



NAPA VALLEY COLLEGE
TECHNOLOGY COMMITTEE MEETING
Minutes

August 25th, 2023
11:00am – 12:30pm
In Person Room 1434/35

1.0 Call to Order

Start time: 11:04am

Present: Mike Alstrom, Susan Askew, Daniel Vega, Sheree Marcos, Gary Strommen, Emery Stafford, Matt Cowell, Cathy Gillis, Christy Pruitt, Claudette Shatto, San Lu, and Chris Farmer. Jim Reeves joined the meeting as well.

Note: Maria Villagomez was unable to attend.

2.0 Introduction of Guests

Mike Alstrom and Susan Askew from our Ellucian Team were guests at the DTC meeting. Cathy Gillis was also a guest at this meeting.

3.0 Adoption of Agenda

3.1 August 25th, 2023

Approval motioned by Christy Pruitt and seconded by Chris Farmer. All members voted aye.

4.0 Approval of Minutes

4.1 May 19th, 2023

[Draft of Minutes from 5/19/23](#)

Approval motioned by Chris Farmer and seconded by Chris Farmer. All members voted aye.

5.0 Public Comments/Announcements

There were no public comments or announcements.

6.0 Discussion Items

6.1 **Summertime Tech Updates** – *Daniel will update members on any technology projects that were worked on over the summer.*

Over the summer there were quite a few upgrades. The 2000 building got AV upgraded in the classrooms. The Microscope and camera upgrades in the cadaver room are underway. Document cameras are being surveyed. When ordered, they will replace document cameras

in the 2000 building as well as various other classrooms. Discussions for this are ongoing and Dr. Mora is gathering feedback for the Committee. Costs will be reduced if more document cameras are purchased with the same order. Purchasing many at the same time also helps the model stay consistent between rooms.

Cathy Gillis asked for updates regarding the cameras for Hi-Flex style classrooms. The Owl cameras may be ordered for these rooms in the interim, but eventually there will be “zoned areas” for Hi-Flex. Pictures of Faculty will need to be captured so the camera can focus on them during class instruction. The goal is to make sure solutions are fully vetted prior to fully investing. A quote will be obtained within the next week. Other members asked about the 360 cameras. This camera will allow students to interact with the class when they must work from home. The 360 camera follows the instructor as instruction is happening as well. The Owl camera works like a 360 camera but is portable for more mobility. There will be training available in this new technology and Brandon Tofanelli may also be able to assist with it.

The physical part of the Wi-Fi upgrade will be starting in September. The programming has already started on the backend. There were some delays on the ordering side so starting this project took longer than anticipated. The drafts for the locations of the new access points had to go for approval as well. The timeline is unknown at this time, but classrooms that have active classes in them will be prioritized over other locations. Once the project begins, it can take up to six months for it to be completed. Members asked if the DTC could have a say of where to start. Prior to the next meeting, Daniel will send a spreadsheet with the list so they can discuss prioritization at the next meeting.

Other upgrades that happened over the summer include turning on Multifactor Authentication (MFA) for the operations side of the house. MFA will be turned on for all Faculty on September 5th. Members shared that it is best to have more than just one recovery device in case you forget your phone or get another device. If there are issues, talk to your dean and administrative assistants. The default MFA expires every 30 minutes if there is no movement. MFA configurations will be set up differently depending on the scenario. Device MFA in the classroom is used when logging into the newer computers that are being installed on campus, User MFA is what is used when anyone logs into MyNVC. Later, students will also be required to set up MFA as well. Members explained how this could be an issue for students that do not have phones, etc. Possible solutions were discussed. This will be discussed more later.

The next round of computer upgrades was also discussed. The LLRC computers and TLC student computers are ancient and will be added to the list of needed upgrades. Currently, IT is working on the iMac’s that are in the Mac Labs, Music Lab and at the front of the LLRC. Matt also asked what needed to happen to get iMacs refreshed in the 100 building. He will email a count of needed iMacs to IT so next steps can be taken.

6.2 Ellucian Managed Services – Daniel will discuss Ellucian Managed Services with the Committee.

Jim Reeves gave a small introduction for the IT department’s newest team members. “...June 10th, 2022 brought the college to its knees, and on July 1st the administrative responsibility for the department was given to [Jim]. The college had been underfunding IT support and hardware...” Since that time, the college has invested nearly 3 million dollars in servers and switches as well as other hardware that is needed. This is a small part but is a great start to building back better. Since June 10th, Daniel has taken leadership of IT.

One objective to advance our leadership within the constraints of the institution is to hire

outside help. The college went to Ellucian Managed Services. Many colleges utilize this already. August 14th the Board of Trustees voted to support a contract with Ellucian. Mike and Susan will provide a short-term transition team and additional permanent IT staff. The current IT staff will not be replaced, and Daniel will remain the assistant director of the IT department. Members asked how the total cost of ownership work would be done as the accreditation process is incoming. Jim informed the Committee that every agenda should have a discussion item regarding accreditation and total cost of ownership moving forward. The Ellucian leadership will lead the charge.

Everyone realizes that there are governance issues on campus and that these issues need to be addressed, especially for accreditation. Guidance for moving forward will come out of the Educational Master Plan and the Technology Master Plan. Our partners at Ellucian have experience doing this work.

Our partners on the Ellucian Management Team gave a presentation.

[Ellucian Presentation Link](#)

Mike and Susan are a part of a larger group that covers over 250 colleges and are a part of the largest educational technology company in the world. Mike has been with Ellucian for a long time and became a general manager after 2020. Ellucian is here to help Napa maintain competitiveness in a challenging environment as well as support and partner with the IT staff on campus. They will draw on lessons learned at other engagements to improve everyone's experience. This will happen by leveraging best practices to improve operations and accelerate projects. In addition, it will bring more visibility to the projects and department as well. Members asked about issues that have happened with Self-Service specifically. There are frustrations with these issues. Jim stepped in, ... "Mike represents advisory services at Ellucian, meaning if we need more capability so the institutional priorities can be moved to the top of the list of things to fix. They will help develop IT standards moving forward..." Reeves was asked what IT governance duties Ellucian was assuming, the DTC bylaws were read to him, and he said yes to all.

Essentially, Ellucian will choreograph, collaborate, and bring examples to decision-frameworks. Daniel added that not everything came to this Committee in the past. This will now change. The Ellucian Experience will be a portal for Self-Service and for other campus programs and will eventually replace the MyApps page.

The next 16 weeks will be very foundational. Starting on September 1st, the Ellucian team will bring stability into the system. "Looking under the hood, if you may..." They will be looking at registration rules, underlining databases, and the performance of the system. There will be a full-time security team on the Ellucian side, as well as what is already in place with the Palo Alto firewall and Cisco Umbrella. Members wanted clarity on what they can ask the Ellucian team. Jim noted that the CIO will be treated like a hired CIO for the IT department. This CIO will be the point person and Daniel will be the assistant director. There will also bring in two additional staff members for the department. Both the CIO and Daniel will report to Jim.

Susan discussed the next steps. Susan is the person that is on the management team that manages the management teams at Ellucian. The interim team will start engaging on September 1st. This will help bring in the CIO. They will start by meeting with people on campus, emphasizing communication. Susan noted wanting to find candidates that fit both the culture and skill of the college, which may take some time. This will help carry the College to the next level. Mike is confident the Ellucian Team can work with the College to meet the accreditation needs as they have done this before.

Committee members welcome the Ellucian Team and look forward to working with them

in the future.

6.3 Upcoming Projects – *Daniel will update members on any upcoming projects at NVC.*

Tabled for the next meeting.

6.4 Technology Plan – *Members will discuss the next steps for revising the technology plan.*

Tabled for the next meeting.

7.0 Action Items

7.1 DTC Meeting Dates/Times – *Members will discuss tentative times and change as needed.*

Sheree will put a Doodle poll or Microsoft form together to vote on when the next meeting will be. The first would be an Adhoc emergency meeting and discussion will still happen for the remaining Fall meetings.

8.0 Next Meeting

8.1 TBD

9.0 Adjournment

End time: 12:39pm

Approval moved by Christy Pruitt and second by Claudette Shatto, and members agreed to the above for next the next meeting.

Distribution

Daniel Vega – Co-Chair
Emery Stafford – Co-Chair
Christopher Farmer
Matt Cowell
Claudette Shatto
Gary Strommen

Maria Villagomez
Christy Pruitt
San Lu
Brandon Tofanelli
Vacant – ASNVC,
Student Rep

Agenda & Minutes Only

Eileene Tejada
Danielle Alexander
Jim Reeves
Amber Wade
Dr. Tarence Powell

Bulletin Boards

Administrative Bldg.
ASNVC Office
Classified Lounge
Faculty Lounge