ADMINISTRATIVE COMMITTEE OF TECHNOLOGY MEETING
Monday, May 5, 2014
10:30-11:30 am
Library 113
Minutes

Members Present: Terry Kleffman, as Chair, Diane Brice, Karen Craghead, Kim Davis, Sharon Doggett, Sara Long, Carol Moore, Jason Norman, John Salazar, Brenda Waren, and Ellen Patterson as Recording Secretary.

Members Absent: Kelly Prater

Guests or Alternate Members Present: Tina Babb, Olga Bustos, Lee M. Colaw, Joy Connors, Jarrod Madden, and Rita Wilson

I.   **Action Items**

    a. Approval of the Minutes from March 3, 2014 Meeting. A motion was made by Diane Brice and seconded by Kim Davis to approve the minutes as presented.

II.   **Discussion/Information Items**

    a. **Blackboard / AC Connect update**
-Lee M. Colaw wanted to give an update on Blackboard/AC Connect Status
-some thought it was a pain to change their process for submitting grades
-Blackboard has been up and running for 1 year
-Last summer was the trial period for Blackboard to see how it works and fix any issues that came up after installation
-Last fall everyone had to use Blackboard for course content and management, this was a big change for faculty that had only used WebCT and Angel, only 20% of the faculty used Angel, with only 4% of students using this access.
-Russell Lowery-Hart gave a directive that by fall 2014 all faculty was required to use Blackboard/AC Connect for their course content, management and grades.
-By the end of the 1st four weeks of fall 2014 access went from 4% to 94% for students and 100% for faculty.
-Blackboard is currently doing 2000 to 5000 assessments are done daily whether it be a Quiz, Test, Homework Assignments, or preparing for upcoming class events.
-Assessments are each time a faculty, staff, employee or student accesses Blackboard or AC Connect.
-The number of Blackboard users are going up every day, but only less than half of one percent are still have difficulty and usually it is because of their computer at

home, wireless access points, or their mobile device, it has been an amazing year of success.
-During Finals for fall 2013 over 11,000 or 12,000 assessments a day or higher were being accessed and Blackboard was choking because when IT was asked for estimates of usage we did not guess that many people would be using it at one time. We guessed wrong, it was a learning experience and we did not anticipate the rapid growth in the number of users. Blackboard never really broke or was not working it just hit a maximum amount of users and assessments it could handle at one time. Now pushing 95% of usage a day on Blackboard.
-The bandwidth requirements at Blackboard has doubled and next year it will be increasing it again. Originally we purchased 300GB of memory storage and now we have 600GB that is doing great with the amazing year of growth.
-AC Faculty are now going to training for Blackboard to learn how to download course content and be able to post grades for student access.
-IT Networking Services has just purchased new servers for Colleague that will be able to help with reports for Financial Aid and other departments on a much faster basis that in the past.
-The new data storage network and Colleague server will not be installed until after finals for spring 2014 are over so as not to disrupt classes or reporting for students.
-The Center for Teaching and Learning is not represented at this committee but please note not many community colleges or universities work as well as AC does with its Administrative Staff, this is great but very uncommon across the nation.

Monthly Maintenance will be done on Friday, May 23, 2014 after all the grade for spring 2014 have been submitted for processing. The upgrade for Blackboard will be to SP14.

Blackboard Learn typically has two update releases a year one for Fall/Winter and then another for Spring/Summer. The May/June release may be installed at June or July 2014 Monthly Preventative Maintenance depending on other events taking place at that same timeframe.

A New version of the Portal 4.1 on AC Connect that will be a totally different design for layout and the technical portion underneath too will more than likely be installed this fall October or November during monthly preventative maintenance and hopefully not over the Christmas Break so everyone can be on vacation during this holiday time.

b. **Colleague software updates**
-Adjustments to the Colleague HR updates still will need to be done before releasing out of the test account.
-Mid-term grades project for pulling grades from Blackboard and posted on Colleague may now begin as Title V Grant has been approved for 2014-2015, it will go before the AC Board for review and approval later this month.
-The course instructors will still need to submit the final grades for each student in their classes.
-A report can be run every week after grades have been pulled over to see if that student needs help before it is too late to withdraw from the course.

-The student will be able to know where they stand for an overall average at all times during the semester as a management tool in the Academic areas. If the student is not engaged in the class within the first two to four weeks then they will not stay and complete the course.
-A new pilot program will start in fall 2014 that will track student attendance starting in four rooms at Lynn Library and 26 classrooms in Byrd and Parcells Hall.
-A question was asked about what if the student is not enrolled in that course but attends the class? This could be a new way to resolve this problem.
-This tracking system will allow the students to swipe their cards up to 15 minutes before and after the class starts, but if they do not show up until the class is half over then it will not allow them to swipe their card or be counted as being in attendance for that class.
-This is an integrity issue where most students will not try to cheat the system and swipe cards for other students that are not actually in class. This will also allow the faculty member to concentrate on course content without having to worry about attendance and taking time to call roll before start of each class.
-This will track attendance all year for fall, spring and summer classes with a report that can be produced by clicking on a link on the Blackboard/AC Connect home page.
-Attendance can make the difference of an A or B final grade in some classes.
-This will also have an impact on the Retention Alert System and allow Faculty and Advisors to take action before it is too late for the student to withdraw from the class or to bring up their grades.
-What if in three to five years attendance and retention is not improving? Then it will save AC $50,000 a year for maintenance, support and equipment costs.
-WebIDCard/K12 Swipe will be the vendor used for this pilot program.
-Terry talked with Kelly Prater that only about 10% of all rooms would have the swipe card equipment. Requirements related to Financial Aid to track Last Date of Attendance for reports may change when the attendance tracking scan system is in place.
-Any time you are relying on faculty to give you information there should be interventions to make sure it is correct and accurate.
-This is an exciting pilot program that may not work but we will try it to see.
-The information provided regarding attendance and grades can help the Advising Department with suggesting classes and giving advice to students for the future.

Software Update	Software Title
SU012725	Colleague HR - HR, Payroll, Position Control Enhancements
SU62835.74	CalMIS: Student Success Regulatory

c. **IT equipment upgrade**
-The IT Equipment upgrade for transferring information over to the new Colleague Server will not be done until after May 27th and the same for the new SAN.
-there will be 14 servers to migrate and it was suggested to start this week but with new classes starting for Summer 1 on June 7th it may not happen until later on.

-Terry is working with the engineers to install equipment in the Chassis and then the technical setup should be very fast with CPU vs Disk it will make the server from 5 to 20 times faster than in the past, depending on the particular process.
-This is state of the art technology that will not need to be replaced for another eight to ten years from now that will also have a lot of expansion capabilities for the future with a cost of about half a million dollars for this package.
-The new servers and SAN will be at AC for a significant part of our careers.
-Email storage will be going up to 4GB per user soon after the migration to the new storage system since so much of it is digital documents now.
-The expansion of email storage will also allow for data to be held onto for a longer amount of time in case of legal litigation in the future and help when the auditors are at AC for reviewing files and information.
-The new system is rated best in class for mid-entry level businesses.
-Plans are for AC to be on the new server by July 2014.
-This will also allow for the expansion of size for the U Drive and may change the structure of the imaging system too, since there will be a lot more space available.
-There will be no shortage of activities for the IT Division this summer.

III.   New Business Items

IV.   Updates and Announcements (All) –

College Scheduler – Builds schedules for the students first without being regulated with Colleague.
-We are hoping this program will help the students with scheduling and also help meet the student needs for new class availability.
-This will be ready for release the first part of June and hopefully we can use for fall 2014 class schedules.
-Please look at the online demonstration it is very student focused.
-A student developed this program to help with their needs for more class availability.
-This program is No Excuses Grant funded.
-At the June 2nd meeting there will be a status update for release of this program.

The auditors will be here tomorrow to set up dates for review of Amarillo College files and information. They will start in July and then again in October with more confirmation of exact dates after tomorrow's meetings.

Questions regarding Internet Explorer Security – the patch was released and installed recently but all the browsers Java and others are just as bad. If IT sees a major problem with Internet access they will notify everyone by email but typically there are targets of more value to the hackers than Amarillo College.

Recently there was an internal issue that happened a few weeks ago where a past employee was using computer systems for personal use and allowed our systems to support online gaming and pushed this access out to the world. The problem was identified, he was caught and prosecuted through the system. If you are on the inside you will realize there are no secrets in the network world. It may be hard to realize

there is a problem until issues arise, but this does happen all the time especially with all of the bring your own devices available now for ways that email viruses can get through with cell phones, mobile devices and tablets. Don't worry about the viruses or data breaches that are reported in the news because we do not talk publicly about the issues that happen. The system does track it and it does happen in Amarillo.

Next Meetings

Monday, June 2, 2014, WSC, Lynn Library Room 113 from 10:30am to 11:30am
Monday, July 7, 2014, WSC, Lynn Library Room 113 from 10:30am to 11:30am
Monday, August 4, 2014, WSC, Lynn Library Room 113 from 10:30am to 11:30am

Members:

1. Terry Kleffman – Chair
2. Diane Brice – alternate Tina Babb
3. Karen Craghead – alternate Kay Campbell
4. Kim Davis
5. Sharon Doggett
6. Sara Long – alternate Olga Bustos
7. Kelly Prater - alternate Joy Connors
8. Carol Moore
9. Jason Norman – alternate Sammie Artho
10. John Salazar – alternate Rita Wilson
11. Brenda Waren
12. Ellen Patterson, Recording Secretary