

13	Increase efficiency of on-line copy job submissions
14	Submit our MIS data in a timely basis according to regulations
15	Maintain an effective server environment and remain up-to-date
16	Promote open communication and proactively share information
17	Implement a data warehouse

Patrick also read the Outcome Statements on page 6 which shows how Information Technology's goals fit into Cerritos College's "7 Circles". Patrick gave the committee an update on the HelpDesk Ticket solution to service. He stated that it has been very successful and that it has been a good addition to the I.T. Department. It has provided better communication between end users and the I.T. department. Michele Kingston said that it works very nicely for the user. Patrick continued to go over the above goals one by one. There was discussion regarding the goals. Jack Wilson asked for clarification on item #3, (Develop integrated smart room standards). Michele asked Patrick about goal #9, (Build-out a new phone room & backup computer room), does he know if we are aware of where the new phone room will be going. Patrick said a location in the LRC has been selected for it. Jack asked about item #5, on page 12, (It is expected that there will not be a significant increase in help desk incidents but the nature of the incidents will become increasingly less routine and more complex). Patrick explained that the virus problems on campus are increasing therefore taking I.T. more time to troubleshoot. Patrick went on to update the committee on the status of the WiFi upgrade saying, "WiFi is continuing to grow as we are replacing access points. We are currently at 126 access points on campus." Jack mentioned that there seems to be connect ability issues and Michele went on to explain that the problem is being worked on currently. Patrick mentioned that configuration issues are part of the problem. Carlos Mera pointed out that SSID was CC = less secure. WPA usage is preferred. Michele said that she has found problems on Mac's also. Carlos asked if the new access points password set up would fix the problem. Patrick said, "No, we are having problems with all computer types across campus and it is not in a specific concentrated area." Kenny Lou asked about item C on page 29, (Grade Change – If a student has been entered in error in Rosters+ by the instructor, or if the grade needs to be changed from an "Incomplete" to a letter grade, the instructor must submit a "Grade Change" form. Grade Change forms are available in Division offices and require the signature of both the instructor and the Division Dean.) Should this be a Faculty Senate statement? Patrick said that it already is. Kenny went on to request the possibility of "Digital Submission" to minimize paper waste with a digital signing process for I.T. Patrick stated that the process would have to change thru Faculty Senate and the Faculty Union first. Also, we would require direction prior to any movement on I.T. Standards part. Patrick went on to discuss page 38, (Computer Replacement Plan). He explained the process of computer replacement to the committee members. Moving to Small Form Factor 8100/8300's, Dual Core, is the goal for all campus computers. Patrick explained that our process for computer replacement hasn't really changed. Patrick pointed out page 49 and the meaning of its graphs. The group discussed the Helpdesk Ticket topic.

Patrick went on to discuss the 2013-2014 I.T. Standards Committee. He mentioned that previously terms were not set for committee members. Currently there is a two year term in place. It would be preferable to have a rotating Committee vs. a complete replacement at one time. Patrick mentioned that this should be discussed at a Faculty Senate meeting for their approval. Please let Lee Krichmar and your representative group know if you are interested in staying involved.

Bernice Watson asked about a dedicated network to audio visual equipment. She said that it would give more control to the Media Services staff. Patrick said that it would need to be discussed in the future. He said that static addresses should be fine. Bernice said that there is an access problem with Xpanels. James Byun asked if IPV6 is becoming a college trend. Patrick said that some things are in place but an existing HW doesn't support it.

4. NEXT MEETING

The next scheduled Information Technology Standards meeting is for May 17, 2013.

5. ADJOURNMENT

The meeting adjourned at 9:54 am.