|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ATC Committee Minutes | | | | | |
| May 02, 2016 | | | 1:00-3:00 pm | | L 238 S |
|  | | | | | |
| note taker | respectfully submitted by angie Arietti | | | | |
| Attendees | Elisabeth Shapiro: Chair | | | Gary Bulkin: Part-time Faculty Representative | |
| ~~Kathleen Canny Lopez: School of Health, Exercise Science, Athletics & Applied Technology~~ | | | Vacant: School of Continuing Ed., Economic & Workforce Dev. | |
| Scott Finn: Counseling & Personal Development | | | Vacant:-School of Language & Literature | |
| Minerva Garcia: School of Math, Sciences & Engineering | | |  | |
| Bernard Gonzales: School of Arts and Communication | | | Randy Beach: Institutional Program Review and Outcomes Coordinator (Resource) | |
| Emily Lynch Morissette: School of Social Science, Business, and Humanities | | | ~~Dan Borges: Chief Information Systems Officer (Resource)~~ | |
| Lauren McFall: Library Representative | | | Al Garrett: Institutional Technology (Resource) | |
| ~~Andrew Rempt: Academic Success Center~~ | | | ~~Brett Jones: Institutional Technology (Resource)~~ | |
| Tracy Schaelen: Distance Education Program | | | ~~Paul Norris: Institutional Technology (Resource)~~ | |
| ~~Maria Elena Solis: Higher Education Centers (NC, OM, SY and CCAC)~~ | | | ~~Hector Reyes: Institutional Technology (Resource)~~ | |
| Michael Swingle: ASO Representative | | | Andre Ortiz: Training Services Coordinator (Resource) | |
|  | ~~Natalie Walker: Disability Support Services~~ | | | Todd Williamson: Online Learning Center (Resource) | |
| **Call to order/Approval of Agenda** | | | | | elisabeth shapiro |
| action item | |  | | | |
| Approval of agenda. M/S/C. | | | | | |
| **Approval of Minutes from 02/22/16, 03/21/16, & 04/04/16** | | | | | elisabeth shapiro |
| action item | | The minutes were approved as presented. | | | |
| Approval of minutes. M/S/C. | | | | | |
| **Public Comment** | | | | | elisabeth shapiro |
| information | | There was no public comment at this time. | | | |
| 1. **Introductions** | | | | | group |
| Discussion | | We had some guests attends our meeting today: Tim Flood, Priya Jerome, Miguel Aguilera, and Gary Bulkin. The committee members introduced themselves to everyone. | | | |
| **Discuss Ways to Improve Reporting and Response to Safety Concerns Including a One-Stop Electronic Location for Requests for Assistance with a Tree by Area to Include Safety** | | | | | Shapiro/flood/jerome/aguilar |
| Discussion | | Elisabeth gave a brief overview of why she invited our guest here today and why she felt it was necessary for all of us to work together to find a solution to report safety concerns here on campus.  Tim explained that there has been discussion about this this topic and there is a definite need for this. There also needs to be some sort of mechanism that shows that the institution received it, and that it is logged in and created. Elisabeth recommended one location that would send requests through a question tree to the correct recipients regarding technology, facilities and safety. She recommended a cc go to Miguel for all safety issues and that there is a difference between safety and an emergency. She also stated that sometimes we tend to call in a HEAT request without also notifying anyone if there is a safety issue. If there were a system that allowed a cc to Miguel, this would help. Also, people can’t remember all the different email addresses. A simple singular location to input requests would be more functional for real people.  What Tim recommended is a one email location. It would go to [safety@swccd.edu](mailto:safety@swccd.edu). In that mailbox, Priya, Tim, and Charlotte would have access to that along with Charlotte’s assistant. The goal is to be able to create a work order and that would start the process. It assigns the work out, it allows us to assign people to that work, and then follow up as it completes its amount of hours and then it gives you the ability to go back out say it was completed. We are in the process of looking for a new work order system that we are hoping will have the automatic ability to that when something is completed, it sends back out. In the short term, we talked about creating a log and creating a work order. We figured that 90% is probably going to be facilities related. Dan in ISS is working on getting their work order system in place so they can get theirs assigned until we make a decision on whether we are going to go with an integrated system or a single system. We really wanted to resolve this quickly and as we look at the work order systems, it could allow us to be able to open up to everybody and have somebody check that it is a safety issue, then submit it, and then address it Priya has a bunch of things that she would like to cover. As far as getting information to faculty and staff, Tim did something similar when he worked at Grossmont College.  There was a suggestion to change the name from safety to something different. Emily and Elisabeth recommended a message that clearly directs emergencies to actual emergency numbers such as 911 for liability reasons.  Priya stated that there are several issues to whether IT or Facilities should be made aware of certain problems. This is why it is a good idea to have a one location where it gets triaged and one person is going to be responsible for looking at the issue, putting a ticket through, if it is an IT issue then it goes to IT for resolution, if it is a facilities issue then it goes to Facilities for resolution. The idea is that it is going to take a certain amount of time to get that issue resolved and if it doesn’t get resolved, then you have that second layer [riskmanagement@swccd.edu](mailto:riskmanagement@swccd.edu) where Miguel and I can look at it you can write to us and let us know that you created a work order#123 and nothing has been done about it, and you never heard back about it, can you please follow up on it and there is really a safety issue. This is where we would go back and see what has transpired, go back into the safety email, look at the safety ticket, having a two-layer process and taking a look at it shows that we have a backup solution as well.  Once we have a CMS that will replace the heat request system that will be programmed to when you put in a work request it will ask you if it is a safety issue. So, you will be able to check the box as to whether it is a safety issue or not. There will also be a statement that says: If you need emergency assistance, please call 911 and it gives the campus safety number as well, if not, please fill out the other information and hit send.  A committee member also made everyone aware of an application called “cclickfix”. It is a software app that the city maintains that people can load on to their phones. They call it @Chula Vista and it is maintained through Public Works. It is a non-emergency situations that the public may encounter, such as a sprinkler leak at a skateboard park. A person can take a picture with their phone, email it to cclickfix, Public Works will then send it to where it needs to go, then they will do follow ups with emails stating that it was fixed with the solution and a tracking system and shows you how they closed the loop.  Priya said that they are in the process of preparing a more robust, more comprehensive CMS system where you can take a picture of the problem, upload it, give more details, assigned it a ticket, estimate much material you will need, how much time it will take to get it done, and send a confirmation back. We are trying to put a really good comprehensive system both for IT and Maintenance. The idea is to have this procured by July/August timeframe. Our heat system is very obsolete. It doesn’t have the functions that we need to have. Especially with an institution as large as ours.  One of the things that we have implemented successfully this year is the Safety Program. Priya passed out a handout on 2016 New Hire Safety Training On-line courses that all staff member can take and get flex credit for. One is a 6 hour program and you can receive a certificate upon completion. If you have previously done some of these courses and you can show proof, then you do not need to do them again.  Priya took over Safety and Risk Management about 3 years ago with Miguel and it has been hands on. They have been constantly trying to update the training. Miguel is sending out safety training reminder emails every month.  Priya said that they have been looking at the systems and they are trying to get just one system stop shop, but they need to find out what is best for the district. There was a suggestion to take this information to the ITC committee for review as well. The committee recommended that if there end up being two systems, one for IT and one for facilities, that the College create a method by which users interface with just one location that directs requests towards the correct system (IT or Facilities) and also directs a cc to Safety where needed. This would be far more user friendly and functional. | | | |
| **Review the Final ITC Prioritization List** | | | | | Group discussion |
| Discussion | | We had a group discussion on the final outcome of the ITC Prioritization list. Elisabeth showed the list of academic and non-academic technology. Some of the items were also requested through accreditation. The important items that do not get funded this year, we need to remember for next year. We also need to add an institutional item. The institutional item will be to request the dollar amount that is the difference between the funds needed to replace all computers that are so old they are out of warranty and the actual dollar amount allocated for computer replacement. | | | |
| **Discuss Chair for Next Year** | | | | | elisabeth shapiro |
| Discussion | | Elisabeth is stepping down as acting Chair for the ATC committee. The mission of the Academic Technology Committee (ATC) is to be a forum for faculty voices regarding academic technology and online learning. The ATC responds to faculty needs and ongoing technology issues, works to find solutions to those issues, and participates in the prioritization process of technology needs identified through the Program review process. She went over the job description and asked if anyone was interested in replacing her. Emily Lynch Morissette said that she was interested in the Chair position. There was a motion to vote Emily as Chair for next year, pending Patti’s approval. The motion passed unanimously.  The duties of the Academic Technology Committee include the following: Prioritize academic technology needs indicated in each discipline’s Academic Program Review, Reports results of academic technology prioritization to the Institutional Technology Committee for integration into the college-wide prioritization of technology needs. Provides recommendations to the Senate regarding academic technology needs for all disciplines, Assists I the creation and review of planning documents relevant to technology including the SWC Technology Plan. The ATC Chair is also expected to meet with the CISO throughout each semester, separate from the ATC and the ITC. He/she is expected to be a member of the ITC. And he/she should be on adhoc committees, hiring committees and other committees relating to technology, as needed.  There was also a motion to elect Gary Bulkin as our Part-time Representative for next year. The motion passed unanimously.  At our next meeting:   * We need to invite Randy Beach to discuss eLumen. * Get feedback from Patti about the ATC Chair position. * Discuss our meeting dates & times. * Discuss having student have access to Utube and Facebook. | | | |
| **Adjournment** | | | | | Elisabeth shapiro |
| The next ATC meeting will be May 16, 2016 from 1:00-3:00 p.m. in Room L 238 S | | | | | |