

CALIFORNIA STATE UNIVERSITY, EAST BAY
INFORMATION TECHNOLOGY ADVISORY COMMITTEE

Minutes of the meeting of November 2, 2015

Present: Joshua Kerr (Chair, CSCI),
Jiansheng Guo (Secretary, CLASS, COBRA),

Andrew Carlos (LIB),
Joana Chavez (Student Rep.),
David Fencsik (CSCI, At-large),
Pablo Garnica (Student Rep.),
Pei-Hui Hsu (CBE)
James Mitchell (CEAS),
Eric Neumann (ITS),
Ian Pollock (CLASS, At-large),
Borre Ulrichsen (CIO),
Jessica Weiss (CLASS, FDC),

Apologies: Roger Wen (Presidential Appointee),

Visitors: Twinki Mistry (ITS Service Quality Director)
Dana Wiley (APGS, on EAB, SSC)
Tamra Donnelly (APGS, on EAB, SSC)
Fanny Yeung (APGS, on EAB, SSC)
Jeff Bliss (University Comm. and Marketing, on Web Redesign)

Meeting convened at 12:05 pm

1. Approval of Agenda
unanimous

2. Approval of 10/19/2015 minutes
Carlos/Fencsik, unanimous with note: add “25Live Course Scheduling System with Audrey Katzman” as 5.d in the minutes for future invited presentations.”

3. Reports

a) CIO Announcements/Reports

i. IT project updates

1. At an IT for Higher Ed conference in Indianapolis. A good conference.
2. Followed up with BB glitches in early Fall. BB identified at hardware failure at their server, work on it to solve the problem, but then got the second outage in fixing the problem. They are working on it. No data loss. They promise the same issue won't happen again.

- ii. No further discussion

4. Business Items

a. University Website redesign discussion with Jeff Bliss (discussed later, after Agenda Item 4.b at the meeting)

- i. Try to work with ITS to develop the web site. RFP sent out for following criteria:
 - 1. make it nicer and prettier,
 - 2. easier for navigation and user revision/editing
 - 3. good SEO (Search Engine Optimization), as people could not find thing, we now have 38000 pages on campus, many are dead, needs cleaning
 - 4. Responsiveness to outside users
 - 5. Easy to post by lower level users
- ii. Found some models suitable, simple elegant site. Functionality and ease of use.
- iii. Comments:
 - 1. I/P: Should develop user perspective as web is designed, to fit our students and faculty characteristics, not just designer's own taste. [response: 1) get overall research finding, 2) the vender will definitely hear users' feedback]
 - 2. P/G: Get students' responses/feedback, find out their actual practice. [response: students will be part of the focus group]
 - 3. I/P: Automatic updates on other social media and other places when one page info is changed, so as to avoid dead pages, and also save time. Or a policy of deserted pages.
 - 4. J/W: Old grandfather pages can be overwhelming. So it is important to have: creating, curating, and removing.
 - 5. T/M: RFP timeline (need more details from her), branding
 - 6. CIO: maybe to invite Jiff Bliss back next meeting after RFP vender is determined?

b. Student Success Collaborative/EAB discussion with Donna Wiley

- i. Presenters:
 - 1. Donna Wiley: Introduction
 - 2. Tamra Donnelly: Overall background, application for access
 - Student Success Campus (also Student Success Collaborative) demo
 - All faculty or advisor with advising role have access, after training and FERPA screening
 - Application and training by email to Tamra Donnelly
 - SS Campus timeline: Jan 2015 begin, May 2016 complete, including GradeFirst
 - Tamra's office is in charge of functional part, technical issues are under vender
 - 3. Fanny Yeung: functionality demo of EAB software
- ii. Comments from the floor:
 - How to have a more integrated system integrating EAB, degree audit, etc. for a connected system for student advising and big data analysis
 - Integrated systems, integrated training and announcements, integrated interface for different technology systems.
 - People need to know what we are doing, so that we can bring pieces together.

- CIO: Twinki Mistry's office is responsible for user experience and system integration, to coordinate different user needs.
- Twenki M:
 - process for new software adoption applications: proposing units to present the purpose and function to TM's office.
 - Maybe later it should come to ITAC.
 - Portfolio software: in review process now. CO funds 3 years. It might be in place in the next 12 months for all users.
- Why don't we have a CSU software engineering unit to create our own software? We are such a big market. Response: we do have something like that on some campuses, but not systematic.
- Make portfolio as a separate agenda item for next meeting (Joshua Kerr)

c. Google app updates

i. CIO:

1. being optimistic that apps will be rolled out soon, before next meeting or sooner.
2. Drafted an announcement, need committee to take a look (shared on Google drive for committee)
3. Then send to whole campus, to tell they are here.

ii. Comments:

1. I/P: No automatic barrier between student domain and faculty domain. How to deal with the transition between the two for privacy considerations.
[response: a. Have to use student domain, b. Try to see if Google can give the warning.]

5. Future Agenda Items

- a. Classroom of the Future Committee with Jim Zavagno
- b. Information Security Awareness with Thomas Dixon
- c. 25Live Course Scheduling System with Audrey Katzman

6. Adjournment

Meeting adjourned at 1:33 pm

Respectfully submitted
 Jiansheng Guo
 ITAC Secretary