

# Technology Advisory Committee

Meeting Notes – December 11, 2023

Virtual ZOOM 1:30 to 2:30PM

<b>Attendees:</b>	Erica Reynolds, Carla Grandy, Robin Lee, Ellie Tayag, Alicia Frangos, Angela Zepeda
<b>Guests:</b>	

## Review Technology Plan Goal – working meeting

### Areas of review:

SWOT Analysis

### External Scan:

SWOT Analysis	Change / comment
<p><b>Strengths:</b></p> <ol style="list-style-type: none"> <li>1. Technology upgrades in select classrooms, e.g., hyflex classrooms</li> <li>2. Technology distributed to faculty, staff, and students during the pandemic</li> <li>3. Excellent communication and working relationships between ITS and different constituents. The ITS department at CSM is very strong, responsive, and student focused</li> <li>4. Cabinet support for students not charging fees for some replacement items which could affect students' transcripts and graduation</li> <li>5. Issues involving technology are resolved quickly</li> <li>6. Flexibility for faculty and student technology needs</li> <li>7. Culture of collaboration and buy-in</li> </ol>	<p>#4: As of Spring of 2022, we are charging replacement fees. If items are brought back, then fees are not charged</p> <p>#5: Measure or specific frame. SLA when does initial contact happen. Process &amp; Plan to address dead spots in buildings</p> <p>Add #8: Upgrade desktops to library lab and learning center labs. Purchased additional laptops for circulation</p>

<p><b>Weaknesses:</b></p> <ol style="list-style-type: none"> <li>1. Lack of <i>publicized</i> procedures and information for technology related needs</li> <li>2. Insufficient discretionary funds for deans to address urgent technology needs or replacement of lost or broken items and periphery accessories for circulating technologies</li> <li>3. Many of our classrooms are lacking in terms of environment (physical comfort) of updated infrastructure (HVAC/electrical/wiring) and technology. Inability to create a scheduled replacement cycle to maintain technology and infrastructure for labs due to funding uncertainty</li> <li>4. We don't have a culture of being cutting edge or innovative. As a campus, we tend to let others take the lead</li> <li>5. Increased in-person, phone, and virtual Help Desk support for students, faculty, and staff. Currently, Library staff are putting in IT support work tickets for students</li> </ol>	<p>#1: How can we further stress the awareness of process. New employees: Dean helps with getting a laptop. Replacement: usually faculty requests from ITS. Funding does not come from division budget</p> <p>#3: remove - of environment (physical comfort). Add: of updated infrastructure (HVAC/electrical/wiring) and technology. Inability to create a scheduled replacement cycle to maintain technology and infrastructure for labs due to funding uncertainty</p>
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**External Scan Survey Results:**

Need to add when the data was collected.

Where do you get your professional tech training? Most answered colleague and YouTube. How do we include this in our onboarding?