Technology Committee

Sub-Committee of Planning and Resource Allocation Committee
Fall 2024 Semester

Meeting Minutes
Monday, November 4, 2024, via Zoom at 12:40 p.m.
https://marin-edu.zoom.us/j/89618313834

Committee: Hector Saez, Jamine Terhune, Emy Bagtas-Carmona, Matthew Howard, Stacey Lince, Grace Yuan, Tessa Loegering, Irina Roderick, Lance Barthelemy, Patrick Ekoue Totou, Stormy Miller Sabia, Mario Jimenez, Julie Mark, Heather Rahman

Standing Items

1. Call to Order at 12:40 pm
2. Approval and adoption of the meeting agenda
   - Julie moved to approve the agenda
   - Hector seconded
   - The committee approved
3. Approval of previous meeting minutes
   - Stacey moved to approve the minutes
   - Grace seconded
   - The committee approved
4. Co-chair announcements

Discussion Items

1. 12:45 - Guest speakers from Welcome Center: Patrick Garretson and Sally Wong
   - Common issues students face when trying to access the college's systems and portal They noted that these challenges disproportionately impact students who are less tech-savvy or have language barriers.
     - including trouble setting up accounts,
     - finding their student ID numbers, and
     - navigating the complex COM website/interface.
   - they rely on tools like Google Translate and bilingual staff to assist students who have limited English proficiency. However, these solutions have limitations, especially for remote support. The group discussed exploring additional language translation technologies that could better support these students.
2. Open Discussion
   - The group agreed to document the key issues raised and share them with other committees and leadership to explore potential solutions. Ideas included:
     - creating more instructional videos

- o improving the visibility of student ID numbers in the MyCOM portal
- o investigating technologies that could streamline support for common student questions and needs.
  - AI-powered chatbots
3. Sound Board – tech concerns around campus
   - When new software updates roll out from Apply, it seems that it causes a disconnection of those devices from Wi-Fi
   - Apple products also have an added complexity due to VPN
   - For language translation the committee stated Google Translate works well