



HARTNELL COLLEGE

**Technology Development Council Minutes
September 23, 2020 3:00 – 5:00, Online**

Members

Name	Representing	Present	Absent
Dave Phillips	Administration (P) – VP of ITR (Chair)	X	
Mostafa Ghous	Administration (P) - Dean of South County Educational Services		X
Carla Johnson	Administration (P) - Dean of Student Affairs	X	
Bala Kappagantula	Administration (P) – Director of ITR	X	
Matthew Trengove	Administration - Director of Institutional Research		X
Deborah Stephens	Academic Senate – Faculty, Librarian (Co-Chair)	X	
Diane Harley	Academic Senate – Faculty, ESL/English	X	
Elizabeth Morales	Academic Senate – Faculty, Computer Lab	X	
Nicholas Pasquale	Academic Senate – Faculty, Math	X	
Daniel Orta	Associated Students of Hartnell College		X
David Orta	Associated Students of Hartnell College		X
Jessica Green	CSEA - Curriculum and Scheduling Specialist	X	
Stephen Otero	CSEA - Technology Specialist	X	
David Techaira	Classified Manager - Accounting Manager	X	

Call to Order & Introductions

Approve agenda – approved

Minutes from May 27, 2020 approved

Information / Discussion / Presentations

HARTNELL COLLEGE VISION STATEMENT

Hartnell College will be nationally recognized for the success of our students by developing leaders who will contribute to the social, cultural, and economic vitality of our region and the global community.

HARTNELL COLLEGE MISSION STATEMENT

Focusing on the needs of the Salinas Valley, Hartnell College provides educational opportunities for students to reach academic goals in an environment committed to student learning, achievement and success.

1. Council Purpose / Handbook
 - Brief discussion
2. OEI Funding Loss (Proctorio/Cranium Café)
 - State has stopped paying for these products. Discontinued as of Dec 2020. Need to find new solution for proctoring exams; software is very invasive, leads to privacy issues. Cornerstone – HR tool to track professional development, six month set up, but state will probably pull funding in a few years. Will we try to fund Cranium Café ourselves? Many more departments have started using, some faculty are using for office hours – better privacy for students, students are identified by logging in. Dave will get quotes for both, maybe for a limited number of licenses
3. LTI approval process
 - How are these approved? Do they need to be checked for accessibility? Who would do that? TDC seems like the right place for this, although we don't meet during the summer. Can instructors do this themselves; add directions how to? What student information is revealed to the vendor when the LTI is enabled? How do we know which permissions/access is being agreed to? Steve and Bala will work with Laura to bring a check-list for approval to the next meeting
 - Outstanding requests:
 - i. Electudes –Pete Escoto
 - ii. Google drive – Rhea Mendoza
 - iii. EBSCO – Deborah Stephens

Area Reports / Requests / Questions

1. Students - no students present.
2. Faculty –
 - a. iSport – still working on process to get rid of old tickets.
 - b. LTI approval process– email Dave and Deborah to get on agenda
 - c. Request to display minutes live.
 - d. Question from Bala: how did add codes work? If student had issue with code, they have to get a new code; inconsistency with whether or not to fill out add form, or would simply giving 4-digit code work? No process for “signing” the form. For ESL students, had to submit the form, the registration system blocked them due to time conflicts even though we're meeting asynchronously. Tried to change Colleague to not check for conflicts, but some faculty didn't want that removed – still having synchronous meetings. Possible to link to add form directly from registration? Web registration doesn't provide information on problem, so can't code a responsive error page. Couldn't change class coding for Fall, because of the emergency waiver. Spring classes will be DE in the schedule. Most students missing from roster because: pre-req not met, student had block. Migrating to self-serve, away from PAWS. Financial Aid and ed planner are already in place. In new system, add authorization is faculty-driven – doesn't expire, no more 4-digit codes. Grading and roster will move to self-

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serve. Self-serve will show conflicts earlier in the process. Will faculty have to do an individual authorization for each student who wants to add? Faculty have asked for ability to add students more directly. Faculty will see wait-list students and who they have authorized – will be able to revoke authorizations if needed.

3. Staff –
 - a. Will staff be issued a pre-paid phone? Staff are having issues with Mitel and using personal phone – want a Hartnell phone to avoid giving out personal number. Want people to use Mitel app so that number shows as an official Hartnell number.
 - b. Can people bring home office equipment? Not allowing that right now, unless ergonomic issue due to disability. Request accommodation through HR. VPs and managers have been informed.
 - c. How do people with technology issues get support/ask for help? Open iSupport ticket or contact ITR staff. ITR staff can't support equipment at home, only support laptops and other portable equipment.
 - d. Not supplying printers – Cabinet decision. Ask for exception through VP.
4. Functional Areas (Student Affairs, Academic Affairs, Admin. Services) –
 - a. Ed planner release for spring? Yes, that is goal. PAWS is “end of support” this December. IT is working on guides for self-service. Will present to Academic Senate, collaboration between faculty, student support, ITR. Name change to be sure students know everything they can do.
 - b. Rolling out SARS grid upgrade (counseling scheduler); early alert tied to SARS
 - c. Online probation videos will be revamped and students will be able to clear immediately (every 15 minutes)
 - d. IT help desk – feedback on implementing a desk? Counseling virtual front counter works very well. Answered live during open hours, preferable to phone call to get a connection with a live person. One student in lobby at a time, move student to break-out room where counselor is waiting, then welcome next student. Student workers staff lobby. IT would be able to give quick response to simple issues, versus opening a ticket.
5. Subcommittee Reports
 - a. Online Services Committee Bala Kappagantula no update. Scott Faust wants to steer with focus on content. Get back to monthly meetings.
 - b. Data Analytics and Reporting Team Dave Phillips - no meeting since April. New enrollment management tools – Dave will demo next meeting.
 - c. Advisory Research Group Matthew Trengove – no report.

Announcements - Remember the emergency help line 755-6789, press 1 for emergency

Adjournment – next meeting October 28, 2020

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