
Technology Committee

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

Meeting May 4th via Zoom at 12:40 p.m.

Present: Heather Rahman, Caitlin Rolston, Luna Finlayson, Grace Mengqi Yuan, Matthew Howard, Emy Bagtas-Carmona, David Patterson

Absent: Lance Barthelemy and Kayla Alizadeh.

Honored Speaker: Patrick Ekoue Totou, Director of Information Technology

Standing Items

1. Call to Order at 12:41 pm
2. Approval and adoption of the Agenda
 - Motion to approve: Matthew Howard
 - Second the motion: Emy Bagtas-Carmona
 - Vote: all approved
3. Approve minutes
 - Motion to approve the amended minutes: Matthew Howard
 - Second the motion: Emy Bagtas-Carmona
 - Vote: all approved
 - Abstained: Dave Patterson (absent last meeting)
4. Chair Announcements
 - PRAC recommended pausing the survey until early fall semester due to concerns from the DE Committee about wording, logic. We have paused it and the DE Committee has invited us to their meeting on Tuesday, 5/10, 11:00am, to collaborate.
 - Tech-Quity meeting tomorrow at 11:10 on Zoom <https://marin-edu.zoom.us/j/8642167559> and a vote next week at our last meeting
 - Election of a new TPC co-chair could be next week or in the fall.

Discussions

1. Patrick Ekoue Totou, Director of Information Technology gave a presentation about artificial intelligence (AI), chatbots, and outreach. There hasn't been a mature tool for communicating instantly with students until recently. Patrick presented Ocelot, an AI product that has a large share of community college market.
2. Matthew feels that this product could more efficiently match the students' questions with the correct office of the college

3. Cost estimate: \$55k first year, then \$47k for second and third years, timeline: contract would begin on July 1
4. Encrypted exchange of information? Yes. For generic questions, MyCOM log-in will not be required. Chat will ask you to log into MyCOM for personal information.
5. Estimate for timeline for learning curve for bot? We will set up weekly meetings to monitor list of questions and adjust the answers. The overall timeline depends on the amount of preparation of the departments.
6. Questions?
 - a. **Where would it be located?** In the cloud. It's a pop-up app.
 - b. **Would it be easy on a phone?** Yes, just not sure about whether there's an app.
 - c. **Will a student be able to get personalized help, such as a phone call?** It depends on the departments' configuration decisions.
 - d. **Will the bot link to specific pages on our website?** Yes, and it will also learn Q & A's from our website and give specific answers to specific questions. How many languages are possible? 3-4 languages.
 - e. **Will this help people enroll, especially ESL students?** Yes.
 - f. **Usable by SAS and Comm Ed students?** Unlimited users. We will start slow and add more populations of our college.
 - g. **Accessibility for SAS?** Yes, and we need to explore further about things like Read and Write and Kurzweil.
 - h. **Does Ocelot track its success?** No doubt.
 - i. **Can we reassess its usefulness after three years?** Answer from Dave: Sorry I can't remember the answer. Probably!
 - j. **Want to experiment with Ocelot:** <https://dev.marin.edu/> Log in: mariner password: com or go to another college that uses it, such as [Bakersfield College](#).

Matt Howard moved to adjourned meeting at 1:32 pm. Luna Finlayson seconded the motion. Meeting adjourned.