
Technology Committee

Sub-Committee of Planning and Resource Allocation Committee
Spring 2022 Semester

Meeting March 30th via Zoom at 12:40 p.m.

Present: Heather Rahman, David Patterson, Caitlin Rolston, Grace Mengqi Yuan, Matthew Howard, Emy Bagtas-Carmona, Kayla Alizadeh.

Absent: Lance Barthelemy, Luna Finlayson

Standing Items

1. Call to Order at 12:43 pm
2. Approval and adoption of the Agenda
 - Motion to approve: Heather Rahman
 - Second the motion: Emy Bagtas-Carmona.
 - Vote: all approved.
3. Approve minutes
 - Motion to approve the minutes: Emy Bagtas-Carmona
 - Second the motion: Heather Rahman
 - Vote: all approved.
 - Abstained: Kayla Alizadeh
4. Chair Announcements
 - The test link of the faculty survey were sent to Meg and Jonathan. Dave and Grace will meet Jonathan about his feedback after this standing meeting.
 - Dave updated that 11:10 to 12pm on 3/31, the Tech-quity Task Force will meet for the 7th time to vote on the proposal to improve noncredit ESL registration process and enrollment. Dave will bring the voting result to TPC, PRAC, and the ESL department, Academic Senate.

Discussions

1. Laptop issues
 - a. Grace talked about that she heard repeatedly problems or malfunctions of the COM issued laptops used by employees. She brought it up to see if the Committee wanted to look into the need of better devices for employees.
 - b. Matt talked about the current process for purchasing laptops and the process of requesting the laptops for work usage. He elaborated on the challenges and obstacles in the supply chain.

- c. Matt said that the specialty laptops or higher-end laptops are not supplied by IT but from the department's own budget.
- d. Matt further commented that the committee or the Tech-quity Task Force were interested in the problem but not interested in why and how the process got to the place where it was. He pointed out that the discussion items for participatory governance committees shall be informed questions and their background research shall be done as to why and how the process came to be today's process. They should not have been based on hearsay.
- e. Caitlin commented that she wanted TPC to be informed and be the expert in those issues.
- f. Grace agreed to the above points and said that we needed to do that.
- g. Matt recommended get background research done before bringing the issue to the table.
- h. Emy commented that using the ESL example, the research could also involve finding out best practices from other schools to seek improvement for our processes.

2. Virtual Help Desk

- a. Dave talked about the dream of a multi-channeled (phone, in-person, text, online) place for people to get help; like the Genius Bar.
- b. Matt summarized that the existing ways of getting help are the service ticket (email system), helpline 8888, and the new Welcome Center.
- c. Is it the problem that we do not having a "One-place" help center?
- d. The dream is to have all the support resources in one place, maybe in the Library in the new building.
- e. Heather asked about support for night classes.
- f. There were ideas and comments on getting student ambassadors to help their fellow students; AI BOT chat function on the web to answer some common questions.

Heather moved to adjourn the meeting. Matt seconded the motion. Meeting was adjourned at 1:33pm.