabe, K. Russell, P. Whitney **Ex Officio Member:** D. Barnett J. McGee
Recorder: C. Sifuentes **Absent:** J. Carpenter, A. Chiang, C. Collier, J. Hart, D. Kimball, L. Reiman, M. Richie, L. Schiers, S. Shaheen, C. Smith, J. Stratton

1. **Review and approval of minutes:** The meeting opened at 2:33 p.m. The minutes for March were approved.
2. **Additions to agenda:** No additions were made to the agenda.
3. **Campus updates:** Information Services continues to virtualize their servers. This makes the servers easier to administrate and is a cost savings to the college. They're similar to the "old main frames".

Our campus is looking at moving to Windows 7. Network technicians at all three campuses are working with it now to figure out what works and what does not for each campus. A report will be given at the next IT managers meeting on April 28th. It was noted that at this time most of the computers on campus cannot support Windows 7. Only a couple of computer labs are able to run Windows 7. When the campus does go to Windows 7 it will be slowly, there is no rush. Only a couple of pods in the computer commons will be loaded with Windows 7 initially. It was noted however that most computers bought at this time are coming with Windows 7 and that as a campus we don't want to be too far "behind the curve".

IT managers are going to continue to look at consumer versus enterprise computers. The pros and cons of these two different computers are being explored. There is a district-wide interest in them. These will also be discussed at the next IT managers meeting.

4. **District updates:** Out sourcing of the helpdesk is still on hold.

The district would like all three colleges using the same “pay for print” system. At this time all three colleges are using different “pay for print” systems. Our system is working for us. The “pay for print” systems at Porterville College (PC) and Cerro Coso College (CC) are not working for them. The district plans to send out a request for proposal (RFP) for a “pay for print” system. One “pay for print” system that is being looked at would be able to add money to a card by computer and we would no longer need the kiosks that currently add money to student card. Our current kiosks record the money that is loaded to student identification cards to a database. These kiosks currently cost the college \$12,000 each.

5. **Luminis:** Dave Barnett did a demonstration of Luminis. He discussed Luminis “Groups” which is similar to “course studio” that instructors will be using for their classes. Dave set up a Luminis “group” for the ISIT Committee. He invited all the current ISIT members to be a part of the ISIT “group”. This “group” page would be used in lieu of the current ISIT public folder. Dave then focused on the “group studio activity” box (located on the insideBC tab) and explained how to add a “group”. He then explained what kind of content we could expect to see in these “groups”.

Dave demonstrated how to log into Luminis. The following is the current web address for Luminis: inside.kccd.edu. Dave stated that eventually Bakersfield College will have its own domain. Users should use their desktop computer login and password to access Luminis (not their BanWeb login and password).

Dave stated that the content you are able to view is contingent upon your role at the college. For instance, if you are a faculty member and also taking a class on campus you would be able to see the faculty and student “tabs” and their content.

Dave also showed members how they can add/delete “channels” with the “content layout” link. You will not be able to delete some “channels” such as “BC Announcements.” Departments that provide services to students (such as the library) may elect to have a channel. Their channel might consist their operating hours and “the most important” services they offer to students, staff and/or faculty and then place a link to their website for their other services.

Dave would like the committee and their constituencies to start testing Luminis. If you run into problems or believe something is missing and needs to be added please contact him or drop him an e-mail. Note that Luminis is in its development stage at this point and you may run incur some errors.

Dave then fielded some questions. BC will still maintain a web presence separate from Luminis that will contain a space to log into Luminis. The website will be targeted to prospective students and the community. It is the hope that when we go “live” most people will not see the login screen you are currently viewing to

login and test Luminis. Luminis will enable us to target specific groups of people instead of “blasting” everyone through the BC website with information that may not pertain to them. It is hoped that Luminis will ease access to items that you may have had to go through several screens to get to on the BC webpage. There is no official time frame for going “live” with Luminis. It is being affected by the “active directory” change to employee ID numbers.

6. **ISIT Unit Plan equipment recommendations:** Kristin had presented the Media Services ISIT Unit Plan requests at the last ISIT meeting. Jim reviewed his list of technology items from the ISIT Unit Plan requests. Jim and Kristin stated that there is no money in next year’s budget for media equipment and new computers and that most requests for computers would be filled with push-down computers. There were no objections to the lists as presented.
7. **Moodle template approval:** The Moodle template was approved.
8. **Good of the order:**

The meeting adjourned at 3:30 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 05/03/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** N. Strobel, B. Suderman **Reps:** J. Ahl, T. Bohan, L. Carter, A. Chiang, C. Collier, G. Dumler, A. Geiser, D. Jorgensen, D. Kimball, K. Rabe, M. Richie, K. Russell, J. Stratton, P. Whitney **Ex Officio Member:** D. Barnett, J. McGee

Recorder: C. Sifuentes **Absent:** J. Carpenter, G. Cluff, D. Denison, H. Eydgahi, J. Hart, T. Lovelace, L. Reiman, L. Schiers, S. Shaheen, C. Smith

1. **Review and approval of minutes:** The meeting opened at 2:34 p.m. The minutes for April were approved.
2. **Additions to agenda:** No additions were made to the agenda.
3. **Campus updates:** Jim distributed a proposal for an Information Services policy regarding the movement of computer technology when an employee is transferred from one position to another position and the former position remains vacant. The policy states that computers will not move with employees when they are transferred or accept positions in other departments. Computers are to remain with the department that purchased them. If the position that the computer was assigned to remains vacant, the computer will return to Information Services for allocation. Please see document titled "Guideline ISIT Personnel Moves" located in the ISIT public folder for more details. The committee approved the policy with some minor changes to the last paragraph. The last paragraph now reads:
When a position is vacated for a reasonable period of time based on circumstances and dialogue with the department, the computer may be returned to Information Services for reallocation. This allows the asset to be utilized elsewhere. When the position is once again filled, the ISIT subcommittee for computer allocations will then assign another computer to that function of equal or greater computing power.

The current webserver for the www2 websites will be upgraded to Windows Server 2008 this summer. It's currently running Windows Server 2000. When

this transpires the committee agreed that websites that had not been updated in over a year would be deactivated. A back-up will be made of all deactivated websites.

Nick Strobel has completed his two-year term as ISIT faculty co-chair. The new ISIT faculty co-chair for 2010-2012 will be Bill Moseley.

4. **District updates:** District IT managers are looking at doing their own “computer warranties” in order to save money. Currently our campus purchases a 3-year extended warranty for each computer purchased. The campus would save bit of money if they no longer purchased the warranties. The money saved would be intended for computers that need repair. District IT managers are checking to see if this will be worthwhile, where they can put this money and if they can protect the money saved (not have it go to the general fund) in order to use it for future computer repairs.
5. **Luminis:** The district and campus is still moving forward with Luminis. David Barnett and others are now beginning to expand the content of Luminis. David requested that everyone still continue to explore Luminis and contact him if they have any questions or comments.

Bonnie did not have an answer from Sean James regarding how much money has been spent on Luminis thus far.

6. **ISIT Unit Plan form:** Kristin Rabe was approached by a department regarding their request on the ISIT Unit Plan form. They were concerned that their items were not going to be purchased. Note that this department does not have representation on ISIT and therefore was not present for the discussions on the prioritization of technology requests from the ISIT Unit Plan forms.

The prioritized lists of equipment from the ISIT Unit Plan forms were discussed at the last few ISIT meetings. They were also discussed in Nick Strobel’s ISIT Reports to the Academic Senate which contained the prioritized lists. All departments on campus should have representation on both of these committees to communicate information back to their departments. Committee members felt that the department should’ve had representation on the committee and the Academic Senate that would’ve communicated this information back to them.

Members felt that perhaps areas could be reminded at the beginning of the semester at various meetings such as Faculty Chairs Directors Council that it is important to have representation on committees and to communicate information received at these meetings back to their constituents (departments, areas, and coworkers).

Brief discussion was held about adding a statement to the ISIT Unit Plan form stating that areas and departments should have representation at the ISIT

Committee meeting where prioritization of these requests will be discussed. It was also suggested that a statement be added that says if a department does not agree with the ISIT approved prioritized technology requests list their department chair should arrange to meet with the ISIT co-chairs and the administrative dean for the department.

Concern was expressed as to why we look at computer and media technology separately from the rest of the unit plans. One reason cited for the concern was that an area may get approved for computers; yet not purchase the furniture to put them on. It was asked why deans/administrators are not prioritizing requests. Lack of knowledge of life expectancy of existing equipment was given as one reason.

7. Good of the order:

The meeting adjourned at 3:14 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 09/13/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley, B. Suderman **Reps:** J. Ahl, T. Bohan, J. Carpenter, L. Carter, A. Chiang, L. English, J. Hart, D. Jorgensen, T. Lovelace, E. Miller, I. Stierle, N. Strobel, K. Rabe, K. Russell **Ex-Officio Member:** D. Barnett
Recorder: C. Sifuentes **Absent:** G. Cluff

1. **Review and approval of minutes:** The meeting opened at 2:33 p.m. The minutes for May were approved.
2. **Additions to agenda:** CCC Confer was added to the agenda.
3. **Committee charge & member expectations:** Introductions were made around the table. The charge of the ISIT Committee was reviewed. It was noted how important attendance was at committee meetings in order to make sure your department is represented.
4. **Campus updates:** Paperwork to fill the Director of Information Services position on campus went up in July and has been signed by all required campus administration. It's possible that we may get an Interim Director of Information Services during the recruitment process for the permanent position.

There is a rumor that the District is looking at "consolidating IT" across the district. Chancellor's Cabinet had a day long retreat in August. At that retreat they discussed who supervises whom for all areas (Human Resources, Information Technology (IT), etc). A group has been formed to discuss the IT area specifically. President Greg Chamberlain is the Bakersfield College representative for that group. At this time there is no plan to centralize IT functions. Members were encouraged to express their opinion on this topic to President Chamberlain. One member expressed a wish to keep IT "the way it is now."

Action: Bill Moseley to draft a letter from the ISIT Committee to President

Chamberlain discussing the committee's concerns about the possible centralization of IT and send draft out to committee for review. Bill then to send letter to President Chamberlain.

Action: Members to e-mail Bill Moseley no later than Wednesday, September 15th with specific concerns they would like to be included in the letter to President Chamberlain discussing the possible centralization of IT.

A copy of the "ISIT Needs" form was distributed to the committee members. Members were reminded as to how this form came into existence (see October 2009 minutes). The form is due along with your Unit Plan on the following dates: October 11th for instructional areas and November 11th for non-instructional areas. These forms are to be reviewed by your instructional dean prior to being turned in. THE "ISIT Needs" form is to be sent to Bonnie Suderman. The group was asked if the form needed any changes. A column that asks "Do you have funding for this in your budget?" needs to be added. Some additional minor changes were suggested. The form will be sent at the end of the week to relevant staff for completion.

Action: Members to send suggested changes to the "ISIT Needs" form to Bonnie no later than Thursday, September 16th.

The topic of emergency equipment was briefly discussed. "What is the strategy in place to cover equipment failures/theft?" was asked. At this time Media Services keeps a few extra projectors on hand for this however, once that reserve is depleted they use old projectors that may still have "life" in them. It was suggested that perhaps a policy be developed that for every 10 projectors that a spare projector be available for replacement. It was acknowledged that this was a good idea however that the equipment budget in Media Services had been cut to zero. Members were reassured that every effort would be made to get the equipment replaced, however the turnaround time for it to be replaced may be awhile. Members were reminded that they need to be diligent in locking classroom doors once class has ended.

- 5. District updates:** David Barnett is currently serving as the BC representative in discussions regarding the Helpdesk. A request for proposal (RFP) to perform helpdesk functions went out for bid. At the last Board meeting the contract was awarded to Prisidium. The intent is that Prisidium will provide assistance to answer "Tier 1" helpdesk phone calls 24-hours/7-days a week/365-days a year. This assistance will be available to staff and students. "Phase 1" of the helpdesk assistance provided by Prisidium is planned to be implemented Monday, November 15th. Prisidium will be fielding mostly student support questions, and staff helpdesk questions such as "how do I configure my smart phone and questions regarding computer pass codes. Prisidium is based in the southeastern United States. Training Prisidium on our helpdesk procedures will begin in the next week or so. The existing BC helpdesk number will be redirected to

Prisidium. Their staff and students will encounter a phone tree type system designed to route them to particular helpdesk staff to resolve their problem. The earliest “Phase 2” of the Prisidium helpdesk will be launched in summer 2011. In “Phase 2” Prisidium will take trouble shooting questions regarding printers, telephones, etc. Staff members are encouraged to continue to call the helpdesk extension with their technology problems. Staff members are discouraged from calling network technicians directly to resolve a problem.

The District help desk manager position will most likely not be filled by the November 15th implementation of the contracted out helpdesk. The position may be hired by February, 2011.

The cost of the operation of the centralized helpdesk was disclosed at the September Board meeting. The implementation of Luminis is one of the key reasons the centralization of the helpdesk function is occurring. Paying an employee to man a helpdesk overnight seemed cost prohibitive if they only receive perhaps one phone call for assistance. Prisidium will be charging the District per phone call. Prisidium will also be tracking how many phone calls are taken and for what subject matter.

6. **Luminis:** Luminis is hoped to be up by the time students register for spring semester classes (November 15th). This was announced at the Board meeting this last week. Registration for the spring 2011 semester will be able to be done either using Luminis or accessing Banweb directly. However in the future they will be expected to only use Luminis. It is felt that perhaps November 15th is still an aggressive date for implementation.

At this time we have a pilot of Luminis taking place. They have encountered a few problems in the pilot. A lot of work has been done on Luminis the past six weeks. Load (number of students using Luminis simultaneously) testing for Luminis is occurring this week.

7. **Distance Education Steering Committee:** Copies of the Bakersfield College 2010 Distance Education Report were distributed to the committee. This report is submitted annually to the District. The District then summarizes the reports received from the three colleges into one report and sends it forward to the Community College State Chancellor’s Office as required by Title 5. There was a brief overview of the report. On page 12 of the report discussion begins about concern for success and retention rates in distance education courses. ITV classes will no longer be offered due to the cost to implement them. Classes that were offered in the ITV modality are also offered online. Retention in ITV courses had not been good. Online, interactive and hybrid courses will continue to be offered. Our success and retention rates have improved but still do not meet the state average. On page 26 of the report our success rates were compared with those of “like” institutions. We did not do “great” there either. These have not gone unnoticed by the Board of Trustees.

It was suggested that BC begin to look at this through a subgroup of the ISIT Committee. This group would formulate a Distance Education Plan to be presented spring 2011. In the Distance Education Plan the subgroup will identify the problems in distance education that we have control over, identify remedies for them and assist in implementing these remedies on campus. The Distance Education Task Force (subgroup of ISIT) will be led by Bill Moseley. ISIT members Bonnie Suderman, Kristin Rabe, John Hart, Tracy Lovelace and Leah Carter volunteered to join the task force.

Action: The Distance Education Task Force is to meet initially within the next month to establish a planning process.

Concern was raised that we're "jumping the gun" when perhaps no problems exist. Looking at the "like" college comparisons Bakersfield trails Fresno in "internet – asynchronous instruction" by only four percent in success rates. However it was asked what are all the other colleges (not just "like" colleges) doing to surpass Bakersfield by an additional 20-30% in success rates? It was noted that both Cerro Coso and Porterville surpass Bakersfield in "internet-asynchronous instruction." Why?

This topic has the Board's attention. Chris Craig has been appointed by the District to look at this. His charge is to look at the District's success and retention rates, study the colleges and identify a "best practices" for teaching online. "Academic freedom" in regards to online classes may be in jeopardy. Distance education instructors should be a part of this.

The Distance Education Task Force may also be able to address some accreditation standards that deal with distance education that the college is a "little shaky" on. Perhaps the task force should develop a survey to go out to all online instructors to ask what teaching methods/tools are working for them online and what teaching methods/tools are not working for them online.

8. **Computer software installations during break:** Timely notification of software installations that need to occur during summer and winter breaks is becoming a problem. It was suggested that on November 1st a form goes out to department chairs of departments that utilize labs requesting what software/hardware and/or operating systems they need in what labs for the following semester. The form would be due back to Information Services no later than November 30th. The form would state what the base image loaded in the lab contains and allow for departments to add to it. After forms are returned to Information Services some sort of mechanism should be in place to summarize to the departments what will be contained in each lab for the following semester.

Action: Bonnie, Kristin, Judy and Dave to develop a form and summarization mechanism for software/hardware and/operating systems

requests needed in labs/classrooms.

9. **Moodle update:** Luminis/Moodle beta testing is occurring at all three campuses currently. This is being done to test how Moodle interacts with Luminis. Tracy Lovelace (BC), Sarah Phinney (PC), Kiana Wyatt (CC) and Todd Coston (District) are the administrators of this project. The aforementioned meet weekly to discuss the beta testing issues that might be occurring. Lora Larkin, Scott Dameron, Bernadette Townes and Phil Whitney are the BC instructors participating in the Luminis/Moodle beta testing. These instructors were asked to pick one class to conduct in this environment. Some of the instructors have multiple sections of one course being taught in the beta environment. The Luminis/Moodle launch is targeted for spring 2011. There are still Luminis/Banner integration items that need to be ironed out and staff training for Luminis/Moodle that needs to be decided before this occurs.

We still have four instructors that have not had training for Moodle that are still using the Etudes CMS.

The issue with Moodle and students on waitlists still needs to be resolved. Currently students who are on waitlists (who are not officially enrolled in the class) are unable to access the CMS until they are officially enrolled.

10. **CCC Confer:** Information about CCC Confer was distributed. Their services are free. Phone-conference and web-conferencing tools are available. This service is available throughout the state.

11. **Good of the order:**

The meeting adjourned at 4:00 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 10/04/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley, B. Suderman **Reps:** J. Ahl, J. Carpenter, G. Cluff, H. Eydgahi, J. Hart, D. Jorgensen, T. Lovelace, E. Miller, M. Oliver, I. Stierle, N. Strobel, K. Rabe, M. Richie, K. Russell, T. Tompson **Recorder:** C. Sifuentes
Absent: D. Barnett, T. Bohan, L. Carter, A. Chiang, C. Collier, A. Geiser, W. Sims, L. Schiers

1. **Review and approval of minutes:** The meeting opened at 2:30 p.m. The minutes for September were approved.
2. **Additions to agenda:** None.
3. **Campus updates:** Dr. Chamberlain responded to the letter from the ISIT committee regarding BC's vacant Director of Information Technology position. He supports keeping the position on campus. Paperwork to begin the recruitment process for an Interim Director of Information Technology is at the Human Resources office.

EOPS computer lab now has pay for print capabilities. Cash to card machines are now located on the first and second floors of the library.

Information Services is still working to fill the Computer Commons student worker schedule in order to open the lab back up on Fridays and Saturdays. Everyone will be notified when that occurs.

4. **District updates:** The launch of a 24/7 helpdesk will coincide with the launch of Luminis. The 24/7 help desk will cost us \$140,000 a year. This is less than it would cost us if we hired additional employees to work the 24/7 helpdesk.
5. **Luminis:** It was hoped that the Luminis Portal system would be launched in time for 2011 spring registration. However at this time "load testing" of Luminis is not going well. The Luminis launch may be postponed to the beginning of the 2011

spring semester.

6. **Distant Education Task Force:** The Distance Education Task Force met and discussed what they would like to accomplish as a group. It is the intent of this group to develop a cohesive plan to guide the college in Distance Education. The group hopes to have a completed draft to the ISIT Committee by the end of the semester. The document may be shared with the ISIT Committee as it is developed. Once the plan is completed the group hopes to move it forward to the district level for district-wide use.

The Distance Education plan will include the following topics: Final & Complete migration to Moodle (research: best practices with Moodle), Luminis/Moodle Integration (research: Integrated environments, or Moodle use with portal), Staff Development & Training, Student Preparation (and assessment for DE-readiness), Student Services (counseling, A&R, etc), Accommodations (501c3), Success & Retention Rates (improvement of), Interactive Programs (Interactive TV), Hybrid Courses (best practices), Video on Demand/Lecture Capture Tools, Expectations/Best practices (from an instructional perspective), Enrollment Management/Waitlist issues, Authentication/Logon and Password Creation, Regular Effective Contact Policy (practical interpretations - what are other schools doing?)

7. **Hub printers:** In November of 2009, the responsibility of maintenance and placement of hub printers was given to Information Services. In an effort to streamline these responsibilities Information Services is in the process of developing a few online forms. Forms to request to move or add a hub printer and to request to purchase a personal printer were distributed for the committee to review. The ISIT Committee was asked to review the forms and approve them for implementation on the Information Services website. There was a review of the terms hub printer and personal printer for the new ISIT members. Members were reminded that college budgets were no longer to be used to purchase personal printers for desktop/office use.

Questions were asked regarding maximum number of copies for current hub printers. The new hub printers have the capability of assigning a code to each employee that uses the printer so that number of copies may be tracked. Information Services currently receives a report of number of copies made on each hub printer. At this time the feasibility of code use is being evaluated. It was suggested that initially (before the implementation of codes) that a recommended maximum number of copies for the hub printers be determined and implemented to see if that would cut down on hub printer/copier use. A member also suggested that the cost per copy at the hub printer versus the cost per copy at the graphics center also be posted by the hub printers. It was asked that if the code feature were implemented with copy maximums that it come as a decision of the ISIT Committee. This may include privileges being revoked for the offender of the stated maximum. We are charged for the staples for the hub printers.

Action: Bonnie and Judy to acquire a copy of the full hub printer contract to determine how much we are charged per copy.

A copy of an internet based form for submitting work orders for hub printers and requesting supplies was distributed. The internet form can be found at <http://ww2.bakersfieldcollege.edu/is/printersupplies>. Members were reminded that this is the preferred line of communication for supply and maintenance requests for the hub printers. Be sure to provide the ID number on the hub printer when requesting supplies or maintenance.

8. **Wireless support for students and instructors:** If an instructor has a student using a personal laptop and is unable to connect to the internet please do not expect an Information Services Technician to come to your classroom to resolve the issue. If it is a personal laptop there is a liability issue. A job aide is available to assist the students in logging into the internet wirelessly. It was asked if Information Services could link the job aide to the “capture page.”

Action: Judy to send wireless internet job aide out to ISIT Committee.

Action: Judy to ask if the job aide can be linked to the wireless internet “capture page.”

9. **Lab software:** A handout was distributed to the committee regarding software in labs. The handout requested that software requests for the 2011 fall semester be submitted to Information Services no later than April 30th. It also listed the “base software” in “most” computer labs and encouraged faculty to check the labs that they’re teaching in a week before the semester begins to ensure the software requested is loaded. Please see handout in ISIT public folder for additional details. The committee reviewed the form and suggested that the “Horizon Public Access Catalog” be removed from the list because it is a link (not software), change “Macromedia” to “Adobe” and move “Acrobat Reader” to fall under “Adobe.” It was shared that most labs are currently running Windows XP, however a few are running Windows 7. The committee also suggested the due date be changed to April 15th.

Action: Judy to make above noted changes to “Software in Labs” document.

It was suggested that the e-mail about requesting software for labs go out to department chairs no later than the month of March. Requests will then be due to Information Services in the form of a work order no later than April 15th. This then allows time for Information Services to close the communication loop in summarizing what specific software will be in each lab. Concern was expressed about the time/manpower required to close the communication loop.

Action: Judy and Bonnie to discuss how to close the communication loop for

software requests for computer labs.

A document regarding Media Services Equipment Requests was distributed. Everyone that needs Media Technology in their classroom are encouraged to let Media Services know via the Media Services Request form that can be found at <http://www.bakersfieldcollege.edu/employee/forms/msworkrequest.asp>. It was also related that you can find out what technology is in your classroom by visiting the Media Services website.

10. **Closed captioning flier:** A closed captioning flier was distributed to members that discusses the responsibility of the instructor/department to be sure that electronic and information technology (that includes media) used in the classroom is in compliance with Section 508 of the National Rehabilitation Act. There are new ways to store material digitally if you have permission to do so. Please see flier or contact Media Services for more details.

Though the law requires media to be closed captioned you do not have to show media to your classes closed captioned. You should however be prepared to do so if it is requested by Disabled Student Programs and Services (DSPS).

11. **Good of the order:**

The meeting adjourned at 3:27 p.m.

Information Systems and Instructional Technology Committee

MINUTES (Unapproved)

Date: 11/01/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley, B. Suderman **Reps:** J. Ahl, T. Bohan, J. Carpenter, L. Carter, A. Chiang, G. Cluff, H. Eydgahi, J. Hart, D. Jorgensen, E. Miller, M. Oliver, W. Sims, I. Stierle, N. Strobel, K. Rabe, K. Russell
Ex-Officio Member: D. Barnett **Recorder:** C. Sifuentes **Absent:** C. Collier, A. Geiser, T. Lovelace, M. Richie, L. Schiers, T. Tompson

1. **Review and approval of minutes:** The meeting opened at 2:30 p.m. The minutes for October were approved.
2. **Additions to agenda:** None.
3. **Campus updates:** Only half of the departments on campus have turned in their ISIT plans that were to be turned in along with their unit plans.

Action: Department representatives to go back to their department chairs to confirm their ISIT plans have been submitted.

A handout created by LaMont Schiers regarding copy costs at hub printers versus copy costs at the graphics center was distributed to the committee. Copy costs are cheaper at the Graphics Center. There is no official limit of copies that can be made at a hub printer at this time. The use of codes to identify users of hub copiers is still being looked into. A department representative stated that his department was receptive to decreasing their use of the hub copier when informed if they did not identify codes may possibly be implemented. The committee felt that a statement from a dean regarding copy costs at the hub copier and graphics center would “carry more weight.”

Action: Bonnie will summarize copy cost handout and send it out to the ISIT Committee for review.

A few instructors have used the closed captioning grant. A couple of DVDs and a Fire Technology course was closed captioned for a total of \$12,000.

It was pointed out that the wireless access job aide page on the BC website is out of date.

Action: Dave will look into getting the wireless access job aide on the website updated.

4. **District updates:** President Chamberlain sent out an e-mail about possible IT restructuring district-wide to increase efficiencies. The proposed structure was developed with input from the IT Directors/Managers from the three campuses, Eddie Alvarado, David Palinsky and Sean James. No outside consultant was used. The proposed structure has been before the Chancellor's Consultation Cabinet once and will be before it again next week. The proposal includes changing the KCCD Director of Information Technology (Palinsky) to an Assistant Director of Operations. There would also be a KCCD Assistant Director of Infrastructure (Alvarado). Both Assistant Directors would report to the Vice Chancellor of Operations Management (James). All three campuses will maintain the IT Director/Manager positions. The campus IT Director/Manager positions will report directly to their College Presidents. KCCD IT projects will not move forward without all three campus IT Director/Managers' approval. High level network functions will move to the district. High level internet administrator work may also move to the district. IT Director/Manager positions will report to the campus presidents so that no IT decisions will be influenced solely by instructional needs. The Vice Chancellor of Operations Management, Assistant Director of Operations and the Assistant Director of Infrastructure will each have input in the IT Director/Managers annual evaluations. Concern was expressed that the restructuring of IT came through to the campuses via the IT Managers Group and not via TLC where there is a shared governance structure. Committee members were reassured that the current proposed structure is not final and that input on it is being sought from them. Speculation is that the IT Director/Manager vacancies at Bakersfield College (BC) and Cerro Coso College (CC) precipitated the IT restructure. Concern was expressed about the ability of all three campuses IT Director/Managers being able to come to a consensus. The question was raised "Where are we if this plan doesn't work?" Back where we are now with some high level network functions and internet administrator work done at the District.

Action: Dave Barnett to summarize conversation about the IT restructure and to specifically note ISIT's concern about the lack of the TLC being involved in the process. Summary then to be sent to President Chamberlain.

The helpdesk contracted out to Prisidium is expected to be implemented December 15th.

5. **Luminis:** Load testing continued to take place this past month. 2600 to 3000 students is the target load to support. The Luminis system crashes when

supporting more than 1200 students. Originally the Luminis software was installed on a large computer to handle the many students the system would support. It soon became apparent that there was a software problem when Luminis continued to crash and was only using 20% of the large computer's resources. In an attempt to remedy the problem the District is in the process of splitting the Luminis system between four different computers with a "load balancer" on the front end. Other colleges have experienced the same problems we are having with Luminis. They addressed the issue in different ways. Luminis access and training for staff may begin this month or next month. Students are expected to have access to Luminis for Fall 2011 registration. They will also have the option of registering by directly accessing Banweb.

6. **Distant Education Task Force (DETF):** A draft outline of the Distance Education Plan was distributed to the committee (see public folder for document) and briefly reviewed. A few copies of "The Sloan Consortium Quality Framework and the Five Pillars" by Janet C. Moore (see public folder for document) was distributed to the committee as well. The document will be one source used to assist in evaluating the current Distance Education program and will be cited in the Distance Education Plan. Feedback on the outline is welcomed. Please feedback to Bill Moseley so that he may take it back to the DETF. They hope to have a rough draft or annotated outline of the Distance Education Plan to the ISIT Committee in the next couple of months.
7. **Key card and security system:** MCORP, the company that is installing our new HVAC computer system, will also be installing a security system for the campus. The security system will eliminate the use of standard keys and replace them with "key cards." The Fine Arts building and the Business building were suggested to be the first buildings to receive this new technology due to the many thefts that have taken place in them. It is possible to add cameras and motion sensors to this security system. It depends on how much funding is available. The committee will be kept informed of further developments on this topic.
8. **Computer turn off rebate:** PG&E is offering up to a \$25,000 rebate if we shut down our computers at night. A report ran in the early morning hours reflected that 275 computers were on at that point in time. Some members expressed that some computer labs will not shut down.

Action: Bonnie will look into the difficulty being experienced by some faculty when shutting down computer labs.

9. **Good of the order:**

The meeting adjourned at 3:41 p.m.

Information Systems and Instructional Technology Committee

MINUTES

Date: 12/06/10

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley, B. Suderman **Reps:** J. Ahl, L. Carter, G. Cluff, H. Eydgahi, D. Jorgensen, E. Miller, M. Oliver, W. Sims, I. Stierle, K. Rabe, K. Russell **Ex-Officio Member:** D. Barnett **Recorder:** C. Sifuentes
Absent: T. Bohan, J. Carpenter, A. Chiang, C. Collier, H. Eydgahi, A. Geiser, J. Hart, T. Lovelace, N. Strobel, M. Richie, L. Schiers, T. Tompson

1. **Review and approval of minutes:** The meeting opened at 2:35 p.m. The minutes for November were approved with noted correction.
2. **Review action items:**

Action: Department representatives to go back to their department chairs to confirm their ISIT plans have been submitted. Completed.

Action: Bonnie will summarize copy cost handout and send it out to the ISIT Committee for review. Completed. Number of copies being done has come down since this handout has gone out.

Action: Dave will look into getting the wireless access job aide on the website updated. Completed.

Action: Dave Barnett to summarize conversation about the IT restructure and to specifically note ISIT's concern about the lack of the TLC being involved in the process. Summary then to be sent to President Chamberlain. Completed.

Action: Bonnie will look into the difficulty being experienced by some faculty when shutting down computer labs. Bonnie spoke with the network technicians who were then to speak with point people in labs to see if this could be remedied. The network technicians still need to speak with point people in labs.

3. **Additions to agenda:** None.
4. **Campus updates:** The Bakersfield College Interim Information Technology Director position has been advertised and will close December 10th. Committee members questioned why our position was posted as in interim position. Cerro Coso College's Director of Information Technology was not advertised as interim.

Action: Bonnie will ask why Cerro Coso College's Director of Information Technology position was advertised as permanent.

The district is moving forward with installing a security system on campus. The security system will initially be installed in the business building and the fine arts building. The district is contacting department chairs and deans of areas located in the business building and the fine arts building to discuss the security system.

5. **District updates:** The Bakersfield College Executive Vice President of Academic Affairs and Student Services is in support of having faculty input on the issues that have surfaced with the Moodle/Luminis integration pilot. She will be discussing this more with the Vice Presidents of Porterville College and Cerro Coso College. A district-wide group consisting of faculty, administration and Information Technology staff was proposed to discuss the integration issues. At this time nothing firm has been decided.

Delano is experiencing some network slowdown due to some upgrades that were unable to take place this weekend.

The proposed district-wide restructure of Information Technology has been presented to the Chancellor's Cabinet. At this time the management portion of the restructure has been approved. Beginning January 1st the Director of Information Technology for Bakersfield College will be reporting to the President.

6. **Luminis:** The work to transfer Luminis from one large computer to four computers with a "load balancer" on the front end has been completed. The three campuses have recently been given access to it to rebuild their content. Once the Luminis content has been rebuilt load testing will begin to test the new configuration. They hope to begin load testing in January. The Luminis launch may be delayed to the end of the spring semester due to the Banner 8 launch and the Luminis/Moodle integration testing.
7. **Distant Education Task Force (DETF):** The Distance Education Plan outline has been more "fleshed out". Sections of the outline have been distributed to task force members for further research. A "very" rough draft of the plan may be ready for review at the next ISIT meeting.

8. **Computer login changes:** The district is in the process of setting up a password reset process that will sync all our various passwords into one. This change will also resolve some login issues that employees and students have if they have business with more than one campus within our district. The login changes will begin to take place Monday, December 13th. Once you reset your password in MyBanWeb, your login will change to your e-mail address. Please refer to the e-mail Bonnie Suderman has sent out regarding this topic for more details.
9. **Media Services Website and projects:** If you have any equipment requests please get them to Media Services.
10. **Good of the order:**

The meeting adjourned at 3:00 p.m.

Information Systems and Instructional Technology Committee

MINUTES

Date: 02/07/11

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley **Reps:** J. Ahl, T. Bohan, J. Carpenter, L. Carter, G. Cluff, T. Coston, H. Eydgahi, J. Hart, S. Hill, D. Jorgensen, E. Miller, M. Oliver, I Stierle, N. Strobel, K. Rabe, K. Russell **Ex-Officio Member:** D. Barnett, T. Coston

Recorder: C. Sifuentes

Absent: A. Chiang, C. Collier, A. Geiser, T. Lovelace, W. Sims, M. Richie, L. Schiers, T. Tompson

1. **Review and approval of minutes:** The meeting opened at 2:35 p.m. The minutes for December were approved.
2. **Review action items:**

Action: Bonnie will ask why Cerro Coso College's Director of Information Technology position was advertised as permanent. The position was intended to be a permanent position.
3. **Additions to agenda:** None.
4. **Campus updates:** A faculty member is having problems receiving email from a former student. The email is getting trapped by "Barracuda." The student is using a "Road Runner" email address. Our email filter (Barracuda) is stopping the email from coming through because similar to Bakersfield College (BC) those with "Road Runner" email addresses have spammed many others. The email address should be sent to sysadmin@kccd.edu so that it may be white listed. If you would like to sign up for more aggressive email filtering you may also send an email to sysadmin@kccd.edu indicating this.
5. **District updates:** Banner 8.3 will probably be going live March 28th.

Some changes have been made to the Helpdesk phone tree in order to expedite service. Response times to calls made to the Helpdesk are now below one minute. The software used to track Helpdesk work orders will be changed to a software

package titled “Parature.” Phase Two of the Helpdesk implementation is slated for June 2011. This may be delayed. If you have problems with technology even in an instructional situation please call the Helpdesk. All student questions regarding Moodle should be referred to the Helpdesk, not Tracy Lovelace.

6. **Luminis:** Luminis load testing last week was successful. There is continued load testing on the back-end of self-service Banner because of some “slowdowns” that occurred during registration. Luminis will probably be launched at the end of the spring semester.
7. **Distance Education Task Force (DETF):** The DETF has not met yet. The Distance Education Plan is in a very rough form. The task force hopes to meet in the near future to review the rough draft. It is hoped that a rough draft of the document will be out to the ISIT Committee for review prior to our next meeting.
8. **ISIT Unit Plans:** The summary and ranking of the ISIT Unit Plans were distributed to the ISIT Committee for review prior to the meeting today. Greg Chamberlain will make the final decision as to what will receive funding. The list probably totals more than the funding Greg has available.

There were a few questions asked about cost estimates, where new equipment would be placed and a WIFI item that did not make the list.

It was pointed out that the only items to make the list of recommended purchases were items that were labeled “mission critical.” Information Services and Media Services do not have a budget line for new technology (budgets were cut last year). If items that are truly needed did not make the recommended purchase list, departments were encouraged to try to find another source of funds.

The ISIT Unit Plan form will probably go through a revision for next year. It was suggested that a rationale/narrative box be added. Discussion was held about whether a rubric should be in place to assist in prioritizing the equipment requests. The conclusion was that the group was not sure whether a rubric could be created to address all requests. It was also suggested that departments that had their plans in by the due date be given priority over those that were turned in late.

9. **Good of the order:**

The meeting adjourned at 3:13 p.m.

Information Systems and Instructional Technology Committee

MINUTES

Date: 04/04/11

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley B. Suderman **Reps:** J. Ahl, J. Carpenter, L. Carter, A. Chiang, G. Cluff, H. Eydgahi, J. Hart, T. Lovelace, E. Miller, M. Oliver, W. Sims, I. Stierle, N. Strobel, K. Rabe, K. Russell **Ex-Officio Member:** D. Barnett, T. Coston
Recorder: C. Sifuentes
Absent: T. Bohan, C. Collier, A. Geiser, D. Jorgensen, X. Lopez, M. Richie, L. Schiers

1. **Review and approval of minutes:** The meeting opened at 2:32 p.m. The minutes for February were approved.
2. **Review action items:** No action items to be reviewed.
3. **Additions to agenda:** None.
4. **Campus updates:** The summary and ranking of the ISIT Unit Plans were presented to the President. He approved all the items on the first page that were categorized “mission critical”. The SE7 lab and B2 lab were also able to be upgraded because of “aggressive pricing” from Dell.

Todd and Kristin will be developing a rubric for evaluation of next year’s ISIT Unit Plan forms and will be revising the ISIT Unit Plan form. There was a problem this year with plans being submitted late (“way late”). The committee discussed including a way to penalize late plans using the rubric to be developed.

Action: Kristin and Todd will be presenting the revised ISIT Unit Plan form and the ISIT Unit Plan form rubric at the May ISIT meeting.

Action: Please notify Media Services of any moves, changes or cleanings that may be need to done during the break. You may do this by accessing the following online form:

<http://www.bakersfieldcollege.edu/employee/forms/msworkrequest.asp>

5. **District updates:** The Information Technology Assessment (reorganization) has been sent to CSEA for review and bargaining of suggested changes to job descriptions.

Bonnie and Tracy will be meeting tomorrow with David Palinsky regarding Moodle helpdesk items. It's an informational meeting for both parties involved.

The topic of waitlisted students being rolled into Moodle is being discussed in our Academic Senate and by the three Vice Presidents of each college. All three campuses will be expected to come to a consensus on this topic.

6. **Luminis:** Luminis will be launched mid-May, the week after the spring semester ends (May 16th). Training will be provided for the Course Studio feature of Luminis that same week and during flex week in August. There will be two training dates during the week in May that will be lead by a Sungard instructor.

Instructors should **not** build courses for summer or fall in the current version of Luminis. The information will not be able to be transferred to the version of Luminis to be launched after the end of the semester. Instructors are encouraged to go in and "play" in the current version of Luminis though. They may do this by going to inside.bakersfieldcollege.edu.

7. **Proctor Policy:** The state is requiring that we have a campus proctor policy. The policy needs to be readily available to students and faculty. A proctor policy (posted in the ISIT public folder) from a previous online faculty handbook was circulated to the committee members for review. The "Examination Request Form" associated with the proctor policy may be found online on the Distance Education website under online classes. Once finalized the proctor policy will be included in the online faculty handbook and on the Distance Learning website. The bottom portion of the policy "Faculty Responsibilities" and "Providing Personal Information to Students" is new. Discussion ensued regarding the topic "Providing Personal Information to Students" and its implications.

Action: Members to circulate proctoring policy document to their department for feedback. Any suggested changes should be emailed to Bonnie Suderman.

8. **Distance Education Task Force Update:** A rough draft of the Distance Education Plan (posted in the ISIT public folder) was distributed to the committee. The task force needs to meet to continue work on the rough draft. The group may also meet during the summer. Concern was raised that perhaps distance education courses were going to be targeted for reduction because of low retention rates.

Action: The Distance Education Task Force consisting of Leah Carter, John Hart, Kristin Rabe, Kathleen Loomis-Tubbesing, Tracy Lovelace,

Todd Coston, Dave Barnett, Bill Moseley and Bonnie Suderman will meet before the next ISIT meeting.

9. Good of the order:

The meeting adjourned at 3:30 p.m.

Information Systems and Instructional Technology Committee

MINUTES

Date: 05/02/11

Time: 2:30 p.m. to 4:00 p.m.

Attendees: **Co-Chairs:** B. Moseley B. Suderman **Reps:** J. Ahl, T. Bohan, L. Carter, G. Cluff, H. Eydgahi, J. Hart, D. Jorgensen, T. Lovelace, E. Miller, I. Stierle, N. Strobel, K. Rabe, M. Richie, K. Russell **Ex-Officio Member:** D. Barnett, T. Coston

Recorder: C. Sifuentes

Absent: J. Carpenter, A. Chiang, C. Collier, A. Geiser, X. Lopez, M. Oliver, W. Sims, L. Schiers

1. **Review and approval of minutes:** The meeting opened at 2:34 p.m. The minutes for April were approved.
2. **Review action items:** All action items were completed. Some will be addressed in today's agenda.
3. **Additions to agenda:** None.
4. **Campus updates:** Please be sure to notify Information Services of any software installations that you need completed by the fall semester. This notification should occur prior to faculty departing for the summer.

Action: Todd will review what is lab information (software available in each lab) is currently on the Information Services website and send an email out to the BC Faculty listserv informing faculty where to find this information.

Instructional equipment approved by the President has been purchased and is beginning to arrive. A list of this equipment may be found in the ISIT public folder.

Bonnie distributed and then reviewed the Bakersfield College Distance Education Attendance and Non-Participation Policy with the committee. The Extended Learning Subcommittee developed this policy due to new federal regulations and guidelines. Students are registering for online courses in order to receive financial aid and then not participating in the course. This policy is being created

in an effort to stop these activities. For additional details please see the policy posted in the ISIT public folder.

Action: Members should have their departments review the policy and let Bonnie or their Academic Senate representatives know of any questions or concerns they may have about it.

5. **District updates:** None.
6. **Luminis:** Luminis will be launched mid-May, the week after the spring semester ends (May 16th). Training will be provided for the Course Studio feature of Luminis that same week and during flex week in August. There will be two training dates during the week in May that will be led by a Sungard instructor. There will also be Course Studio training offered during Staff Development Week in August.

Instructors should **not** build courses for summer or fall in the current version of Luminis. The information will not be able to be transferred to the version of Luminis to be launched after the end of the semester. Instructors are encouraged to go in and “play” in the current version of Luminis though. They may do this by going to inside.bakersfieldcollege.edu.

Those who use the Moodle course management system will be moving their courses to Luminis this summer.

The topic of waitlisted students being rolled into Moodle is **still** being discussed by the Academic Senates and by the three Vice Presidents of each college. All three campuses will be expected to come to a consensus on this topic.

7. **ISIT Unit Plan Form:** Todd and Kristin presented a revised draft of the ISIT Unit Plan Form which will be incorporated into the Annual Program Review form that will be developed this summer.

Action: Todd and Kristin will have a rubric for the ISIT Unit Plan Form to share with the ISIT Committee at their September meeting.

8. **Recommendations for Online Support:** The Distance Education Task Force presented two recommendations to the ISIT Committee.

The first recommendation is to hire a Faculty Director of Extended Learning Technologies. “Under the direction of the Dean of LRIT, the Faculty Director for instructional Technology will demonstrate leadership, innovation, and collaboration in working with administration, departments, faculty, staff, and students to promote online learning and teaching as well as effective teaching practice using technology; support the development of online courses; coordinate technical training and provide instructional and pedagogical support to faculty

teaching online, hybrid, interactive and technology-enhanced on-site classes; and provide leadership for innovation in web-based teaching and learning.” For more information about the proposed position please see full proposed job description in the ISIT public folder.

The second recommendation is to provide more targeted student support for online students. It is suggested that we do this by developing a student signal alert system that will inform the students if they are in danger of failing the course and that will encourage them to contact their instructor. It was also suggested that an online student orientation system be developed. For more details on both of these suggestions please see the Student Support handout in the ISIT public folder.

Action: Members should circulate both these documents to their department members for review and feedback.

9. **Good of the order:**

The meeting adjourned at 3:29 p.m.

Information Systems and Instructional Technology Committee

Unapproved Minutes

September 12th, 2011

2:30 – 4:00 p.m.

Collins Center Conference Room

Attendees: Judy Ahl, Leah Carter, Amber Chiang, Greg Cluff, Cindy Collier, Todd Coston (ex-officio), Manuel Fernandez, Tracy Lovelace, Bill Moseley (co-chair), Nick Strobel, Kristin Rabe and Kirk Russell.

Absentees: David Barnett (ex-officio), Tim Bohan, John Carpenter, Hamid Eydgahi, Adie Geiser, Ed Ham, John Hart, Gayle Richardson, Isabel Stierle, Bonnie Suderman (co-chair), Margaret Richie and LaMont Schiers.

Recorder: Candice Sifuentes

1) Introductions

The meeting opened at 2:35 p.m. Introductions were made around the table.

2) Review and Approval of Minutes

The minutes for May were approved.

3) Review of Action Items

Action Item: Todd will review what lab information (software available in each lab) is currently on the Information Services website and send an email out to the BC Faculty listserv informing faculty where to find this information. The website is now updated. Todd will send out link to the faculty listserv.

Action Item: Members should have their departments review the BC Distance Education Attendance and Non-Participation Policy and let Bonnie or their Academic Senate representatives know of any questions or concerns they may have. This has been discussed by the Academic Senate.

Action Item: Todd and Kristin will have a rubric for the ISIT Unit Plan Form to share with the ISIT Committee at their September meeting. Completed and will be discussed under agenda item nine.

Action Item: Members should circulate both the Faculty Director of Extended Learning Technologies job description and the Student Support handout for review and feedback.

The faculty director position went forward to administration and we have not had feedback from them. The student support issue is still a problem and will probably come up at a later ISIT meeting. A smoother path than what currently exists is need for students from the time they register and when they access Moodle.

4) Additions to Agenda

None.

5) Campus Updates

Kristin distributed fliers on EduStream and on CCCConfer which are free resources to California Community Colleges. Both fliers may be found in the “document” subfolder of the ISIT public folder.

Media Services has updated a number of classrooms this summer so that they may connect them with their global viewer software. This software will enable Media Services to trouble shoot problems in the classroom remotely.

Over 300 computers in labs have been updated this past summer. Some Delano labs were included in this number.

The IT Director position has been posted. They are getting ready to begin interviews. We may have a permanent IT Director around the beginning of October.

6) District Updates

David Barnett, Charley Chiang and Marco Galvez were acknowledged for their hard work on Luminis.

7) Luminis

Luminis officially launched on May 16th. There was one day of training for Luminis shortly after the launch that was well attended. There were also two days of Luminis training during Staff Development Week. There is a Luminis training video online on the Luminis login page for viewing.

David is now working with departments to get their website content into Luminis. Whether or not a department gets a channel or a Luminis group is dependent upon what the content is and how widely it is used. It was pointed out that students can now go into Luminis and order their books for their classes.

8) ISIT Charge

The ISIT Charge was reviewed (a copy of this may be found in the “documents” subfolder of the ISIT public folder). It was pointed out that we “recommend” (not decide) technology policy and procedure to the President and Academic Senate. Software and hardware standards are determined and monitored in “strong” collaboration with the District. Allocation of technology resources is usually done in a subcommittee of the ISIT Committee and it is usually used computers. ISIT is involved in the management of technology in conjunction with Information Services and Media Services. Perhaps the most important of the committee charges is number six, which gives departments/groups a voice to the Academic Senate, College Council and District on technology matters. It was pointed out that since half of the committee was absent, the charge will probably get reviewed at the next meeting as well.

Committee reports will now be given three times a year that will go to the College Council and the President’s Cabinet. The first report will consist of the ISIT Committee’s goals. The first report is due Friday, September 30th.

Action Item: Committee members should go back to their departments to determine if there are any topics that they would like the ISIT Committee to address as a goal in their first report to College Council. Members should then get this information back to Bill no later than Friday, September 23rd.

Action Item: Bill will work on the first ISIT committee report and send it out via email for the membership to review before the report is submitted to the College Council.

9) ISIT Annual Program Review Form

Todd distributed a handout of the ISIT Annual Program Review form to the committee (this may also be found in the “documents” subfolder of the ISIT public folder). It was pointed out that this document was sent out to the ISIT Committee at an earlier date for review and feedback. Changes were made to the form based on the feedback provided from the group. This form will be a “part” of the Annual Program Review form. A similar form was created for Maintenance and Operations requests without the rubric component.

The sections of the ISIT Annual Program Review Form (Instructions, General Info and Priority) were touched upon during the discussion. Departments should make sure that the item they want the most is “priority 1” and so on.

Last May Todd and Kristin were charged with developing a rubric for this form to assist in

prioritizing requests. This part of the form may be found on the priority tabs. Numbers 12 through 21 consists of a series of questions that the user of the form must answer. Points are assigned to the questions based on the answer that is given. The total points will assist the reviewers of these forms in prioritizing requests. It was pointed out that this is not an “absolute” for determining priority. The group was asked specifically whether question number 18 should remain on the form. Discussion ensued around this question with the committee ultimately deciding that the question should remain with the caveat that the form be reviewed with the submitting department if further clarification is needed.

10) Good of the Order

The meeting adjourned at 3:22 p.m.

Information Systems and Instructional Technology Committee

Unapproved Minutes

October 3rd, 2011

2:30 – 4:00 p.m.

Collins Center Conference Room

Attendees: Judy Ahl, David Barnett (ex-officio), Tim Bohan, Brittany Carter, Leah Carter, Michael Einhaus, Manuel Fernandez, Adie Geiser, Erin Miller, Bill Moseley, Melinda Oliver, Kristin Rabe, Margaret Richie, Kirk Russell, Nick Strobel (co-chair), and Bonnie Suderman (co-chair).

Absentees: John Carpenter, Amber Chiang, Greg Cluff, Cindy Collier, Todd Coston, Hamid Eydgahi, Ed Ham, John Hart, Tracy Lovelace, and LaMont Schiers.

Recorder: Candice Sifuentes

1) Review and Approval of Minutes

The minutes for September were approved with minor corrections.

2) Review of Action Items

Action Item: Committee members should go back to their departments to determine if there are any topics that they would like the ISIT Committee to address as a goal in their first report to College Council. Members should then get this information back to Bill no later than Friday, September 23rd. Feedback did take place and was placed in the ISIT Report for College Council.

Action Item: Bill will work on the first ISIT Committee report and sent it out via email for the membership to review before the report is submitted to the College Council. Nick Strobel new ISIT co-chair drafted the ISIT Committee report and sent it out to the committee for feedback.

3) Additions to Agenda

New technologies task force was added to the agenda.

4) Campus Updates

Todd and Kristin are updating the Information Services and Media Services Technology Plan and hope to have a rough draft for feedback from ISIT members at the next ISIT meeting.

National Audio Visual Week will be celebrated on campus this year as BC “Geek Week”,

October 17-21. There will be two days (October 18&19) of workshops. There will be a “dress like a geek” contest. Kristin is soliciting volunteers for a panel of judges to determine “BC’s Biggest Geek”. There will be a prize given to a workshop attendee at the end of the week. A flier on this was distributed (see ISIT public folder). Some workshops maybe videotaped for viewing at a later date.

Going back to the ISIT charge that was discussed at the last meeting, members were reminded that we are a recommending committee that the President takes very seriously and that members have the job of communicating what is discussed back to their department.

Nick reviewed the ISIT Goals for the 2011-2012 academic year (see ISIT public folder). The Faculty Director of Extended Learning Technologies will be pursued through the position request process at Faculty Chairs Directors Council (Goal 2). Students waitlisted for an online course currently do not have access to Moodle class websites. This will be pursued by the three campus Academic Senate Presidents (Goal 5). Goal 8 will address whether we want additional wireless coverage on campus, if so where and when. A survey was sent out this semester to faculty who are teaching online courses. The survey asked questions to determine whether their class is meeting ADA requirements. Results of the survey are now in. Online and face to face workshops are being developed to address shortcomings that were identified from the survey (Goal 10).

5) District Updates

None.

6) Luminis Update

There will be a workshop titled “Peer to Peer: “Inside BC” with Richard Marquez” on how to use the portal with classes and students held on Tuesday, October 18th at 2 p.m.

7) Initial Registration Message to Online Students

Bakersfield College (BC) has no communication going out to students who have registered for an online course and nor does Porterville College (PC). Cerro Coso (CC) has an email message going out to their registered online students. Bonnie distributed a copy of the email to the committee (see ISIT public folder). BC would like to have something going out for our next registration period.

Not all online instructors email their online students initially. Students also don’t know they’re supposed to be using their BC email accounts.

It was pointed out that we need to capture them when they register. This is the only way we'll capture all students. It was recommended that there be an acknowledgement page upon registration that tells students to check their BC email account for online class procedures. A copy of the registration message could also go to their email. It was also suggested that there be a standardized procedure for online instructors where they have a message for students in Luminis directing them as to how proceed with their online course. Contacting students via an automated phone system was also identified as a way to communicate with students.

Brittany, student member, felt that the more information the better. She stated students need to be educated on Luminis though, some don't know about it. This next semester (spring) Luminis will be pushed out more heavily. She was not convinced that a pop-up with an acknowledgement during registration would be beneficial. She has witnessed first-hand that students don't read everything they should.

Action Item: Committee members to solicit ideas/solutions regarding initial communication to online students from faculty in their department who teach online.

Action Item: David Barnett will speak to Sean James or Charley Chiang about initial communication with online students.

8) Information and Media Services Standards

Kristin distributed the Information and Media Services Standards (see ISIT public folder) to the committee. These are standards for the current academic year. These standards will change as technology changes. It was suggested that these be posted on the Media Services and Information Services websites. Staff should continue to go through Media Services and Information Services for quotes on technology equipment. It was pointed out that an "Elmo" is not a document camera. Staff were encouraged to no longer use the term "Elmo". It is a manufacturer that the college no longer purchases from.

Action Item: Kristin and Todd to post the standards document on their individual department websites.

9) New Technologies Task Force

The "New Technologies Task Force" members are: Bill Moseley, Todd Coston, Kristin Rabe, Tim Bohan and Nick Strobel. This group is tasked with "setting policies and procedures to

enable faculty innovation in using new technologies” (Goal #9).

10) Good of the Order

The meeting adjourned at 3:40 p.m.