

**CERRITOS COMMUNITY COLLEGE
INFORMATION TECHNOLOGY STANDARDS MEETING
APPROVED MINUTES
March 9, 2012**

PRESENT:	Lee Krichmar	Maricela Pedroza (Woodrow Hendricks)
	James Byun	Lamont Freeman
	Patrick O'Donnell	Kenny Lou
	Carlos Mera	Terri Lopez
	Israel Cruz (and Mario)	Bernice Watson
ABSENT:	Mario Morales	Carl Bengston
	Jack Wilson	

1. CALL TO ORDER

Lee called the meeting to order at 9:03 am.

2. APPROVAL OF MINUTES

It was moved by Patrick and seconded by Carlos to approve the February 10th minutes without changes.

3. REVIEW INFORMATION TECHNOLOGY SURVEY RESULTS

Lee provided a handout to the committee that contained the aggregate results of the Information Technology Department survey results. She reminded the committee that we review this on an annual basis to insure the information technology needs of the campus are being met effectively and efficiently. The results can be reviewed here:

http://www.surveymonkey.com/sr.aspx?sm=ykOsp3fst1rAJY1BPwHHCKhorNCBHI_2fGXOtzwwOT_2f90_3d

Lee reviewed each question and the highlights of the report are as follows:

- 60% of the help desk calls are for problem resolution
- 74% of the calls are due to "new" issues (not recurring problems)
- IT staff are rated high for professionalism, courteousness, helpfulness, overall, and timeliness. IT web pages could be more helpful
- 95% of users would give an "A" grade to IT service
- 95% of our users can perform their job either "very well" or "pretty well" with their current computer
- A table with ratings for technology "usage" and "experience" were reviewed
- 78% of our users experience ongoing improvements over time

- The 3 most valued services that IT can provide remain as increased communication, faster response, and stronger technical skills

The information was reviewed and a constructive conversation continued based upon the survey results. Lee and Patrick will continue reviewing the results and trying to incorporate the recommendations into their areas. This is one of the methods that they use to determine if the needs of the campus are being met.

4. DISCUSS PROVIDING EMAIL FOR STUDENTS

Lee distributed a handout with a Google Gmail prototype that her and Patrick have been working on. Israel had brought forward the request to provide students with .EDU email address so they can take advantage of discounts, such as the one offered by Amazon, for active students.

Lee described the overall project and pointed out a couple of factors that were important to her. First, that this would only be offered to students as an "opt in" condition and we would not be creating an account for ALL students. That would be too time consuming. The main problem with this project is the time it would take to administer accounts for students. There is no "opt in" option and that would have to be customized by her staff. Second, this email would only be offered to "active" students. Accounts would be deleted at the end of each semester.

The easiest way to implement this student email would be by using student ID as the email address. The remaining address would be @student.cerritos.edu. Carlos brought up that it would be a problem to use the student ID as the email address since we are not supposed to use this number to display grades or for other public purposes. Kenny agreed and expressed his concern about this project taking a lot of time from the IT department staff. Lee & Patrick both agreed that they are very short on time already. An ongoing discussion will occur and this item will be included on next months meeting. Israel commented that the CIS students currently can't take advantage of the Amazon discount and they would like to. He also informed the committee that a student survey would be done to get a sense of student interest in a .EDU email address. Maricela questioned the need to interface with PeopleSoft and also suggested that students outside of CIS might not be aware that there are potential discounts available for students with a .EDU address.

Lee clarified that they are just investigating this concept at this time and that she is not making any type of commitment. This will be a costly endeavor and she needs to verify the support of her administration.

5. OTHER ITEMS

Bernice announced they have two new staff in Media Services: one during the day, and one in the evening. You can call x7890 for media service support.

6. NEXT MEETING

The next scheduled IT Standards meeting is for April 13, 2012. Audio conference information will be made available for call-in attendance.

7. ADJOURNMENT

The meeting adjourned at 9:50 am.