Technology Committee

Sub-Committee of Planning and Resource Allocation Committee
Fall 2022 Semester

Meeting November 09, via Zoom at 12:40 p.m.

Present: Lance Barthelemy, Stacey Lince, Josh Lawson, Heather Rahman, Grace Yuan.
Guests: Patrick Ekoue-totou (Director of IT), Dong Nyugen (Senior Systems Analyst –IT).
Absent: Luna Finlayson, Emy Bagtas-Carmona, Eresa Puch, Caitlin Rolston.

Standing Items

1. Call to Order at 12:46 pm
2. Approval and adoption of the Agenda
    - Motion to approve: Heather Rahman
    - Second the motion: Josh Lawson
    - Vote: all approved

3. Approve minutes
    - Motion to approve the minutes: Heather Rahman
    - Second the motion: Josh Lawson
    - Vote: all approved
    - Abstain: Stacey Lince

Discussion Items

I: IT projects:

1) "The COM Digital Transformation" presented by Director of IT, Patrick Ekoue-totou.

Slides are linked at **https://prezi.com/view/SAXrwTEniVliKB7k7Wf7**

Infrastructure:

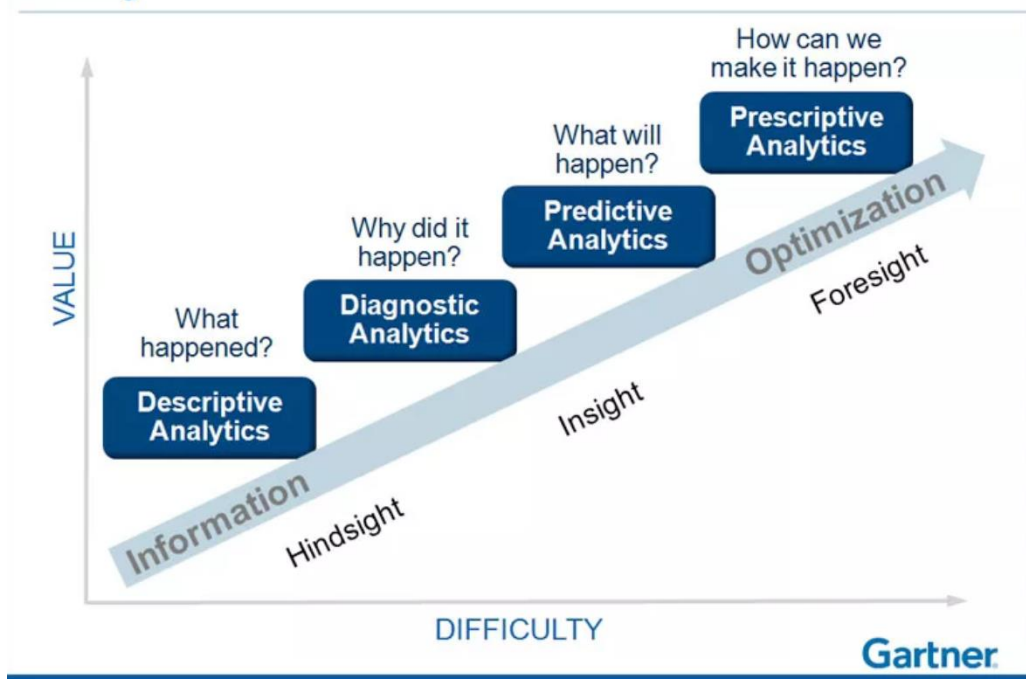Behind-the-scene machinery that District purchased.

Equipment including but not limited to computers, laptops, screens, phones.

Services:

Could Analytics: still a lot of work to do to be able to make data driven-decision.

The goal is to go from "Descriptive Analytics" to "Prescriptive Analytics".

Analytic Value Escalator

Teleworking: service tickets categorized. IT supported more than 8000 services tickets since March 2020.

Processes:

Gap analysis: from current state to future state.

Digital accessibility

Security: against ransomware

Projects:

1. Cybersecurity

    a. Ransomware defense

    b. Environment hardening –computers

    c. Visibility into our vulnerability

    d. Assessment and improvement

2. Data analytics

    a. Collection and Visualization

b. Integration

c. Making data-driven decisions – that's the goal

3. Student experience

a. CVC Course Exchange –CCCCO project. Home College vs. Teaching College

b. Service delivery improvement

c. AI Chat Bot

d. Sentiment analysis

i. Close loop (take actions on a theme)

ii. Pulses and nudges (surveys and evaluations)

4. ERP – Banner (TPC can research and recommend the District go away from Banner and go to modern and economic solutions)

a. Glaring inadequacy

b. Not viable in the mid/long term

c. Hampering modernization

5. Digital Equity

a. SMS Capability (pending - COM is moving towards having official SMS capability)

b. WhatsApp (not officially adopted by the District)

c. Diversity questions for MyCOM: (IT can accommodate upon COM's approval)

d. Hybrid technology (pending dual delivery definition)

e. Lecture recording booth for DE delivery mode (concept phase)

Definition on Digital Equity: "the condition in which all individuals and communities have the information capacity needed for full participation in our society, democracy, and economy. – The National Digital Inclusion Alliance"

Resources and references: Educause (large search and research institution)

II. Discussion: Questions and Answers

1. Incorporating data analytics, how does IT differentiate from services of PRIE?

IT provides tools for PRIE who is at the frontline to provide services. Another area that IT does to support data flow is the overtime request and approval process. IT supports the data moving through the college.

2. Heather asked was there any Hybrid room to be outfitted in IVC? Not yet. Patrick asked Stacey to speak about modality first. IT could not outfit the classrooms before COM determines on delivery mode.

   Stacey stated that COM does not have a working definition for "dual delivery" yet. The DE Committee composed a task force and the effort of researching the best practice is underway.

3. Josh asked about the AI Bot (Ocelot) availability – Patrick answered it would be released in an about month.

   Josh also asked about Qualtrics survey. Patrick answered that IT projected to gather student experiences in Jan/Feb 2023.

4. Grace asked about any tactics to reduce robo-calls. Patrick said that there was nothing now for combatting robo-calls or scam-calls. The challenge was that robo-call phone number was different each time.

5. Grace asked about opening the COM-Limited Wireless network to have more speed.

   Patrick responded that due to security concerns and the need to know each person's identification, the COM-limited wireless network could not be opened more.

6. When asked about the community engagement, Patrick said that he sits on the Marin Security and Privacy Council of Marin County. COM is always ready to step in wherever we are needed.

Meeting adjourned at 1:50pm.