



**Educational Technology Committee Minutes
Monday, October 26th, 2020
12:30pm – 1:30 pm**

1.0 Call to Order

Present: May, Jessica, Bill, Megan, Nancy, Stan, Brandon, Maria
Absent: Megan and Shawn

2.0 Introduction of Guests – No guests present

3.0 Adoption of Agenda

3.1 Bill made motion to adopt agenda, Stan seconds.

4.0 Approval of Minutes

4.1 Bill made motion to approve Sept. minutes, Stan seconds

5.0 Public Comments/Announcements

5.1 No public comments or announcements at this time.

6.0 Discussion Items

6.1 April 2020 Survey Follow-up

6.1.1 May explained a miscommunication in that survey was not on agenda for last Academic Senate meeting. She presented the survey to Executive Committee and received no additional feedback.

6.1.2 May asked ETC group what we thought of new second survey to faculty comprised of the following three questions:

- 1) What technology supports have been successful in assisting you with your online teaching?
- 2) What technology support is still needed for your online teaching;
- 3) What technology support is still need for your students to succeed in class.

6.1.3 Discussion ensued on the difficulty of both students and faculty accessing Canvas from the Single Sign-On. Bill

reported that his students are using inability to get into Canvas as an excuse for not turning in their homework.

May reported DTC update that IT Department is aware of it's ADSS server issue with single-sign on. The current ADSS server was built to serve 10-20% of campus, but now, due to Covid and our switch to a completely online campus, 90% of campus is going through the single sign on. The current ADSS server doesn't have the capacity to serve the campus. IT is hoping to upgrade before Thanksgiving.

Students who are having computer log-in/password issues should be referred to Distance Education (DE) for support or the Welcome center. IT support tickets are for faculty and the DE chart is geared for students.

Jessica brought up the workload issue for faculty. Faculty can't access Canvas reliably. Tech issues result in grading late student work. Perhaps bring union into discussion.

In response, May brought up that because we are a technology committee, it is out of our area to bring forth the workload issue. May asked whether we need an action item. Should we send out the 2nd survey?

Maria reiterated that the #1 issue is the single-sign on. Accessing internal and external systems is a huge problem. She advocates voicing those concerns to the Academic Senate. Approach from the DE side on just how much it is negatively affecting our students.

Discussion/concern as to why the upgrade of the ADSS server was not done this summer.

Maria voiced concern that there has been no firm date from IT. IT Dept. will not commit to a timeline.

Group discussed need for a statement that the Senate will support about the current problems with the single sign on.

Issue of whether to collect data on problems with single sign on 2nd survey of faculty.

Maria advocates the need to go to the very top. The problem needs to be addressed and fixed.

Possible survey question revision to read:

#1) How many times do you attempt to log on to the single sign on system via Canvas, Library Databases, Starfish, Cranium Café before you successfully log in?

Nancy brought up issue of the college, perhaps when in better financial situation, to hire outside Computer Network consulting firm to evaluate college IT systems. Is it lack of expertise or lack of infrastructure?

Maria responded that the college did this three years ago, hired a consulting firm and the 3-phase infrastructure project was begun. Interviews with campus stakeholders was done.

Action Item: May asked for motion. Bill made motion to approve survey, Nancy seconded.

6.2 ETC Goals and Objectives 2020 – 21

Previously tabled from our August and September meeting. Bylaws were briefly discussed re: 2020-21 goals of the Committee.

Nancy suggested possible goal of ETC: “to serve as a conduit for faculty and students on pressing and problematic technology issues to campus decision-makers for resolution.

7.0 Action Items

May encouraged ETC work with the DE workgroup (Jim McGowan, Faculty Business Committee), to enable ETC to go to Executive committee with current concerns regarding single sign on. Focus on solving current problem with Single-sign on as a top priority for faculty, students and staff in regard to online teaching. .

8.0 DTC Committee Report

Stan reported the DTC has had issues with getting a quorum. The DTC’s action plan is to rewrite the technology action plan.

9.0 Next Meeting

9.1 Monday, November 30th, from 12:30 – 1:20pm

9.0 Adjournment

Faculty members:

Jessica Amato
Bill Fried
May Jong
Sean McCann
Nancy McEnery
Megan McWilliams

Admin. Members:

Dean Maria Villagomez

Classified Members:

Brandon Tofanelli