Santa Fe College
Resource & Planning Council
April 22, 2021
ZOOM Meeting

Minutes

1.0 Welcome and Call to Order

Lisa Armour called the meeting to order at 2:03 p.m. and turned the floor over to Joudi Ayroud, outgoing SG President, who welcomed the new 2021-22 SG President, Trevor Mathisen.

The following members of the Council were present:

Lisa Armour	James Nichols
Andy Barnes	Bill Penney
Joudi Ayroud	David Price
Victor Brennan	Rebecca Rogers
Naima Brown	Dan Rodkin
Gary Hartge	David Shlafer
Jodi Long	Dave Tegeder
Melissa Morris	

The following members were not present:

Ed Bonahue	Rose Christy
Cheryl Calhoun	Lee Delaino
Peter Concannon	Mike Hutley

Recorder: Cheryl Farrell
Guests: Stefanie Waschull and Trevor Mathisen

2.0 Approval of Meeting Minutes – Lisa Armour

April 8, 2021, minutes approved.

3.0 Information Technology Service (ITS) Planning & Budgeting – Bill Penney

Bill Penney, Associate Vice President Information Technology Services & Chief Information Officer, described how current ITS funds were used and discussed future projects. The following five goals, objectives, and next steps were reviewed and summarized:

Production Projects

1. Improve Institutional Performance. This included implementing more online applications for limited access programs and added in the Points Calculation and Pre-requisite checks, which is now done automatically. EAB GradesFirst was upgraded to EAB Navigate. First-year student registration (dual enrolled students and others affiliated with SF) are now on equal footing with peers to register without complete official transcripts. Penney also spoke of the nimbleness of the IT staff in working with the disbursement of CARES act funds to students for earlier outcomes over other institutions.

2. <u>Security/Information Security</u>. It was reported the College was receiving 20-30k fake applications a month at one point. This impacted workload and excessive downloading of MS 365. Security measures were progressively implemented, resulting in the reduction in fake applications down to approximately 100/month.
In addition, 80 new security cameras, at all sites, were added, and 27 new access-controlled doors in faculty areas (K/B) and the Administration Building (F). OneDrive backup systems are is in place to protect all employees' information and the tapeless backup and storage environment now has multiple locations. The E911 emergency notification system has been updated to indicate not only which campus or center you are on, but your office or area as well.

3. <u>Build and Maintain the IT Infrastructure.</u> Penney reported wireless enhancements to greenspaces, center parking lots, and classrooms. The need for daily firewall and spam upgrades were discussed due to the tens of thousands of cyberattacks attempted daily, as was the upgrade to the application servers to the latest IBM version. Penney's final comments were in response to the Network Operation Center (NOC) function. The command center responds to critical system issues by alerting an IT staff member of problems, greatly reducing response time.

Upcoming Projects

4. <u>Embrace high impact practices.</u> The following are current projects or near-term future projects.
    - Academic Plan – The tool provides an overview of progress to the student (all degrees), including percentage of completion for programs, allows students to adjust their plans by adding/removing courses, and displays timeline impacts resulting from adjustments. Advisors are currently working with the tool in test. It will go into production very soon.
    - Expand SF eTime to all staff – Currently Facilities, Finance, HR, and ITS staff are using SF eTime. Additional training is planned, so the system can be used by all staff in the near future.
    - Unified Training Management Solution – This tool will capture training assignments for (FERPA, Cybersecurity, Preventing Sexual Harassment…) and completions by all staff.
    - Automation of data import for Gator Engineering – Hundreds of staff-hours can be saved through an automated system integrated with UF's. Records will be updated daily.

5. <u>Leverage design and technology to create complete, engaging learning environments on-campus and online</u>.
    - Upgrade 55 Classrooms using CRRSAA Funding, so the classrooms are available for HyFlex instruction starting Fall Term. Upgrades include front/back screens, microphones, and sound systems. This will provide significant additional flexibility for teaching and learning.

- Implement SharePoint (Cloud) for document sharing, collaboration, and completion/routing of forms. This will streamline and simplify workflows and communication.
- Implement a system for initiating and tracking work orders for ITS, simplifying clients' process for requesting assistance as well as following progress on projects. There are possible applications of this system in other areas around the college that use tickets for work orders. The goal is for the system to go live at the end of May.
- Implement Microsoft Teams Calling to integrate desk phones, other phones, and computers using Teams. When using a computer, laptop, or cell phone, the origin of the call will reflect the users' office phone number. This implementation is being tested now.

4.0 Closing and Adjournment

Armour addressed the Professional Development piece to be discussed at RPC and has put that on hold until the QEP Town Hall meeting has occurred. One of the QEP video presentations is on the topic of professional development. Once the direction of the QEP is determined, the topic will be revisited at RPC.

The meeting was adjourned at 3:07 p.m.