



Technology Resources Committee MINUTES

September 14, 2006

A meeting of the Palomar College Technology Resources Committee was held on September 14, 2006, at 2:10 p.m., in Room SU-18

Call to Order

The meeting was called to order by Haydn Davis

Roll Call

Members present: Barkley, Bealo (for Rollins), Davis, DeLeon, Dimmick, Goldsmith, Lee, Madrigal, McClure, Miller, Morrow, Schwerdtfeger, Sullins, Thomas, Vargas, Vernoy, Weintraub

Members Absent: Arguello, Dowd, Grasso, Hoffmann, Jordan, and Rodriquez

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

1. Confirm Sub-Groups – the most recent version of the sub-group membership was distributed and membership confirmed.
2. Future Meetings – Discussion took place that since this committee is so large with an enormous amount of work to do that instead of meeting twice a month as the large group to meet only once a month on the 2nd Thursday of the month allowing the 4th Thursday to be used for sub-groups to meet. There was conversation that some committee members served on more than one sub-group. Don stated his group would meet on the 4th Fridays at 10:00 a.m. Haydn stated that his group would meet the 4th Thursdays and Mark reported that he will be setting up the times for his sub-group to meet.

The full committee will meet on the following dates: October 12, November 9, 2006, and January 25, 2007. The committee agreed to this schedule.

3. Create Ad-Hoc Committee to address Block Grant funds available for faculty computers – Discussion took place regarding the make-up of this ad hoc committee. It was agreed that this ad hoc committee would be assigned to the Instructional Technology Sub-Group. As stated in the Technology Master Plan this ad hoc committee should consist mostly of faculty members and be chaired by a faculty member.

A question was raised that the minutes did not reflect an item pertaining to “captioning.” It was pointed out that this item was addressed in the April 27, 2006 minutes. It was agreed that since this

item had already been reflected in minutes that an ad hoc committee could be formed. Blaine Morrow and Sherry Goldsmith will co-chair, Terry Gray, Marlene DeLeon and Jose Vargas also volunteered. It was also suggested that this ad hoc group report that “captioning” is a federal mandate and needs to be addressed as an Institutional item.

E. Reports

Academic Technology Report: Terry Gray

See Terry’s report attached.

Information Services Report: Don Sullins

Don took a moment to comment on Terry’s report regarding pay-for-print services. Initially a person by the name of Tom Kennedy provided a system for this service in the Library. Other labs on campus requested the system and it was installed. To make a long story short, students stopped printing in the other labs and Tom Kennedy was not making any money, so he removed his system. A task force was formed to identify a solution. A company offering a pay-for-print system was found in Carlsbad and a test system was installed in several labs, unfortunately it is not the solution. Don also stated that Business Services has contracted with a company to review all print services on campus including a pay-for-print solution. Bottom line – there is no a solution at this time, but research will continue for a solution.

Don also reported on the following:

1. From a system standpoint, fall 2006 registration and first week of classes was the smoothest since the college converted to PeopleSoft.
 - o The Student/HR system experienced the heaviest workload ever on August 21st, the first day of fall classes, and handled it without interruption.
 - o Only problem occurred in late July when we experienced a system performance problem due to an obscure programming statement that impeded the Oracle database server.
2. New computer installations and instructional lab setups have also gone very smoothly this fall.
3. Since our last TRC meeting in May, the IS programming staff has been working on several administrative system projects:
 - o In July, upgraded PeopleSoft Financials from version 7.5 to 8.9, Oracle’s most current version of the PeopleSoft Enterprise Financial Management System.
 - o Developed Enrollment Management processes to forecast FTES during registration per the State’s 320 Report methodology.
 - o Prepared specifications to add EOPS, CalWorks & CARE functionality to PeopleSoft Student/HR.
 - o Reworked eServices to improve navigation and provide messaging services, Scott elaborated on the PeopleSoft customization.
4. Unfortunately, some other projects such as implementing the Hershey Imaging System and converting to the new Storage Area Network system have been placed on hold until the HVAC issues in A-6 are rectified in October.
 - o State of the art solution with in-row AC units installed next to the server racks. Visited Qualcomm data center to see units in operation.
 - o Chiller & AC equipment ordered, delivery expected at end of month.
 - o Tech Trailer moved next to Communications Trailer in Parking Lot C-1
 - o Facilities preparing the concrete slab for the Chiller next to A-6

5. Jose reported on the Network & Technical Services projects completed since May:

New wireless system was put into place. The primary buildings were P complex, BE, BES, C, D, E and part of A complex.

Also, additional voice over IP phones were installed.

The Library and SSC will be getting new switches. As more 3 COM switches are failing, they are being replaced by new CISCO equipment. Discussion took place that when Prop M passes that the telecommunication infrastructure will be replaced.

Sub-Groups/Ad Hoc Committees:

Instructional Technology – Haydn Davis

No report.

Operational Technology – Don Sullins

No report – Don stated that his group would meet on September 29, 2006 at 10:00 a.m.

Ad Hoc Committee report on e-mail/SPAM – After a short trial period IS installed Barracuda Networks Spam Firewall on June 1st to much fan fair. As a result, it is recommended that the Ad Hoc Committee on Email Spam be disbanded.

Structure of Technology – Mark Vernoy

Mark reported that he is gathering information for his group.

F. Other

Pat Schwerdtfeger reported on various activities within the ETV department. They are involved in various educational productions both within the college and statewide. They have also formed partnerships with the Cities of San Marcos, Escondido, and Poway in which the City Council meetings are broadcast live. Additionally Concert Hour is broadcast live. They are also doing class promotions for departments.

There being no further business, the meeting was adjourned at 3:30

**NEXT MEETING: October 12, 2006
SU-18**

TRC – ATRC Report, September 14, 2006 (Terry Gray)

Blackboard Learning System: We are currently running release 7, App Pack 1 (upgraded May 20), Service Pack 1 (upgraded August 11). There is now available a HotFix for SP1, but will not be applied until it is thoroughly tested in our test environment. We have pruned the summer 2005 classes from the server. We retain a rolling previous 3 semesters, the current semester, and a future semester (90-days before the semester begins) on the server. With this in mind, there are today 10,483 courses in the Blackboard database and 66,457 users.

We had disk problems on the Blackboard database server that required some down time to perform firmware updates on sever hardware sub-systems and also specifically on the Maxtor system drives on that server. This occurred the first week of the semester.

A new course copy bug appeared after performing the SP1 upgrade affecting some, but not the majority of course copies. Blackboard has fixed part of the problem and part remains to be fixed.

Additions to Blackboard over the summer:

1. Horizon Wimba voice tools
2. Horizon Wimba Live Classroom

We are testing a Horizon Wimba product called **Pronto**, which is class-specific Instant Messaging, which we expect to deploy for Spring 2006.

We will be testing the **TurnItIn** anti-plagiarism building block to Blackboard this semester, in the November-December window, and are seeking funding (\$14K annually) for its consistent deployment at Palomar.

We are in the midst of developing a Blackboard sandbox environment, where faculty who want to test new features before they are deployed on the production system will be able to.

We have produced new Teaching with Blackboard training videos, and David Gray has been producing a weekly podcast segment titled “Blackboard Feature of the Week” and also a bi-weekly vodcast explaining how to use Blackboard.

Computer Labs. The labs are still extremely busy at prime times, but the wireless labs only roll out to classrooms an average of twice a week, though they are used several times weekly in our training sessions. We have increased operating hours 2.5 hours per week this semester, opening now at 7:30am. 44 computers in our main public lab are going out of warranty this fiscal year, and we are asking that these be replaced with Block Grant monies. We will also be asking that the public lab be expanded by 10 more computers this year, and that 2 more ADA computers be added.

Training. We are undertaking our most ambitious training schedule ever this semester, offering over 40 workshops. Our goal is to move some of the training online, so we have created a supporting Blackboard site for the workshops which can be accessed by guests (anyone) but next semester will be restricted to faculty and staff. We have adopted a new training strategy this semester, training by sets of competencies in 6 categories:

- ▶ Technology Essentials
- ▶ Presentation Skills
- ▶ Communication Skills
- ▶ Document Preparation Skills
- ▶ Assessment Skills
- ▶ Teaching and Learning Strategies

We have created a large number of new screen videos and how-to documents and are offering more focused, small-group training this semester.

Web Site. We have new content in several areas:

- ▶ Extensive weekly podcast notes
- ▶ Teaching Online
- ▶ Are you ready to be an online student

- ▶ New indexes to all the podcast segments we do
- ▶ A new, regular RSS feed for technology news
- ▶ Many new How-do-I screen videos and documents
- ▶ A new podcast solution
- ▶ Blogs by Terry Gray, David Gray and Haydn Davis
- ▶ World technology news

New and Re-licensed Software

We have re-licensed Respondus and StudyMate, and have updated our installation point (login required) for staff and faculty. We have created a new installation point for Mac and PC versions of the CPS software that works with the new RF polling devices (clickers). We also continue to maintain "PCPDF," a web-based PDF conversion utility for faculty, staff and students.

We have begun renting help desk software from Kayako which we will deploy over the next month.

Hardware

As mentioned above, we have and are checking out the new RF polling devices for classroom use, and have developed a reservation system to handle that. We are also checking out to faculty members interested in making academic audio recordings (either podcasts or simple audio uploads) WS-100 digital voice recorders for semester lengths.

Our faculty technology center is getting used regularly, with faculty members scanning, audio recording, and performing video capture, among other things. We also hold small-group seminars in that room (LL-111).

Digital Video

We continue to digitize and encode a great deal of video material at faculty member request. It is streamed and linked through the Blackboard server to conform to the requirements of the TEACH Act of 2002. We will be asking that 2 out of warranty video capture workstations be replaced this year to keep up with the work demand.

The disk array on our Windows media server failed the weekend of July 28. We were able to purchase new drives (ATA serial drives as opposed to the former, less reliable SCSI array) and have it back up with data restored by the following Wednesday. Our goal is to add 2 new Windows media server front ends in a load balanced configuration with the media data being moved to the IS SANS as soon as it is available. We hope to have this solution in place by the end of this academic year.

Web/FTP Services.

We continue to support certain classes by creating web/ftp sites for students to upload materials, but would like to suggest an initiative for a District solution to this need. It is fragmented among departments at this time.

New Projects

Our Fall project list, with progress indicated:

Projects for Fall:

1. Build a new Blackboard test environment;
(partially complete, awaiting IS wiring)
2. Develop and deliver new user help system for Blackboard;
(under way, Kayako software and a phone tree)
3. Deliver new, better integrated training;
(under way)

4. Deploy the Wimba voice tools and live classroom systems;
(completed – more new tools next semester)
5. Deploy on a limited basis a rich media creation solution (smart carts?);
(still in discussions, awaiting funding)
6. Evaluate anti-plagiarism software;
(under way)
7. Evaluate the Blackboard community portal and content management systems;
(under way)
8. Continue with podcast implementation, with a better design scheme;
(being deployed this semester)
9. Migrate Windows media content to the IS SANS;
(when SANS is available late September)
10. Implement Blackboard data replication, integrating the IS SANS;
(partially complete, awaiting SANS)
11. Further condense server infrastructure, and add data redundancy in web services;
(planning and partially under way)
12. Evaluate iSCSI technology;
(under way)
13. Evaluate blog/wiki building blocks for Blackboard;
(awaiting announcements from Blackboard or funding for a building block)
14. Begin a vodcast initiative;
(begun – 1 vodcast being produced, more to come)
15. Deploy Windows Vista and Office 2007 in the AT labs, and provide related training materials;
(we will begin next semester)
16. Deploy a test of the Blackboard Backpack system;
(under way)
17. Choose and deploy a pay-for-print system in the AT labs;
(unsure – status?)
18. Develop and distribute copyright use materials;
(online course this semester, beginning in September)
19. Replace the Blackboard collaboration server with a new server;
(IS budget)
20. Integrate a new application server into the Blackboard system which will serve as a stand-alone snapshot integration manager;
(will request from Block grant monies)