IT Committee
Agenda & Meeting Summary

Meeting Information

Meeting Title: IT Committee

Location: Zoom Conference

Dial In #:
https://csub.zoom.us/j/81249938034?pwd=TzhZMmp6NkNuTU0vU3hFL1k1VERGQT09

Meeting Called By: Faust Gorham

Date: October 15, 2021

Time: 9:00 AM – 10:30 AM

Purpose:

Attendees

Checkmark or "X" indicates the attendee is present

Attendee	Representing	√
Rebecca Weller	Faculty Teaching & Learning	
Vincent Oragwam	GRASP	√
Dwayne Cantrell	Enrollment Management	
James Drnek	Student Affairs	
Lisa Zuzarte	Academic Operations	√
Chris Diniz (non-voting)	ITS – Deputy CIO	√
Lori Blodorn	Human Resources	√
Monica Malhotra	IRPA	√
Jeremy Warner	Communications	√
Faust Gorham	ITS- AVP/CIO	√
Queen King	University Controller	√

Attendee	Representing	√
Steve Garcia	Computer & Electrical Engineering	
Ying Zhong	Library	√
Yong Choi	Management & Marketing	√
Kyle Susa	Psychology	√
Brian Chen (non-voting)	ITS – Director of EApps	√
Kamye Salyards (non-voting)	ITS- Administrative Support	√
Jennifer McCune	University Registrar	
Tommy Holiwell	Enrollment Management Liaison	√
ASI President	ASI	√

Agenda

#	Agenda Topic	Submitted/Led By	Time Allotted
1.0	Welcome & Call to Order	F. Gorham	
2.0	Approve Minutes from May 2021 Meeting	F. Gorham	
3.0	Approval of Agenda	F. Gorham	
4.0	Old Business • ITS staffing updates • ITC Roadmap re-prioritization process	F. Gorham	

5.0	New Business
	• Organizational Updates
	   ○ ATI Reporting
	   ○ Print Shop
	• May 2021 – AI Responses
	• ITS Team - Covid-19 related completed work
		F. Gorham
		
		B. Chen
		F. Gorham	

	• Campus - New requests/needs
	• Runner Card Updates
	  - Use of Transact across our meal system
	  - Expanding access control
	
	• Academic Technology
	  - Staffing changes
	  - Flex Classrooms
	    1. Fixed and Mobile
	    2. Usage
	• Budget updates
	• Single Sign-on Implementation
		F. Gorham
		R. Nelson
		
		R. Nelson
		
		F. Gorham	

6.0	Adjourn		

Meeting Minutes from October 15, 2021

CALIFORNIA STATE UNIVERSITY, BAKERSFIELD
INFORMATION TECHNOLOGY COMMITTEE MEETING
Friday, October 15, 2021
9:00 AM
Zoom Video Conference

PRESENT: Faust Gorham, AVP/CIO, Information Technology Services
                     Ying Zhong, Library
                     Lisa Zuzarte, Academic Operations & Support
                     Chris Diniz, ITS Infrastructure Services
                     Queen King, University Controller
                     Kamye Salyards, Administrative Support, ITS
                     Kyle Susa, Psychology
                     Jeremy Warner, Communications
                     Yong Choi, Management & Marketing
                     Tommy Holiwell (for Dwayne Cantrell, Enrollment Management)
                     Vincent Oragwam, GRASP
                     Brian Chen, ITS Enterprise Applications
                     Stephanie Magana, ASI
                     Lori Blodorn, Human Resources
                     Monica Malhotra, IRPA
                     Richard Nelson, ITS Support Services

ABSENT: Dwayne Cantrell, Enrollment Management
                     James Drnek, Student Affairs
                     Jennifer McCune, University Registrar
                     Rebecca Weller, Faculty Teaching & Learning
                     Steve Garcia, Computer & Electrical Engineering

1. **Call to Order**
    Meeting was called to order by F. Gorham at 9:20 AM. Quorum was not reached until that time.

2. **Approval of October 2021 meeting minutes.**
    Minutes were reviewed by F. Gorham, noting that the DUO usage action item update will be shared during Old Business.

    Motion/Second/Approved: T. Holiwell moved to approve the minutes and V. Oragwam seconded the motion. The minutes were approved.

3. **Approval of Agenda**

    Motion/Second/Approved: Y. Choi moved to approve the agenda and V. Q. King seconded the motion. The agenda was approved.

4. **Old Business**

    ITS staffing updates – Funding has been confirmed for four new positions:
    - Two Information Technology Consultants – Support Services (Desktop Patching, Application Admin)
    - Two positions for Eco System Admin – Enrollment Management team and IRPA will be involved in discussions for hiring process.

    ITC Roadmap and re-prioritization process –
    - Additional requests have been received for Flex classrooms, we need to determine if ten more can be added to the existing list of twenty-two, by adding additional funding from the roadmap.
    - The Space Utilization Committee prioritizes upgrades based on usage data. Classroom upgrade process should be back to normal in Spring 2022.
    - DUO interactions – B. Chen provided data on the multifactor authentication methods used by staff, faculty and students for a 180 day period [MFA Methods](#)
    - When using Global Protect, it has been brought to our attention that the text is very small to read.
    - DUO Push is the preferred authentication method.
        - Phone calls and the hardware token cost the campus money.

    Action Item: Look at text in Global Protect and determine if text can be enlarged to be more readable.

5. **New Business**
    Organizational Updates –
    - **ATI (Accessibility Technology Initiative) Reporting –** Structural committees are working to report on our progress to the President and get faculty and staff trained and well-versed on ATI. We have had very little engagement compared to other campuses. Training is made available by the Chancellor's Office and has been communicated to the campus. Our campus approach is to have each area and individual responsible for making their content accessible.
    - **PrintShop –** R. Nelson shared the impact of the campus closure on the revenue balance for the PrintShop. Nancy O'Kane has retired and the recruitment for her replacement is in process.
        - **Branding change –** The staff have been very busy with this project and will continue to work to assist all departments with providing new logo branded items.
        - **Paper supply shortage –** some paper sizes are not available, causing delays and additional work.

- **May 2021 – AI Responses**
  - **ITS Team – Covid-19 related completed work** – F. Gorham acknowledged the large amount of work done by B. Chen and the EApps Peoplesoft team. They have been very busy fulfilling requests for more data and integration. Special thanks to Monica Malhotra, Brian Chen and Chris Diniz, who worked to resolve the glitch with the Tableau server.

- **Campus – New requests/needs –** At the May 2021 meeting, we identified needs through strategic initiatives,
  - IT Governance process – according to the timeline, ITAC approves and requests revisions in May and ITC revises and re-proposes.
  - 22-23 Needs – items we are starting to track
    - RunnerCard door replacement – five doors per year tentatively
    - Tableau – Continuing with this investment
      - Existing staff will need to have Tableau server training
        - Within ITS, we have funding for professional development/training; B. Chen will determine which staff will need to obtain admin training.
        - Enrollment Management staff who use Tableau will also be eligible for training.

- **RunnerCard Updates –**
  - We now have the use of Transact (RunnerCard system) across our meal system.
    - Aramark partnered with Transact making connectivity almost seamless.
    - Food Trucks on campus will also begin using Runnercard – no effective date available at this time.
  - Expanding access control
    - Will include all Library external and some internal doors
    - It is difficult to add students manually; Transact makes it easy to add as groups according to enrollment and other groups.
    - Three other primary doors – Student Union, DDH
    - Allows controlled access to address safety concerns
    - Timeline – dependent on receipt of equipment (no known delivery date at this time)
    - Housing is in the communication stages of converting to Transact to replace their old system.

- **Academic Technology**
  - **Staffing changes**
    - Bryan Ellison has taken over as lead and we are refocusing existing staff to become more focused on the academic technology functions (James Evans, Mike Bohan, Ernie Hashim, John Kirby).
    - We are hiring two additional student assistants.
    - We have always provided support, but now more focused on providing a specialized service.
    - Looking to improve training on classroom technology – our new campus trainer, Derek Chaney, has developed training for the Flex classrooms.
      - Our goal is for faculty to be able to begin class with just 90 seconds of startup time.

Action Item: Faculty training at University Week during Faculty Chairs meetings: F. Gorham will speak to Provost Harper and Dr. Boschini regarding adding this to the agenda.

  - **Flex Classrooms**
    - At 98% completion for 22 Smart/Flex Classrooms

- o Improved to include a camera/whiteboard system that has a follow-me function and microphone which allows students attending virtually to have a full audio and visual viewing capability
- o Mobile carts – carts are currently deploying to 22 classrooms

- **Questions regarding iPads for students –**
  - How many do we have left? 250 iPads are remaining; we are setting aside approx. 100 for Spring semester students.
  - Are Antelope Valley students receiving them? There was some confusion in the beginning and 22 iPads were set aside for AV. Some AV students came here to Bakersfield to pick up their iPads, some were mailed to student's homes.
  - Could we do a social media campaign? ASI has determined the best way to reach students is though social media (Instagram).
  - We are working on how we can fund this program continually.

- **Budget Updates** – covered during Old Business – Staffing updates and ITC roadmap prioritization

6. **Adjourn   Meeting adjourned at 10:13 AM**