



MONTEREY PENINSULA
COLLEGE

Academic Senate

Technology Discussions

2010-2012

December 6, 2012

Academic Senate Technology Discussions

Executive Summary

The Academic Senate of MPC welcomes our new *Director of Information Services*, Mike Midkiff! We are thrilled that you have joined the MPC family and look forward to supporting you in your new position.

Over the past few years, MPC has struggled as a college to effectively integrate technology on campus. In essence, faculty have worried that major technology-related decisions have been made without appropriate faculty input. Efforts have been perceived by faculty as fragmented, cumbersome, and lacking in sufficient infrastructure or tech support. With the introduction of WebReg, MySite, Class Site, and i-learn (now MPC Online), faculty have struggled to understand the differences between the various technologies—when to use what, and what to do when it doesn't work.

We've been frustrated that the Technology Committee has met less and less frequently in recent semesters and that it became a pedestal for information dispersal rather than a vital venue for problem solving with key stakeholders. We wonder if anybody is in the driver's seat for the public website. We're skeptical that thin clients will sufficiently fill our needs. At the same time, we recognize that the current number of computers on campus is probably unsustainable in the current fiscal climate.

The charge of the Academic Senate is to be a voice of the faculty in matters of academic and professional matters. We're hopeful for improvement in the coming months. We hope that opinions and perspectives of the members of the Technology Committee are valued and considered carefully. We like to see that clear processes for technology are established promptly, and information about processes and decisions distributed widely so that we all have clear information. We know that tough decisions will have to be made. So let's gather the input, have the conversations, and establish the priorities. In the end we may not all agree, but knowing what to expect will be much better than the uncertainty we're currently living with.

The following pages outline some of the efforts we've taken in the Academic Senate to address technology issues over the last few years.

In 2010, Superintendent/President Doug Garrison proposed a technology taskforce to address institutional technology issues such as replacing faculty and staff computers in a consistent manner in an era of declining resources. In spring 2011, the Academic Senate discussed the proposed task force at its February 17th meeting. Concern was raised that current funding was not sufficient to meet campus needs in terms of refreshment and sustainability. See Academic Senate minutes: <http://www.mpcfaculty.net/2-17-11/Minutes2-17-11.doc> (Tab 1).

In fall 2011, the Academic Senate established an annual goal to make technology a more user-centered resource at MPC. When it became apparent that the Dean of Technology would retire during the next year, the Academic Senate shifted its emphasis to providing input about how the institution should organize its administration of technology and technology-related services. A task force, known as *The Tech Triage Taskforce* was initiated on October 13 2011, led by Interim Vice President of Academic Affairs, Marty Johnson. See Academic Senate minutes: <http://www.mpcfaculty.net/senate/10-13-11/Minutes10-13-11.doc> (Tab 2). A campus survey was distributed, and resulted in a robust response about all aspects of technology at MPC. It became clear that faculty was deeply frustrated about unresolved issues. See Tech Triage Comments (Tab 3).

The Executive Summary for the 2011-2012 Academic Senate Annual Report advocated for strong leadership from the technology leadership.
<http://www.mpcfaculty.net/senate/GoalsObjectives/AnnualReport2012.pdf> (Tab 4)

In spring 2012, the Academic Senate hosted the Vice President of Administrative Services (Steve Ma) at a meeting to discuss technology issues at MPC, and in particular the need for a strong technology initiative. A key theme that emerged from the meeting was the need to break down the communication barrier between the IT department and end users such that both might reach agreement regarding the nature of the problem, and exactly what needed remedying.

Senate members raised departmental concerns that solutions implemented by IT did not involve sufficient stakeholder buy-in. As such, faculty and students did not regard the implementation of solutions as helpful. Thin Clients were discussed as one example of a decision that was made without sufficient collaboration with faculty or commitment that it was the best solution.

A new measure of urgency was expressed, given the college's increasing reliance on technology-dependent course delivery and the new Institutional Committee on Distance Education (ICDE). Both the Academic Senate and the Vice President of Administrative Services came away from the meeting with Steve Ma with a greater understanding of the problems facing various areas of the institution. See the communication document between the Academic Senate and the Vice President of Administrative Services: <http://www.mpcfaculty.net/senate/Technology/AcademicSenateToSteve4-5-12.pdf> (Tab 5)

Later in spring 2012, The Academic Senate developed a resolution asking that faculty members be involved in major decisions regarding instructional technology at the institution. The main part of the resolution read "Resolved, that any major decisions on technology-related issues that directly impact the instruction of students and delivery of curriculum in our classes (e.g. online course management systems, such as iLearn) will be brought to the attention of the MPC faculty via the Academic Senate and/or the Institutional Committee on Distance Education (ICDE) at all major stages of the planning process." (Tab 6)

In fall 2012, in anticipation of the imminent arrival of the new Associate Dean of Instructional Technology and Director of Information Services, the Academic Senate formulated a goal to "Participate in improvement of technology implementations related to instruction and user-

centeredness.” The focus here was to foster collaboration with the new IT team. Objectives were established for this goal:

- Prepare a summary of past institutional discussions regarding technology concerns (e.g. Academic Senate minutes, survey responses, etc.) for the incoming Associate Dean of Instructional Technology and Director of Information Services to provide a context for technology concerns from the faculty perspective.
- Collaborate with the incoming Associate Dean of Instructional Technology and Director of Information Services on a plan for addressing the concerns and communicating the response to faculty.

In October, 2012 as part of the above initiative, Academic Senate members were charged with the task of again asking their division faculty members two questions:

1. What is the single-most critical technology issue facing your division? (i.e., If you could ask for one issue to be addressed first, what would it be?)
2. If there is something related to technology that is working well for your division, what is it? (i.e., If there’s something that ain’t broke, we don’t want to “fix” it.)

The purpose of this survey was to generate a real time sense of ongoing issues and highlight those that have been resolved. The survey yielded many comments from the divisions, all of which are included in this document (Tab 7).

It is hoped that this endeavor will support a fresh approach to these struggles, and new hope for the campus. Again, Mike, we welcome you to MPC and look forward to further discussions.

-Academic Senate

**MPC Academic Senate Meeting
DRAFT Minutes
February 17, 2011**

Appendix 1

B. COC Report (Possible ACTION item)

- Technology Sustainability Task force
 - This was brought up for approval of proposed members (faculty) at the last meeting, but FH deferred it for further discussion with administration
 - There is agreement that the numbers of computers on campus is unsustainable, question is who will do the work of analysis/recommendation
 - Steve Ma comments:
 - He has an affinity for technology (an important part of his background), question is how things are refreshed and supported
 - Our current plan is not sustainable especially in the current economic climate
 - Prior years there was 250K for tech refreshment, this year 170K, that won't go far
 - Criteria for refreshment:
 - Use some funds for equipment related to technology (e.g. probes in Physical Science), this question of what is appropriate to refresh with these funds becomes fuzzy
 - Bond funds can be used in limited ways
 - Tech is more than computers and infrastructure, it is also support
- Questions/Discussion
 - What is the role of the technology committee?
 - Cascading? If a lab is used 30% of the time, how do we maximize resources during the other 70% of the time?
 - Many labs are in disrepair
 - ST: Technology Assessment/Plan: there is an assumption that this document is

**MPC Academic Senate Meeting
DRAFT Minutes
February 17, 2011**

the guide, but its review via shared governance is unclear.

- Tech refreshment document that purports to spell out the process does not reflect what really happens.
- ST: the TCO referenced is based on 2003 data/situation
- MM: read the tech assessment/plan. It is outdated. Will decisions be based on this outdated document?
- FH: is the tech committee in need of fixing? If so, it should be fixed
- The Senate could ask the Tech committee to meet and ask members (faculty) for renewed commitment
- Facilities Committee is a good model
- MC: there is a hole in shared governance, needs to be revitalized or somehow made vital
- Tech committee is a subcommittee of College Council
- A timeline might give the tech committee a chance to reinvent themselves
- Questions about the funding recommendations
- SM: this is an opportunity to look at things with a sharper focus
- ST: the timeline in the draft charge for the task force is unrealistic, although it states the study should be done prior to the budget process, things are too far along for that to be met
- SM: timeline may need to be extended
- SM: first step is to survey departments; this will help define how we proceed?
- SA: what is our role?
- FH: he was approached with the task force; felt it paralleled the tech committee. Rather than appoint faculty to a task force, the exec council of the Senate had a lively discussion that

2

Stephanie Tetter, Senate Secretary
February 18, 2011

**MPC Academic Senate Meeting
DRAFT Minutes
February 17, 2011**

resulted in a recommendation to have the tech committee do this work. Senate wants transparent functional committees.

- AC: discussion of the process used for allocation of resources. When there is money, decisions get made differently (in other places)
- MM: the Basic Skills task force is getting things done, where the BS committee was unable to do so
- AJ: perhaps a smaller group could focus on the sustainability issues
- SM: does not disagree with Senate on many levels, and is willing to commit some time to this, although the budget issues are quite time-consuming. Technology is a critical part of instruction.
- There are tough choices ahead
- There needs to be an awareness that labs don't belong to a particular department or division.
- SM will get back to Senate.

MPC Academic Senate Meeting

October 13, 2011

DRAFT minutes

Appendix 2

EXCERPT

- Technology:
 - There is a Tech Triage Task Force starting up, effort led by Marty Johnson.
 - The goal of this group is to identify areas where MPC's technology not being user-centered is having a negative impact on student learning.
 - Current faculty members include Stephanie Tetter, Eric Ogata, and Judee Timm. Division tech people are Brian Streetman (Humanities) and Kenya Caldwell (Creative Arts). The group will identify issues that they are aware of.
 - A task force is being formed to investigate the usability of the MPC website.
 - Apparently Rosaleen Ryan is heading up this group.
 - The idea of an outside consultant to help with this effort has been mentioned.
 - More information as it is available.

Stephanie Tetter, Senate Secretary

10/16/11

v.2 10/19/11

page 1

Tech Triage Comments

WebReg:

- WebReg is also very frustrating for registering for classes-I am dreading having to use it for registering for spring classes.
- Registering for the class on WebReg went smoothly.
- Hoping that the new SIS system will improve accessibility to web-reg.
- Students complained last term about either getting bumped off the webreg site or finding it busy when ever they tried to register. students had a hard time figuring out the student email set up and gave up.
- WebReg is a constant problem. Takes hours to register due to limited usage space in system. Took me 5 hours once to register.
- And is it possible for WebReg to allow student names to be printed out on their class schedule? That would help when they come to the Desk to get enrollment verification so they can get their library card
- WebReg SNAFU.
- Web Reg - During registration periods the site is nearly impossible to access.
- Web Reg: the unofficial transcript option needs to be more obvious. Students do not know to select the "ALL SEMESTERS" options in the drop-down menu in View Grades. Also, the new process for figuring out forgotten student IDs is challenging because many students do not remember which email they used when they registered.
- Register for classes is. So easy at othe schools I went to
- Web reg is hard to access, they say it can only handle a certain number of people at a time. Why?
- The email to all students from webreg is not working as far as I can tell
- During registration the students have to sit and click on WebReg over and over again until they finally get in. It often takes them all day to finally get through and then classes have already filled up.
- My listed classroom location, when clicked on, takes students to "off campus" in Marina. My classroom is on the main MPC campus.

Tech Triage Comments

- It seems to me that it's too soon to tell much about SIS regarding WebReg. I, personally, would like more training on how to work on the division website so that as a DOM I could keep my divisions site somewhat interesting and current.
- lots of student complaints that they cannot register for courses because the system is too busy and they must make multiple attempts, sometimes in the middle of the night to register for a course. From the little I have used it, the SIS system seems very user-friendly and a refreshing change.
- WebReg is a nightmare for students to use at the start of each registration period - we shall see if the new Santa Rosa system improves access and can handle more traffic.

Class Site / MySite / iLearn/Moodle:

- My Site and Class Site are just a nightmare. Too hard to understand, too many logins,
- I'd like to be able to have a better understanding of what students are experiencing in ilearn. There are some features that distract them and lead them away from the content on which I'd like them to focus. I don't want students to be distracted or lead down dead end paths and older assignments that they shouldn't have access to in the first place.
- iLearn is the best technological resource the college provides me as an instructor.
- My site -- your site--class site – parasite
- Give us a website that we don't have to change each semester when our sections change.
- Moodle has been working fine with only occasional hiccups.
- the support staff that helped me set up iLearn were also very helpful during the busy first week of class.
- I love taking the Family History Class online. I use Firefox and have not had any problems using iLearn. I've heard that some people with IE were having issues.
- Sometimes understanding Moodle is not the easiest thing, especially if you are not a kid raised on computers who understands computer stuff. Sometimes the lessons have not appeared on time, once this semester it was a week late and put me way behind. Once it posted with only two days before the due date. I have had moodle issues before, but when the class is not available on time, it is really impossible to keep up with the courses.
- iLearn/Moodle is behaving better now---especially with opening documents and transferring files in the assigned order. Thank you!
- Ilearn worked okay, but none of my teachers use it.

Tech Triage Comments

- I would like to use iLearn and Moodle if there were hands-on training provided, more than just one time. If there were one or two workshops offered, I would attend.
- The only issue I've had is with iLearn, and I am not sure if this is the professor's territory or a website issue, but the list of grades shows up funny and sometimes shows the wrong grade because totals and percentages are mixed up.
- While I like iLearn very much, the grade book feature did not work for me this semester and electronic drop-boxes (for homework) were unmanageable for my large class sizes.
- I-learn is difficult to navigate and we have had frequent problems with losing materials. It is not intuitive at all to use and you have to navigate many steps to execute one simple move. For multiple-instructor courses like ours, it is very unwieldy.
- As we upgraded to mpcOnline, the documents and folders did not appear in numeric order as desired. Uploading a syllabus OUT OF ORDER is way too confusing for our students even though each document was identified in letter/numeric order.
- The issues with the iLearn have come from the recent upgrade. Many of the problems are program-related or only able to be "fixed" at CSUMB's level. I spend a great deal of time stumbling around trying to jerry-rig solutions or alternatives. I have become more than frustrated with what is happening and am unhappy with the continuing issues.
- I haven't used MySite much at all and the login process seems to be clunky.
- frustrating course delivery platform (i-learn)
- I dislike mysite and I will not use it. Too difficult. Required to log on too many times. Get rid of it.
- My Site and Class Site do not seem user-friendly. I have difficulty uploading documents, knowing how to format documents and just getting in the sites in general. After several semesters of trying very hard to "get it", I abandoned the idea. Long ago, I used Blackboard at another university, and after one, long training session, I was able to use it.
- As long as students don't try to access online services with Microsoft's Internet Explorer. Mozilla Firefox is the program I switched to and all connection problems vanished when I did. I don't believe this is a problem that MPC has with IE. The problem is with IE itself. For example, after I switched, all my internet activities speeded up significantly.
- The iLearn/Moodle web page is MUCH easier to figure out this semester. I really like having the section in the middle for the weeks assignments, quizzes, forums, etc. I can tell at a glance what tasks are part of the work. The problems I encountered this semester were assignments didn't always record as being submitted when I submitted them. I found I had to check the

Tech Triage Comments

assignments and sometimes submit a second time. When the whole iLearn site went down, I realized that the phone and email contact information was on the iLearn site. I went to the MPC site and spent a long time searching for technical help contact before calling the library and getting transferred to tech support.

- I found MySite difficult to navigate for class information that I needed to download.
- Make it easy for students to log onto their ClassSites the first time. As a teacher, I always get complaints about this.
- The MySite is nearly impossible to navigate. There's nothing intuitive about it. If I didn't know where to find my classes, I would never have been able to figure it out just by looking at the headings.
- I wish I had something more helpful to say. What you're doing isn't working. Mysites lacks functionality and is very, very hard both use and understand.
- Mysites sucks. Get rid of it or revamp it, to hard and difficult to use.
- MySites and ClassSite are absolutely horrible. I had to use it in the past for a class-multiple logins everytime I clicked on something-worst-design ever-not user friendly. I am very glad that I do not have a class using that this semester.
- it would be useful if faculty and staff were provided simple, consistent information about the various components of the site so that they could take advantage of its features (iLearn/Moodle, MySite, ClassSite, etc.) and look forward to using this resource. As it stands now, these features seem to be unrelated modules that may or may not be useful.
- My Site - This is a huge problem. When a person clicks on "sign-in" and enters in their user name and password, the system continues to spin but doesn't allow access.
- My-site is very difficult for both students and teachers. I stopped using it this semester (after many years of struggling!). iLearn seems much more straight forward and helpful.
- Because my primary work at MPC is helping students with their writing and study skills, I don't have a lot of experience with helping them navigate the various parts of the MPC website (MySite, MyMPC, etc.) and my limited experience with it sometimes makes me clumsy in ways that don't necessarily reflect on the effectiveness of the site, but it does seem overly complicated, and I've had the impression that sometimes faculty expect students to navigate through it with a limited amount of explanation, which can make their online assignments challenging sometimes.
- I use MPC online (formally ilearn) for my classes (online and face-to-face) and, so far, that works quite nicely and students seem to navigate it well and I can easily download documents etc.

Tech Triage Comments

- Faculty and Staff need to be sold on the benefits of using these tools; many simply avoid it altogether.

Class Site / MySite / iLearn/Moodle (responses below from Humanities faculty only):

- I'm not using a Class Site now because I'm using a textbook with its own course management system. I stopped using a class site because of this. Also students didn't go to it. I used the class site long ago. It's not user-friendly. It's too hard to remember steps. Double sign in is a problem. My faculty page is too out-of-date, but I have to read the directions. It still has Spring 2010 on it. I worked with Bruce for two hours to get the calendar background not be all white or all blue.
- I don't use a Class Site. I use faculty.net. I'm frustrated with mpc.edu. Multiple login was a problem. Next semester I would like to use iLearn for handouts and ease-of-use.
- I don't use Class Sites. I found I would post assignments, then I'd have attendance issues because students said, "I got the assignment." They haven't served my purposes. It's another task. It's an added task to log in and post assignments. I can't do it in 30 seconds or less for five classes. Some may be able to. I use iLearn for my online class sites. It's a vast improvement over Web CT.
- I used to use a Class Site. I hated the logins. I abandoned it. I switched to iLearn which is by and large fine.
- I use the Class Site extensively. It's not flexible enough.
- I tried the Class Site but students didn't connect. Students wanted it on the public site. They didn't want to learn another system. Some are still trying to learn how to use a memory stick, and I have college transfer students!
- MySite: students are having to log in multiple times. Say a student logs in by clicking on Sign In at the top right corner of one of the school pages, and gets to the first page of MySite. Typically they need to go to their Profile or Content. When they click on either of those links, they get another login screen. Again, once in Content, if they click on any hyperlink to class content, they are getting yet another login screen. There should only be one login prompt to all of any student's MySite.
- I don't use the official Class Site. I teach an online class with iLearn. I use the Internet to check my roster.

Tech Triage Comments

- All my stuff is on faculty.net.
- We help hundreds of students in the library. It's extremely frustrating each semester - triple logins, not being able to find things on MySite. Students often ask why is it so complicated?
- Some examples of problems with Class Sites: I can change the size of body text, but not the heading. Whatever you edit most recently in the announcements goes to the top. You can't choose. And shared documents - they can only be in alpha order. You can't change the name of the document while uploading as well. I used to do that with the School Web Services site. I have three sections of the same class. Every time I put up a document, I have to put it up three times. I can put a link to a document from another site, but then it lists the names of the students of the other site. This doesn't seem good. It would be nice to be able to upload one document to three sites simultaneously.
- (Class Site) Students say, "You can put stuff there, but I won't go there."
- (Class Site) Students didn't connect with it. Students didn't seem interested.
- (Class Site) A couple of times students looked at links I put up. I had to tell them to go there.
- (Class Site) Students don't use it all that much. They're not using it because it's too difficult.
- (Class Site) Students like having their resources in one place and get used to having it there.
- (Class Site) They say they can't log on to websites. They told me at home they need some special thing to sign in. Why is that?

(Class Sites – Do you have a favorite or least favorite feature)

- My least favorite feature is Mysite.
- Just the whole sign in process. I wish there weren't so many hoops you had to jump through to get to a certain action. It's not user-friendly. All the tech people even have to look to see what to do. That's a bad sign. That's your job.
- Multiple logins.
- Can't say I like anything about it.
- Nope. Not excited about the whole thing.

Tech Triage Comments

- My least favorite feature is the login process. There isn't that much I like. I have no favorite feature.
- How many times I have to put my darn code in. I'm very glad Audubon is available on the intranet. The bookstore link is hard to find.
- No. There's the glitch with the multiple sign-on and general non-ease of use.
- Not naturally intuitive. It's several layers deep. It's hard to maneuver around to find things. My MPC search doesn't always lead to the right place. If you don't know what category it's listed under, it's not always obvious.
- (Class Sites moving forward) I'm wondering if it wouldn't have been better to adopt a different platform entirely.
- (Class Sites moving forward) Faculty need to know what my site does and is it easily accessible. What makes it better than having a class section in Moodle? One does have to be a little bit savvy to use Moodle, but it's flexible. Figure out a way to get students to use MPC e-mail addresses. That way I know who they are.
- (Class Sites moving forward) Stop having to log in repeatedly. I click cancel. My document still comes up. I tell something to print and it asks for credentials. I cancel it. It prints anyhow. I can't tell what's being protected. I've heard anecdotally that students get tired of logging in and in and in.
- (Class Sites moving forward) I don't use it, so I can't think of anything.
- (Class Sites moving forward) Don't waste the time on the SharePoint sites unless we can just get one server so you can login once. Students refuse to use it. I like ILearn. It works as a repository. I don't know about grading. I do like that we have a site that is non-commercial. Quickmail in ILearn is excellent. I'm glad we took out who was online at the minute.
- (Class Sites moving forward) None of our stuff seems integrated. Some instructors do things through ILearn, some through Class Sites some through e-mail. It would be nice to have a more integrated approach.
- (Class Sites moving forward) Have one logon. One shouldn't have to log on three or four times. The bookstore link could be clearer. I don't know how my Class Site functions from a student perspective.

Tech Triage Comments

Wireless:

- Same with wifi. Every coffee shop can handle this why can't MPC?
- the attitude about wireless and not publicizing it
- Wifi has been very sketchy this semester...I can only access it about 1/2 the time. The library techs say it is 'too busy' when this happens and it seems to happen a lot this semester.
- Starbucks-like wifi (we have this in Phys Sci, but I'm not sure about the rest of campus)
- Wireless is down a lot
- One issue that has cropped up with my work at the Desk the last week or so is that the campus seems to need more wireless slots. Students are increasingly carrying smart phones which they keep on and logged in. What's happening is other students coming into the library to work with their laptop cannot get online because the wireless slots are full.
- I've also observed students come to the Desk this week trying to do their school work on their smart phone, and I've had some of my Lib. 50 students trying to do and submit Lib. 50 assignments with their smart phone. I think I'm seeing the beginning of a trend....
- Let's get wireless access everywhere, and work with faculty and students to have a simple to use and easy to access and functional class site.
- Wifi- I have slapped 2 \$40 wireless routers into our building (AD) and supplied wireless access to students/staff for the past 4 years. They aren't perfect (and isn't supposed to be there, but IT ignores them) but they work 95% of the time. It seems sometimes we spend on more extensive and expensive solutions that don't seem to be much more effective- and in this case waiting would have been completely ineffective for the last 4 years.
- Need More wi-fi access.
- Wireless is not available in many buildings; did not work earlier in the semester in classrooms on the bottom floor of the BMC building.
- *When our TRiO Learning Center (TLC) was moved from Parking Lot B to the Humanities building, we ran into many Wi-Fi/wireless issues. When we moved into the lab, they would not hardwire the room because we were in there temporarily and it would cost too much to do so. Therefore, we had to rely on the wireless connection, which was hit or miss because the structure of the building. During the Spring, Summer, and beginning of Fall our lab was not fully functional because of this. How do we run an academic tutorial center for MPC students and our Upward Bound students with no internet service? Both the SSS and Upward Bound programs require their students to complete a certain number of hours per week in the lab. Many of our students*

Tech Triage Comments

and all of our staff were very frustrated with the lack of accessibility to websites in order to complete academic work, including college applications.

- The wifi has worked pretty well for me, but a lot of students have had trouble getting on, even when they know the "secret" about how to find it.
- Wireless access is very spotty and undependable. We should be able to access it anywhere in our facility but we can't. Every meeting where wireless (in the faculty conference room) is required takes a set up by our tech
- The other pressing tech issue on campus is wireless. Access is spotty at best and virtually non-existent in many areas. I see this as being an essential service/utility for any institution. It is no longer a convenience -- especially for parts of the campus that are not hard wired for internet/network access. All rooms and offices should have access.
- There is no wifi access in our location on campus.

Student Use Computers:

- I do like the computer access for students in the library.
- I marked #4 for Computers just because there are not enough general use computers on campus for the students.
- I find that the computers in the classrooms do not all have common software installed (quicktime and flash player) and find this difficult when I am teaching in different classrooms.

E-mail accounts (includes login):

- The email is awful, awful, awful, why do you torture students like this? I used to use gmail at my other school, it was great.
- Universal login- students and staff CSUMB migrating to it- we should as well- talked to Brian about how we both spend inordinate amounts of time dealing with logins/passwords rather than helping student with their work. The technology has become a barrier rather than an enhancement to the content. One login across the mympc, email, website, etc.
- Logins -- enough already
- mysites/mpc email accounts and the multiple log on issues
- MPC students do not use their MPC emails (why force them to?)
- The log-in scenario is an odd thing to have happen. login-login-login

Tech Triage Comments

- One default username and one default password for students and that's it. Period. For everything. Reminders of what these usernames and passwords are when the login window pops up. Logging onto a computer should not be a frustrating experience.
- I don't think many students use the email, it is just too difficult. CSUMB uses gmail.
- The formula for a student ID is overly complicated with too much to remember: lobosmpc + \ (which is confused with "/") + the first letter of first name + last name...why does it have to be so complicated? At SJSU, the login for MySJSU is your student ID number + personal password. The login for courseware is (firstname.lastname) + personal password. Much simpler.
- They should be optional - not automatically assigned to all students. There have been problems with staff who take MPC classes being assigned an MPC student e-mail account in addition to their other email account. If mail is sent to the student account it is lost. This is also a problem for students who do not know the student e-mail account exists. They never receive e-mail sent to that account.
- Please streamline the login to student portal. Thank You!
- Why do I have to login over and over
- Another problem with MySite is the Webmail window. It's too small to be functional. I've been taking students out of MySite and showing them the URL that takes them directly to the MPC Webmail login page. Maybe MySite could have an internal link to a dedicated page for e-mail.
- Sometimes students have to log into the network multiple times to access different parts of the Intranet. Again, if a student is having trouble with the login formula, they have to confront this obstacle multiple times within one session.
- The pathway for logging into the network should be much more apparent from the MPC home page. As of now, it's hidden in the upper right corner of the page in--for some reason--gray type (as opposed to black), which almost seems as if we want to hide this function.
- The login process is convoluted and confusing for students. Is there anyway they could just login with their username without typing lobosmpc each time? Also, students on campus have to re-type their login and password several times.
- Overall, too many systems that don't interact with each other, lots of need to log in again and again
- Just to log on takes all sorts of layers of giving user names and passwords. I never know where I am in the process. When I log into Outlook from home I get instant processing, but from on campus its incredibly slow.
- I only use the email when I have to so I cannot comment on that.

Tech Triage Comments

- I never use my email
- I don't use my student email because it's a terrible interface and the arbitrary login name bothers me.
- Students don't know that they can't get email without having been registered in class, frequent problem at beginning of semester. Are you asking for students to complete this as well?
- The email to all students from webreg is not working as far as I can tell
- Contacting students via their MPC e-mail is worthless since so few of them use it.

Library Databases:

- Thank you for NursingLib on the internet tools! Great resource all in one place.
- Library databases appear organized and userfriendly but when it is time to research a topic, the database did not supply full text articles which makes it frustrating for both faculty and students.
- I've taken several Genealogy classes and always utilized the library version of Ancestry for research. I miss that data base and do not find the library of much use anymore.
- After a tutorial with a librarian, the databases were easy to use
- We appreciate the amazing technical support and immediate replies from our library staff with APA 6th edition referencing!
- Library databases are less user friendly than one might like, and are difficult to navigate, when they work
- Really appreciate all the Nursing Resources available on the Library Website.

MPC website in general:

- I do not see a need to have MPC's links on every single page. I have viewed websites from many colleges and I must say that ours is one of the least appealing visually. It is far too basic and focused on links. Rather than having headings like Academics, Students, etc.. with drop down menus our site is just crowded with links and web parts. I know someone spent time on it, but SharePoint is a shortcut and unfortunately the result looks like someone used a shortcut. Being broken into web parts with headings does not look "professional". I imagine the person that built our website has more talent than the site shows because they too were restricted by SharePoint. The colors are not appealing and due to the resizing of webparts on larger screens

Tech Triage Comments

there is a lot of unused space on the main site. So, I hope the school will consider abandoning SharePoint and redoing the website.

- Website design and functionality is a major issue. The site is robust and looks good, but the organization and site structure is nonsensical in some cases. This is ultimately a usability issue. I think that it could be made to be more effective by simply being reorganized and then tested.
- I find our MPC website to be a tad chaotic and heavy in the front. I also do not believe the search function behaves as other website search engines do.
- MPC's website does not have an understanding of the topics or elements on the site and how they may be related to each other. A more intuitive website would promote more use of it and support student learning in a more effective manner.
- The website is not intuitively organized, has many outdated pages, and doesn't even have a complete faculty/staff directory.
- Put commonly used information on the MPC website: faculty & staff addresses, office locations, phones, and email (other than their MPC.edu email, too); finals week schedule and semester holidays at least 2 semesters in advance; etc.
- THE MPC WEBSITE PAGES NEED TO BE USER FRIENDLY AND ORGANIZED. BE SURE TO HAVE UPDATES INFORMATION AND REMOVE DEAD LINKS!
- Website in general is userfriendly and attractive.
- The college web site is terrible, navigation a mess. For example, I have set up a page for The Creative Writing Club and a page for The MPC Guest Authors Series, and I have put a good deal of useful material on my faculty web page, but there is no way for anyone to know these things exist, without stumbling on a link by accident (I have linked them all to each other, and a link to the Guest Author Series page is on the MPC Foundation page, but students and potential students certainly won't find it there!). The Student Clubs page, on which there is a link to the Creative Writing Club page, can't be found by students unless they're told where it is, either. In short, the web site is almost worthless as a resource for current students, and does the college no real service as a recruitment tool for prospective students. (Need I say it doesn't do faculty a lot of good, either?) The fact that many of our students have minimal computer skills makes matters even worse; a computer skills assessment test might be a good idea, to identify incoming students who require training that will enable them to use the technologies they will need to use here. Of course, providing that training would be required of the college, as would providing technology that students will also encounter outside MPC (in short, technology -- in particular, the web site and web reg -- that works like it ought to, and like technology elsewhere works.)
- Money needs to be directed to overall web design rather than piecemeal by each department.

Tech Triage Comments

- mpc website is hard for first time ESL students to navigate
- "Student Portal Information" is not a user-friendly term. Students do not think, "I want to access the Student Portal." They think, "I want to get into my online class. I want to check my class Web site." Why don't we use this kind of language on the home page of the campus Web site? Many colleges have a prominent "Quick Links" feature on the home page, where students can quickly find sign-on options as well as go right to the most popular links.
- Website - hard to find items especially documents for human resources and fiscal services.
- Our web site is confusing. It is hard to find information--almost as if we don't want people to find things! The web site should be better layered or nested--with clear and logical categories. Target people by user type on the front page: Faculty and Staff; Students; Community. The front page should present a clear image of how we want to be perceived and then should quickly get people to the information they need.
- The website in general is clunky and hard to navigate.
- webpage: the A_Z index is so confusing and you have to know how things are arranged to use it; the MPC mission includes "transfer, career (CTE), basic skills and life-long learning" none of these topics appear on the primary directory (list) on the left hand column of MAIN page; try to find the requirements for graduation in any major; does the search actually function with the faculty pages where many put their most important information?
- Instructions or guidelines should be designed to be clear to the person without previous experience with the system. Specialized terminology or task specific definitions should be spelled out plainly for the new user rather than left undefined.
- Organize mpc.edu around what a student does: class schedules are number one, maps & directories (faculty & staff) are probably number two. Faculty/staff web pages don't count as a directory since many don't fill them out.
- The website is VERY user unfriendly. Students complain to me about it all the time.
- sometimes when I am using computers outside MPC it is difficult to bring up the mpc website.
- I'm not actually sure how much of it is supposed to be my responsibility but all the division/department sites are lacking interest, but I don't feel that I have enough web finesse to do much. When it was rolled out, we were given limited training and told to go at it, but all I could do was transfer what was on the old site to the new. I would like to be able to take photos and make it more "creative", but I don't know how.
- Website is difficult to navigate - not intuitive.
- Busy front page (no drop down menu and too much there).

Tech Triage Comments

Faculty / program web pages:

- Software for faculty webpages (using mpcfacity.net) is difficult to use. It has been changed three times since I set up my webpage, and each time it gets harder to deal with. Each faculty member should be able to design his or her own webpage without having to use the MPC webpage template.
- give us something more simple that we can use and manipulate to look and function the way we want it to.
- My experience at Cabrillo College with their Teaching and Learning Center has spoiled me! I found that having a location staffed with "all things technology-knowledgeable" people was extremely helpful in running a successful class web-site and doing things pertaining to online admin and grades well. I feel lost here pertaining to the web and have only set up half of the web site I would like due to the lack of guidance, not for lack of trying.
- Just give us server space to create a website that is easily editable using an easy-to-use program like Dreamweaver.
- SharePoint is far too restrictive. Certain aspects of it might be nice for those inexperienced with making websites, but I have heard many times that it frustrates the novice users as well. For me, I need the freedom to be able to code my website and make it exactly the way I want it without restrictions. I need to be able to use frames and forms so that data can be entered and submitted. To make multiple pages all with the same links means that I have to update each page individually every time I want to change or add a link since I can't do frames with SharePoint (at least to my knowledge). I would also like to have the freedom to choose the background and colors I want as well as not being framed inside MPC's website so that I have the full space available to customize
- The individual sites are very difficult to set up and maintain--not intuitive and not user friendly. Just saving and closing additions or corrections takes 3-4 steps and generates a rash of unwanted emails
- Let's get wireless access everywhere, and work with faculty and students to have a simple to use and easy to access and functional class site.
- It is very difficult to maintain our program webpage. I need help which is hard to obtain in person to load pictures/documents to our page. I wish it was easier to manage. Thank you.
- We appreciate the one page link the library staff developed specifically for our nursing students.

Tech Triage Comments

- I once had a web site that my students could access. Maybe I still do, but i have no idea how to access or modify it. Whenever we have a workshop during flex days, I get frustrated since there is so little help that I give up.

Other/Misc:

1. Tech decisions are driven by back end/infrastructure concerns, and end user interface is an afterthought. That needs to be reversed.
- There is no tech desk or tech support for students. I go to the library and they do what they can, but they don't help load software, or update systems....there is no tech support at all, you are keeping us in the 20th century by not providing adequate technology support.
 - Problems:
 - the way they communicate when a problem is reported
 - communication period
 - an unholy alliance with Microsoft.
 - I am unable to update my own software in any way. I can not even update Adobe and this makes for a really cumbersome system of updating.
 - Slow old fashioned PCs
 - I avoid MPC technology as much as possible.
 - Off campus visitors (who do not have student or staff ID) will not be able to use some functions of the Thin Client (word, printing). This affects the Transfer Center rep visits.
 - Outsource- just because we have a large capital investment in MS products doesn't mean that we continue down that path. We have an overworked/understaffed IT dept and keep centralizing work there- see thin clients- when we should be relieving them. Google Apps comes to mind- CSUMB using it and they have a much larger staff...
 - I guess the overall thing is ease of use. I am a more than full time student, and a self employed tradesman, so when I want to access this material I need it to work, not frustrate the hell out of me. All that being said, thank you for doing good work and providing the resources at all. :)
 - Trying to find any help with Website Support is difficult. There are no phone contacts numbers on MPC site. Only an email address which is fine except if we need immediate help. We are sent to Library for assistance by other departments but I don't think it's the Library who is in charge of the campus technology
 - Why isn't the Kurzweil program set up on all computers in the library?

Tech Triage Comments

- The primary problems that I encounter with IT are: 1) lack of communication; 2) lack of desire to help lab managers when problems arise in lab/classroom settings; 3) dismissive attitude ("not my job!"; "you guys picked this computer/program/server....you shouldn't expect us to help support your needs!"); 4) lack of leadership; 5) lack of confidence across campus that IT leadership is competent, aware, informed, and/or able to guide IT.
- I find virtually every aspect of our campus technology unfriendly and hard to use. Accessing websites or even documents is also extremely slow on campus.
- Technology is a requirement here at MPC, this means that the MPC Library needs to be open with much longer hours, and additional days. Monies and staffing should be increased at the library ASAP. The Library hours should open at 7am and close at 11pm or Midnight. The Library should be open to at least 4pm on Fridays. The Library should also be open on Saturdays from 10 or 11am to midnight, then open on Sundays during the same hours as 1st floor. The first floor and rest of the library should be open during the exact same hours. All computer areas should be sanitized each day (and that includes the bathrooms too.) You need to provide the resources needed in order for students to access and utilize this technology. Again, more money and staff ASAP.
- I don't live near the college so I only use the on line services.
- Add to all of this the meaningless labyrinth of Curricunet, and I'm ready to "log out" for good.
- Clear, consistent, and understandable procedures and policies for replacing old equipment.
- I have had a great help from Kim Panis over the years (thank you Kim!).
- Strong and competent leadership is going to be necessary to improve MPC's technology.
- Technology at MPC is shockingly bad. The "cascade" program for replacing faculty/staff machines is useless.
- Login program in ESSC (and other stations) is old-fashioned and clunky. Should be able to use Enter key, should auto-fill capitals where needed or default to all caps, should not require dashes in numbers. If possible should have on-screen touch pad for students to enter number and make resource selection; should not allow completion unless a resource selection is made. Takes 3 screens to log in, which is 2 too many. Data should be linked to Admissions data so that only registered students can sign in (or be enrolled).
- Incidentally, Kim and Hlemut are both GEMS to work with.
- Yours is one of the easier online school sites to use. I congratulate you on the work you have put into it.
- The problems are not with the technology (other than overpaying) but with the technologists. IT has been a mess for years and it's getting worse. IT seems disconnected from the educational

Tech Triage Comments

purpose of the college and is shot through with competence and autocratic attitude issues. Technology has become mission-critical but as an institution, we are substandard, jury-rigged, DIY, and unable to support teaching in the present, much less the future. Yet no one seems accountable. Suggestion: housecleaning is in order. Stop letting people who don't understand technology hire more people who don't understand technology

- Often I am unable to open and print documents. They simply will not upload to my computer. I get a blank screen.
- Technology presents problems for me. Having said that, if I am walked through doing things and have hard copies of information, I can usually follow the steps. There is sometimes a disconnect between tech support and persons who are very tech savvy, at explaining things at a level that I can understand - there are holes in the knowledge that I have that are not addressed. Also, if I can't make something work, I tend to try doing the same incorrect things over and over again - very frustrating. Having said all this, it must be very difficult to teach to a class that is so diverse techwise.
- At meetings, the Staff toss out terms like "Moodle" and "Monkey" without defining them. As far as I can tell, these are things that had best be kept in a ZOO! It seems to me that the college is spending lots of \$\$\$ on dubious software when I could use a pittance of \$ to improve instruction in other ways.
- Share Point was a huge mistake, partly because no one bothered to talk to faculty and students and find out what we needed and what was easy for us to use. Any changes in the future to our technology need student and faculty input in the developmental stage. And any changes should be tested with real students and faculty early on.
- Leadership: MPC needs strong leadership on its technology issues. We need to hear clear and consistent technology policies. The IT department and Technology Committees should be the driving forces behind these issues. There is often more confusion than clarity on these issues.
- Smart classroom equipment is not replaced in a timely manner when it fails or becomes unreliable - despite repeated requests through the proper channels.
- Access to kml files in Google Earth from off campus
- I rarely avail myself of our website or any "Intranet" "Portals", MPC pathways, etc. because the frustration factor is just too high. We have spotty access on this side of the campus, too many passwords and configurations of logins, etc.
My attitude has always been "Stay away. When they get it together, check it out". I don't know why it has taken so long to even identify that there is a huge problem, but there is, and has been, for a long time. Thank you for attempting triage.
- Here is a specific example of the challenge. Fred created & posted a "scorecard" for senators to complete for the purpose of giving me their opinions on specific points made in the Student Success Task Force Report. Just yesterday, Anita and I tried several times and in several ways to get to the form, to no avail. Lots of good effort has been wasted.

Survey Summary of Technical Issues with MPC Email Accounts

This is a summary of issues addressed regarding the use MPC student email accounts:

1. Students generally agree that *the login to access* their email accounts is laborious at best and serves as a barrier to communication at worst.
2. Instructors don't send messages through MPC student emails because most students do not use or access them.
3. Having students register and sign up for their MPC email address 24 hours after registration dissuades them for registering at all.

Conclusion: The 24-hour lag time between registration and the ability to activate an MPC email account is a barrier to ever seeing this accomplished. For those students who attempted use, multiple logins have been frustrating and dissuaded continued use.

Issues with Using MPC Email Accounts in Online Courses

This semester I attempted to have students in two classes (one online and one on-ground) to register and use their MPC email accounts. These are my observations:

1. Email addresses that get populated to MPC Online course site are those that have been included at the time of registration. Given the 24-hour lag time after registration to activate an MPC email account, the email addresses that get transferred to the online course site are normally a student's personal email address.
2. To have an online student and instructor to use the MPC email account necessitates that the student, 1) activate the MPC email account and then 2) change their profile on MPC Online to reflect the new email account.
3. I encouraged all online students to do this with numerous emails and extra credit. Only 4 of the 30 complied.
4. I took class time (one hour on 2 different occasions) with tech assistance to get students in my on-ground class to activate their MPC email addresses. Although activating these accounts appears to be straightforward, we had many glitches. Even with this amount of time devoted to this activity, there are still several students in this class who still do not have an MPC email account in use for this class.

Conclusion: Unless there is a way that student MPC emails can be activated immediately at registration, it is unreasonable to use them in online courses. Every extra step in activating and resetting accounts are barriers to communication which is extremely vital in an online setting. Online instructors must have a direct communication link BEFORE the courses start and cannot take instructional time to deal with technical issues.

Issues Regarding Online Student Evaluations via Student Emails

Using Class Climate, students were required to receive online instructor evaluations via MPC email. On average, less than 10 percent of all online students use their MPC email accounts so we have been sending out individual survey codes to each student. This has been a laborious task and yet has not yielded any difference in response rates.

Conclusion: In addition to getting students to use their MPC email addresses, we must come up with an electronic solution to get them to access the evaluation survey.

E-mail Account Comments from Survey

- The email is awful, awful, awful, why do you torture students like this? I used to use gmail at my other school, it was great.
- Universal login- students and staff CSUMB migrating to it- we should as well- talked to Brian about how we both spend inordinate amounts of time dealing with logins/passwords rather than helping student with their work. The technology has become a barrier rather than an enhancement to the content. One login across the mympc, email, website, etc.
- Logins -- enough already
- mysites/mpc email accounts and the multiple log on issues
- MPC students do not use their MPC emails (why force them to?)
- The log-in scenario is an odd thing to have happen. login-login-login
- One default username and one default password for students and that's it. Period. For everything. Reminders of what these usernames and passwords are when the login window pops up. Logging onto a computer should not be a frustrating experience.
- I don't think many students use the email, it is just too difficult. CSUMB uses gmail.
- The formula for a student ID is overly complicated with too much to remember: lobosmpc + \ (which is confused with "/") + the first letter of first name + last name...why does it have to be so complicated? At SJSU, the login for MySJSU is your student ID number + personal password. The login for courseware is (firstname.lastname) + personal password. Much simpler.
- They should be optional - not automatically assigned to all students. There have been problems with staff who take MPC classes being assigned an MPC student e-mail account in addition to their other

email account. If mail is sent to the student account it is lost. This is also a problem for students who do not know the student e-mail account exists. They never receive e-mail sent to that account.

- Please streamline the login to student portal. Thank You!
- Why do I have to login over and over
- Another problem with MySite is the Webmail window. It's too small to be functional. I've been taking students out of MySite and showing them the URL that takes them directly to the MPC Webmail login page. Maybe MySite could have an internal link to a dedicated page for e-mail.
- Sometimes students have to log into the network multiple times to access different parts of the Intranet. Again, if a student is having trouble with the login formula, they have to confront this obstacle multiple times within one session.
- The pathway for logging into the network should be much more apparent from the MPC home page. As of now, it's hidden in the upper right corner of the page in--for some reason--gray type (as opposed to black), which almost seems as if we want to hide this function.
- The login process is convoluted and confusing for students. Is there anyway they could just login with their username without typing lobosmpc each time? Also, students on campus have to re-type their login and password several times.
- Overall, too many systems that don't interact with each other, lots of need to log in again and again
- Just to log on takes all sorts of layers of giving user names and passwords. I never know where I am in the process. When I log into Outlook from home I get instant processing, but from on campus its incredibly slow.
- I only use the email when I have to so I cannot comment on that.
- I never use my email
- I don't use my student email because it's a terrible interface and the arbitrary login name bothers me.
- Students don't know that they can't get email without having been registered in class, frequent problem at beginning of semester. Are you asking for students to complete this as well?
- The email to all students from webreg is not working as far as I can tell
- Contacting students via their MPC e-mail is worthless since so few of them use it.

Academic Senate Annual Report 2011-2012

Fred Hochstaedter

May 2012

Executive Summary Excerpt

Make technology a more user-centered resource at MPC (Catherine, Alexis)

Monitor improvement efforts currently underway as of fall 2011 and, where appropriate, assist in institutional efforts to improve the user-centered focus of technology at MPC.

Accomplishments:

- With the news of the pending retirement of the Dean of Technology, the emphasis here switched to possibly reorganizations of IT and technological resources at MPC.

- The Academic Senate had a nice conversation with the VP of Administrative Services, indicating that the Academic Senate is not opposed to reorganization, but what it really wants is **strong leadership from the technology leadership.**

Appendix 5

EXCERPT

Academic Senate

April 5, 2012

Draft Strawman Response to Technology Dialog

Upon my request, on March 13, Steve Ma sent me the following e-mail. A draft Academic Senate response follows.

Hi Fred,

I would like to engage the academic senate in a discussion about various technology topics. I see this as an information gathering session as well as an opportunity to provide some clarification of technology issues. This would be a precursor to a larger discussion with College Council and leading to an open forum for the entire campus. I plan to have similar sessions with AAAG, SSAG, ASAG and COMA. This input may be able to provide some guidance in the development of the technology initiative being considered in the Education Master Plan.

Here is a list of questions / topics that I would like academic senate to provide some input on.

1. What are we doing about wireless access?
2. What happened to tech refreshment funds?
3. Why thin client?
4. What can we do to improve our website?
5. What can we do to improve communication with entities dependent on IT?
6. How can we improve the management and administration of technology at MPC?
7. Are human resources in the various technology areas utilized in the most efficient and effective manner to improve student learning?

I will be asking Alexis Copeland to help me facilitate this discussion because of his long involvement in technology and the tech committee. Sharon Colton will not be present at the academic senate meeting, but will be at AAAG.

Please let me know when we can put this on the academic senate agenda. Thank you.

Stephen G. Ma
Vice President Administrative Services
Monterey Peninsula College District

(831) 646-4040

Alexis Copeland and I have formulated a draft strawman response for consideration by the Academic Senate:

Steve,

On behalf of the Academic Senate, thank you for providing the opportunity for broad dialog on this issue. Technology is of great importance to us; we need systems that are user-friendly and provide clear instruction for student use.

The Academic Senate believes that issues surrounding questions 1-5 have been talked about a lot. It is the last two questions, 6 and 7 that deserve our time and attention. I'll briefly try to summarize faculty perspective on questions 1-5.

1. Wireless. What we all want is very clear: Starbucks- or hotel-style wireless connections. You check into a hotel room, you get a password, you start your browser which goes to a certain page, you enter your password and on you go. The question should be why doesn't ours work like this?

2. Refreshment Funds. The Academic Senate has very little input over this. If the institution relies on year-end balance to fund tech refreshment, it can't reasonably expect to fund technology in years of declining revenue. Perhaps the institution should consider shifting technology refreshment to a line item in the budget.

3. Thin Clients. Faculty are not opposed to thin clients, ***if they work***. What we do get annoyed with is rolling out new hardware/software/whatever, and then having it be a disaster in terms of execution.

4. The Website. The institution has many different websites and the response depends on which one we're talking about.

- The public site needs oversight by somebody.
- The Sharepoint Portal my-site-your-site-whose-site suffers from usability issues. It needs to be scrapped or drastically reconfigured so that we can use it. A great example is the College Council web site. Suzanne is a most capable user who has the skills to put together a great website. But look at it. The meetings are ordered alphabetically rather than chronologically. It's not clear where to click to get to things. This is not because of Suzanne, a most capable user. This is because of the difficulty of using the system. Another example is Leslie Procive, who recently distributed documents on Dropbox.com rather than use the Sharepoint Portal, a function for which it was apparently specifically designed.

- MPCFaculty.net works very well for those users who want maximum creative control. But this one seems to be de-emphasized and minimal support is given to it. The Academic Senate website and many instructional websites are still on mpcfakulty.net.
- Moodle seems to work well and I have heard few complaints from those who have learned to use it.

5. Communication. The Academic Senate believes that communication on campus works well. We do not think that there is something wrong with the structure of our communication systems.

Steve, we'd like the emphasis of the dialog to be on your final two questions, about how we can improve the management and administration of technology, and whether the institution's human resources are utilized in the most effective and efficient manner.

The Academic Senate knows what it wants in technology leadership. It wants a strong leader who:

- Is student and user focused and can test potential systems with usability studies
- Has the technology expertise make informed software, hardware, and networking decisions
- Values the shared governance model so that s/he can obtain input and understand user needs and utilize the Technology Committee to its fullest potential
- Has the people skills to manage and lead IT personnel
- Has the communication skills to articulate problems and possible solutions
- Has the vision to utilize the Tech Committee to prioritize institutional Tech needs and articulate the results and rationale to a broad audience

The Academic Senate recognizes that the current IT structure is decentralized. Some areas or divisions have their own IT support while others lack this type of personnel. There may be inefficiencies in this system. The efficiency of this decentralized system deserves scrutiny. The Academic Senate questions the timing of this scrutiny. Should we engage in an extensive review now, or should we first hire a technology czar/leader who would oversee this type of review?

The same question arises in questions about the management and administration of technology at MPC. The Academic Senate questions whether the overall structure is so outdated that changes are required before new leadership is hired. The Academic Senate wholeheartedly endorses establishing outcome-based accountability for the person hiring into this position and then encouraging them to engage in an extensive review of the efficiency, management, and

implementation of technology at MPC. The Academic Senate would be happy to contribute to or collaborate on outcomes-based expectations of IT going forward.

Thanks Steve, for this opportunity to engage in dialog about technology at MPC.

-The Academic Senate

Resolution: Faculty Role in Instructional Technology Decision Making

WHEREAS, faculty are responsible for instructing and providing services to students:

WHEREAS, faculty decide the pedagogical strategies best suited to student learning of class material:

WHEREAS, faculty manage their classroom environments:

RESOLVED, that any major decisions on technology-related issues that directly impact the instruction of students and delivery of curriculum in our classes (e.g. online course management systems, such as iLearn) will be brought to the attention of the MPC faculty via the Academic Senate and/or the Institutional Committee on Distance Education at all major stages of the planning process.

MPC Faculty Survey Responses: October 2012

- 1) The first technology issue I think needs to be addressed is **waiting lists for classes**. When a student tries to register online for a class and the class is full, they should automatically have the option of being added to the waiting list for that class. If a space opens up, the first person on the waiting list should automatically be added to the class. Gail Bartow-Math
- 2) An equally important technology issue we face is fact that **there is no replacement money for aging machines**. Many faculty members have computers in their offices which are barely functioning. Elizabeth-math dept
- 3) From my short experience teaching Geology at the Marina Campus; I'd make sure the MPC online website works OK as the semester starts. Most of my students had lots of problems logging in. They couldn't access the section's websites for the first 2-3 weeks. I still do not know why that happened (maybe amount of people accessing at the same time?). 'Moodle' is working fine now and all my students use it frequently. Ana
- 4) I agree on the waiting list. I think that should be done automatically. I would also like training on the equipment in the classroom. I would be more than willing to attend a demonstration. One of the issues, of course, is that the equipment is a little different depending on what building you're in. Thanks, Linda W
- 5) I agree with the wait list! And I agree with a system/software (I've used Dreamweaver with success at Cabrillo College) for class/instructor web pages. Also, (this may have an easy solution already) accessing my documents in my Documents folder on my desk top when the MPC net is down would be fabulous. Thanks! Sarah
- 6) I would like some training on the college's system for creating web pages for instructors/classes OR a more intuitive system that does not depend on one using a Windows machine :) Bob
- 7) I agree on waiting lists and replacing aging computers. In addition, I think we should emphasize that we do NOT want a thin client solution – PCs work well for us and don't need "fixing" with thin clients. Hazel
- 8) The need for wifi in the classrooms would be a "pressing" issue. As to what is working well, every classroom that I teach in this semester (three different spaces on campus) has what I need/works with respect to displaying digital imagery. Gamble (Art History)
- 9) Support for faculty to allow them to fully utilize the software for course delivery as adopted on campus. For example, when software is adopted, the package is made available to faculty, and they are encouraged to use it, there may be a couple of classes offered, but there is not a clear method for eliciting help when needed. Often faculty members become discouraged and give up when trying to implement something because of lack of support. I

don't consider instructional techs who are already responsible for maintaining hardware and smart classrooms etc., to be the same people to provide this level of support. It requires a different skill set, and a perspective from the academic side. I'd recommend identified super users for all widely available software programs used for delivering course materials. This would include at least Moodle and web publishing. Currently, I find out the actually "super-users" by word-of-mouth, and then call them for help or support "as a favor", not really within a systematic structure or plan, and sometimes I don't know who to call upon at all. A support service such as a help desk, manned 24/7 would be great. Also included would be a specified standard for responses and "turn-around" time. This could be something like: the help desk person will respond to calls and e-mails within 48 hours with the name of a person assigned to the job, and an expected next step. The help desk would open up these tickets, and the IT department would track them actively through completion. Right now, I mail a group of people who may or may not respond, with very little follow-up if my problem is not solved (or attended to at all). I like instructional techs assigned to each department or division to maintain the classrooms and hardware, but I think they are expected to know everything related to anything technologically related, and in this world, that means everything....all software, hardware and anything in between. That means expertise in specific areas are sadly lacking for department members to call upon to help them move forward. Anonymous

- 10) "Increased communication between MPC IT, Student Financial Services, and third party vendor and technical support staff. At times there is a breakdown in communication when Student Financial Services staff is asked to respond to technical questions related to the vendor software they are utilizing, such as FAMS. There should be a clear and direct relationship between MPC IT staff and any third party vendor the college is using to increase the efficiency in resolving technical issues. It would be ideal for Student Services to have a designated technician, similar to Nursing, Business Skills, Graphic Arts, that can address technical issues related to our needs as mentioned above" Larry
- 11) Integration: We are all standalone programs. Our systems do not connect properly with one another. We do connect with A & R SIS system or with fiscal to be able to explain to students their fees or when their financial aid check will be available for pick up. We need a UNITED front that students have to use their MPC email accounts. We must make sure that students' accounts are given after admissions to the college not after they register for classes. This delays students' ability to complete their financial aid file. Francisco
- 12) "Well stated Francisco and Larry! I spoke about the need for technical assistance in Student Services at PVP yesterday morning as we discussed the future of IT at MPC. What you both have addressed is very similar to my comments!" Carsbia
- 13) If they want the most critical issue that needs to be addressed first, I think linking SARS to Data Mart is by far the most urgent. If you look at the data

at http://datamart.cccco.edu/Services/Mat_Status.aspx, you'll see that the number of students we have "seen" over the semesters are significantly underreported. LaRon

- 14) E-SARS – firewall issue prevents the full use of SARS whereby students could schedule their own appointments from computers off campus. This capability would be a great convenience to students and could save a lot of time for both students and staff by reducing wait lines.
- 15) There is a great need for the wait-list feature of SIS to be turned on or implemented. This would allow students to wait-list classes that are full and would help MPC in enrollment management by seeing where sections could be added (see where the demand is or isn't).
- 16) MPC website could be more user friendly, "it's not an easy website to navigate for information."
- 17) Too many log-ins necessary. We have different log-ins for financial aid, webreg., classes, email accounts... it should be one log-in username/password for all on-campus services.
- 18) Regarding Thin Client: I feel technical support is at the top of my list. I need to be able to present a question and receive an answer. Not search for it, or play trivial pursuit. Currently, we have off-site technical support that we don't have access to. Once data is entered, how can we retrieve it? If we need to run a report and it's not on the drop down list who do we contact and how soon will a report be available? Webreg/student portal – it's very nice to have one place where students can get all of their personal information and announcements, including their transcripts, financial aid, petitions, student educational plans, current class and semester schedule and often the upcoming semester's schedule.
- 19) Website calendar of events is very convenient. MPC online (iLearn) is a great tool and can be used in many ways; it's very versatile.
- 20) The most critical technology issue facing TRiO is the inadequacy of the computer lab in our TRiO Learning Center. While our laptops are in good working order and can be utilized for basic word processing functions, our internet access is extremely poor, inconsistent and sometimes does not work at all. This has been an on-going problem which negatively affects our ability to provide student services (workshops, college applications, financial aid) and students are unable to complete day to day academic assignments. We understand the pressure that Network Support is under and we appreciate the smiles Helmut & Linda always bring when they come to assist. Janine
- 21) Our student computers work well because of B&T control of the computers and B&T lab techs in the building to install software, fix problems, and help students & teachers all with the support of IT.

MPC Faculty Survey Responses: October 2012

Intro

In October, 2012 Academic Senate members were charged with the task of asking their division faculty members two questions:

1. What is the single-most critical technology issue facing your division? (I.e., If you could ask for one issue to be addressed first, what would it be?)
2. If there is something related to technology that is working well for your division, what is it? (I.e., If there's something that ain't broke, we don't want to "fix" it.)

The short survey yielded many comments, all of which are listed on the following pages. As well, a summary of emerging themes was compiled.

MPC Faculty Survey Responses: October 2012

In October, 2012 Academic Senate members were charged with the task of asking their division faculty members two questions:

1. What is the single-most critical technology issue facing your division? (I.e., If you could ask for one issue to be addressed first, what would it be?)
2. If there is something related to technology that is working well for your division, what is it? (I.e., If there's something that ain't broke, we don't want to "fix" it.)

The short survey yielded many comments, all of which are listed on the following pages. As well, a summary of emerging themes was compiled.

- 35) For me, the most critical technology issue is the unreliability of MPC's infrastructure, including suboptimal network speed, crashing servers, and basic access problems due to (I'm guessing) unanticipated yet predictable spikes in usage and/or insufficient testing after upgrades and patches. Following closely on this is the poor usability of basic functions such as SIS, email, and updating of course and departmental web sites. Our local desktop and classroom support staff responds rapidly and effectively to requests for assistance. I would not like to see that changed. Kelly Stack
- 36) Have the IT work with SIS system to edit the system so that 400-level classes show up on transcripts for our students and something to indicate whether the student completed the 400-level course (much easier for us to track with our non-credit certificate program)
- 37) **Make the mpconline login process easier.** First off, it's not very intuitive for a student. Students need to look at the right-hand corner to see the web link (and the page is so busy that it's confusing where to go); then students have to search again for a tiny login prompt. Finally, if they have been successful thus far, they have to look to the left to locate classes. It's not easy to follow and the instructions aren't clear for anyone, particularly for ESL students. Surely the pages and process can be much simpler! Also, if there is certain technology needed (such as adobe), that needs to be made clearer. Many students cannot open files from their home computer and don't know why without a lot of troubleshooting. In addition, make the process for first-time users easier, and keep the prompts for changing password up longer. Finally, make the process for instructors adding new users to their site easier—I always have to contact IT for assistance and it shouldn't be so difficult. (The Webreg enrollment never matches the mpconline enrollment—crazy!!! Can't they be in sync?)
- 38) Add another FLEX workshop on mpconline. The topics include how to set up META courses for multiple-section courses. Molly (May)
- 39) In the MEDA program, almost all coursework is complemented by use of laptops and software designed to realistically mimic workflows in a doctor's office. We use billing programs, digital transcription, electronic medical records and internet resources as well as basic Microsoft Office tools. Challenging is the installation of all the different software programs onto the laptops. It takes considerable time and effort to update all 27 laptops individually and do the usual maintenance (e.g.: update Adobe, troubleshooting, etc.). We are going to use more and more health IT functionalities to stay up to date (or ahead) of industry so that our students are well-prepared with a deeper understanding of the increasing use of electronics in the medical field. Unfortunately, students are also experiencing the real-world shortage of IT support first-hand when laptops are not fully prepared for our labs and activities. It may be efficient to grant the instructor (myself) limited administrative privileges to install programs rather than relying on lab assistants who already have full workloads, aside from tech support. Classroom presenting technology seems to be working very well at

this time. The items chosen for the new classroom add depth and variety to presentations. So far, there have been no glitches. Monika Bell, Medical Assisting

40) Thank you for compiling this info. The classrooms in the Art buildings AC and AS have virtually no internet access. Hopefully this will be remedied in our upcoming remodel. At this point, it is a huge issue, as we need to capture and show images from the web. We have rigged up digital carts with Mac minis, but these two carts must serve ALL of the art classes. Not a good situation.

What is right with our technology is Eddie Gil de Montes, the angel that runs our graphics lab. He is the most knowledgeable and generous resource I've ever worked with. I would suggest him for the tech committee, but I know the faculty are not supposed to recommend staff.

FYI, without Eddie, the art dept would not function at all, in terms of technology. He has single handedly allowed us to become part of the 21st. C. Robynn

41) Regarding my area: Theatre/costume shop.....I am hoping that when that the new theatre opens next spring, that the costume shop will have a computer, a phone and wi-fi technology. I am hoping the Speech lab will be smart classroom with computer and internet capabilities. As of now I have nothing...no phone in the temporary costume shop, no computer, no wi-fi, no computer technology in the T-101 temporary classroom either.....It's a good thing I have an office for counseling where I have all those things. Trouble is I don't teach classes in my counseling office.

Kevin Raskoff/ Andres Durstenfeld	F2012	S2015	
Creative Arts	Jamie Dagdigian/ Robynn Smith/ John Anderson	F2012	S2015
Social Sciences	Steve Albert	F2012	S2015
Physical Education	Mark Clements	F2012	S2015
At-Large	Elias Kary	F2012	S2015
Nursing	Sue Hanna	F2010	S2013
Library	Catherine Webb	F2010	S2013
Humanities	Anita Johnson	F2010	S2013
Business/Technology	Kathleen Clark	F2010	S2013
At-Large	Kelly Fletes	F2010	S2013
Physical Sciences	Fred Hochstaedter	F2011	S2014
Student Services	Mike Torres	F2011	S2014
Supportive Services	Alexis Copeland	F2011	S2014
College Readiness/TRIO	Chris Calima	F2011	S2014
At-Large	Merry Dennehy	F2011	S2014
At-Large Adjunct	Brian Brady		