



**Technology Resources Committee**  
**MINUTES**

May 11, 2006

A meeting of the Palomar College Technology Resources Committee was held on May 11, 2006, at 2:10 p.m., in Room SU-18

**Call to Order**

The meeting was called to order by Dr. Bonnie Ann Dowd

**Roll Call**

Members present: Barkley, Davis, DeLeon, Dimmick, Goldsmith, Hoffmann, Jordan, Madrigal, Miller, Sullins, Thomas, Vargas, Vernoy, Weintraub

Members Absent: Arguello, Bealo, Clegg, Grasso, Lee, McClure, Morrow, Rodriquez, Schwerdtfeger

**A. Minutes**

The minutes of April 27, 2006 were approved as corrected (Dimmick/Vernoy – MSC) and will be posted on the Palomar web page under Committee Agendas & Minutes.

**B. Action Items/Second Reading**

None

**C. First Reading**

None

**D. Discussion/Information Items**

**E. Reports**

Academic Technology Report: Terry Gray

See Terry's report attached.

It was suggested that in the fall Terry could give demonstrations on Blackboard, etc.

Information Services Report: Don Sullins

Don reported that Interim VP Newmyer and VP Cuaron agreed that we should centralize technology from a cost standpoint. If a certain technology is for a single department use than that department should include it in their budgets; otherwise, if technology can be shared between departments the costs will be rolled into the IS budget.

Administratively, IS department's biggest component is PeopleSoft. Typically, software patches released for the student/HR applications are installed on a quarterly basis. This current version of PeopleSoft is supported through August 2008.

PeopleSoft Financials – 8.9 versions upgrade is underway with a goal of July 3, 2006 to "go-live." This version should be stable for 5 to 6 years.

Technical Services – there are cooling (HVAC) issues in A-6. They have superseded the cooling capacity of the room with the additional servers which generate a tremendous amount of heat. Mike Dimmick and Jim McCann are evaluating products and getting estimates to upgrade the HVAC system. This problem will cause a delay in the installation of the document imaging product and also hinder some other projects.

Don also reported that they continue to replace 3COM switches as necessary. The total replacement would be \$1.4 million which could be included in the bond. Additionally he included \$508K in his budget for the technology for the new science building due to open May 2007.

#### Sub-Groups/Ad Hoc Committees:

##### Instructional Technology – Haydn Davis

Haydn reported that his group has not formally met. The group has communicated via e-mail regarding their goals and would continue communicating over the summer via “sharepoint.”

Discussion took place about whether the faculty could participate in “committee” meetings without being in violation of the faculty contract. It was agreed they could chat without considering it a formal meeting but no decisions could be made.

##### Operational Technology – Don Sullins

Don reported that his group met and established their meeting times as the second Friday of the month. In addition they discussed what they thought would be their responsibilities, for example, identify projects, focus on technical standards, research & identify technology (should they be driving technology), all technology initiatives should be reviewed by the group. The group will meet further and bring back their ideas to the entire committee.

It was discussed that the main objective of the sub-groups was to develop goals and agenda items and report to the entire committee and then TRC would make recommendations to SPC. It is important that we have open dialogue as we represent the interest of the entire District.

##### Ad Hoc Committee report on e-mail/SPAM

1. The group will bring back recommendations on the following issues: e-mail storage, allocating space, blocking SPAM.
2. IS has been conducting a SPAM filtering pilot project with 50 people through Barracuda Networks. They have sent out a survey and are waiting for results. A decision will be made on whether or not to purchase this prior to TRC meeting again. The SPAM filter was in response to a lot of complaints.

##### Structure of Technology – Mark Vernoy

Mark reported that his group met. Their plan is not “to hit the ground running,” but to “walk.” They plan on collecting information over the summer. They want to look at the consultant’s recommendation with regard to whether or not the Director position for IS should be a VP position. They’re going to re-look at the data collected from the focus groups for the Technology Master Plan as well as Accreditation, Institutional Review reports. Additionally they will look at the service and organizational structure of the areas that provide technology now. Mark also stated the committee wanted to review the technology requests in the bond package.

There being no further business, the meeting was adjourned at 3:25

**NEXT MEETING: September 14, 2006**  
**SU-18**

**TRC – ATRC Report, May 11, 2006 (Terry Gray)**

**Blackboard Learning System** – Last summer we upgraded the Blackboard Learning System from the basic edition, running on a single server platform, to the Enterprise version, running on multiple servers (4 front end servers and 2 backend servers, with load balancing). With the help of IS and student services, we were able to integrate Blackboard with PeopleSoft, so that enrollment, class creation and instructor assignments are now automated on an hourly, snapshot basis. We were also able to integrate the Blackboard system with the Active Directory so that students have a single login to eServices and Blackboard.

- We are currently running Blackboard Learning System version 7, and will be **upgrading to version 7.1, app pack 1 on May 20**. We maintain 3 previous semesters' courses and the current semester in the active database, which now contains 7,896 courses and 67,595 users. The course and user databases undergo regular pruning.
- We have a mechanism in place to deal with subsequent **integration issues**, of which there has been a surprising number, including cancellation of one section of a multiply listed class; handling student incompletes; designation of last day of classes for a given semester; student/faculty preferred email address; faculty faux accounts; secondary instructors; substitute instructors appearing in Bb rosters; and handling of teaching assistants. We have also handled technical problems related to changing LDAP and email servers, PeopleSoft reporting problems, and snapshot controller problems.
- The **7.1 app pack 1 upgrade** includes a significant redesign of the **discussion board**, with a built-in discussion board grader linked to the gradebook, permits more flexibility in group management, and fixes the **course copy bugs** that forced us to turn off course copy in instructor control panels recently.
- We create a Blackboard course shell for each class that is possible for a student to enroll in. Course availability is optional for instructors on a course by course basis.
- In addition to a system software upgrade, we will be integrating the **new database server** into the system on May 20. It was purchased by IS as part of their normal District server maintenance budget. We have also ordered, and will be integrating, two new servers into the Blackboard test environment this summer.
- We will be testing the **Horizon Wimba Live Classroom** and **Voice tools** this summer for Fall deployment, at which time they will be made generally available along with training that we develop.
- We have made arrangements to deploy a **TurnItIn** building block next Fall for evaluation. The last two months of the semester would be optimal.
- Especially important to the ongoing administration of the Blackboard system is the **cross training** that has been going on the past semester, where all Academic Technology Support Technicians are being trained to handle every aspect of the Blackboard system.
- **Help function.** It is our intention over the summer to construct a phone tree for the online classes help number, x2862, and also to move the basic student help function to the lab desk, where the help desk employees can answer many of the basic calls.

**AT Labs.** We completed the library redesign last summer also, and now have 132 public access computers available to students on the first floor of the library, including 230-computer classroom labs which are heavily booked for classes. 44 of those computers are going out of warranty this summer and need to be replaced next fiscal year.

- This semester we inaugurated a dedicated **faculty training center**, room LL-111, equipped with 2 general purpose workstations, 1 video capture/edit workstation, and 1 audio record/edit workstation. We held a number of technology hour and group workshops in that room.
- We continue to roll out the **wireless laptop labs**, though port configuration has been very problematic this semester. A problem that needs to be solved with more rigorous IS testing of ports and, eventually, a wireless infrastructure.

**Training.** We completed our training workshops for the Spring semester, delivering 28 different workshops in addition to online resources. Most workshop handouts and some workshop audio was posted to the web. We are in the process of developing our Fall 2006 training schedule this week. We want to change the approach, somewhat, still offering workshops, but to integrate them better into related "Skills" series, to continue the Blackboard certificate program, and to create a new Blackboard users group in the Fall. We have agreed to build a master, Blackboard training resource, include materials from all our workshops there, integrate screen movies into each content area; make use of CCC Confer to deliver some content; and include an assessment unit in each training area.

**Web Site.** We completely redesigned our web site this past semester and have added an RSS feed, to keep faculty abreast of technology news and events, and have been producing a weekly Podcast beginning in January this semester. Another new feature of the web site has been technology leader interviews, 5 of which were done this semester, and an AT blog which is posted to regularly.

**Student FTP/Web Services.** We continued to administer the student project server, which had about 400 active accounts this semester. We feel the District needs to put a student project server in place, rather than have separate student project servers scattered throughout the District.

**Digitizing video.** We have digitized an enormous amount of video this semester, sources of which are instructor video requests and ETV programs—we have completed the digitization/encoding of their entire collection—and custom PCTV productions. PCTV recently indicated they are willing to undertake their own encoding, which will be a tremendous help in managing our work load. We are in the process of training PCTV staff. Ongoing we have decided to abandon support for the Real media format because of cost and advancing media server technology.

**Web Captioning Project.** We completed a web captioning project last year with DSP&S through a grant they received from Confer, captioning hundreds of streamed video titles.

**Software.** We deployed three new, District-wide software systems this semester : **PCPDF**, whereby faculty or students can submit documents via a web page form to a PDF conversion server, and receive back the converted document, in PDF format, as an email attachment; **Respondus**, an assessment creation tool that allows simple assessment creation through Word, or through pre-designed test banks at publisher web sites, and publication to Blackboard through a simple interface; **StudyMate**, a product that allows for the easy creation of Flash-based learning objects, and simple publication to Blackboard or the web.

**Hardware.** We ordered **64 RF personal polling devices**, 2 base-stations and 2 digitizing tablets and a site license for the polling software this semester, and will deploy them over the summer on a limited basis, and more widely in the Fall, along with training.

### **Initiatives.**

**Podcasts.** We have been experimenting with podcasting this semester, not only delivering a weekly podcast of Palomar technology news, events and features, but 3 instructors have been experimenting with podcasts in 4 different classes, with mixed results. The blog we used to post the podcasts proved to be a poor choice, and we are in the process of designing a more robust solution. We were very pleased

with the voice recorder we used, however, the Olympus WS-100. Related to podcasts, we have also tested podcatching software, and recommend iTunes, Juice or Doppler; and mp3 players, and recommend the iPod and Creative Zen devices.

**Rich media presentation tools.** We have been evaluating these systems, in concert with CCC Confer and CCC SAT. We looked at Accordent, Apreso and Tegrity systems this semester. Each has different feature sets. I would like to deploy one on a limited basis next Fall. We have also tested MS Producer, which we do not recommend, and Macromedia Breeze, which is unaffordable.

**Screen capture software** (screencasts). We have been testing software for creating screencasts, and are recommending Camtasia studio and Macromedia Captivate.

**Blackboard Backpack.** Create a test environment to experiment with this product.

**College for kids.** College for kids will be held in AT facilities this summer, including classes on robotics and video editing/production.

#### **Projects for Fall:**

1. Build a new Blackboard test environment;
2. Develop and deliver new user help system for Blackboard;
3. Deliver new, better integrated training;
4. Deploy the Wimba voice tools and live classroom systems;
5. Deploy on a limited basis a rich media creation solution (smart carts?);
6. Evaluate anti-plagiarism software;
7. Evaluate the Blackboard community portal and content management systems;
8. Continue with podcast implementation, with a better design scheme;
9. Migrate Windows media content to the IS SANS;
10. Implement Blackboard data replication, integrating the IS SANS;
11. Further condense server infrastructure, and add data redundancy in web services;
12. Evaluate iSCSI technology;
13. Evaluate blog/wiki building blocks for Blackboard;
14. Begin a vodcast initiative;
15. Deploy Windows Vista and Office 2007 in the AT labs, and provide related training materials;
16. Deploy a test of the Blackboard Backpack system;
17. Choose and deploy a pay-for-print system in the AT labs;
18. Develop and distribute copyright use materials;
19. Replace the Blackboard collaboration server with a new server;
20. Integrate a new application server into the Blackboard system which will serve as a stand-alone snapshot integration manager.