

College Council Technology Committee Meeting, Minutes

Date: Tuesday, October 18, 2022

Time: 1-2pm

Place: Zoom meeting:

<https://us02web.zoom.us/j/81559350860?pwd=WlRlMG92MEExby91eDh2ZndkRVJxdz09>

Attendance: Brad Isaacson (Chair), Rosa Abreu-Runkel, Monica Berger (Secretary), Anthony Sena, Sanjive Vaidya

Absent: Marco Castillo, Nathan Vaisman

Excused: Anita Giraldo

1. Unofficial vote to approve [minutes](#) from the September 13, 2022 meeting, unanimously approved
2. Unofficial vote to approve the proposed Tech Committee Vision Statement, unanimously approved: "The College Council Technology Committee advocates for future-forward technology infrastructures and services for students, faculty, and staff and facilitates related communication and collaboration among campus stakeholders."
3. Discussion of meeting in person to official vote on everything: SV has offered his office which includes not only a large television monitor, but also excellent hybrid set up
4. The latest on the [Tech Committee OpenLab website](#)
 - MB to check privacy settings, it is currently a private site and not open all OpenLab users; this has been changed now to allow all OL users to see the site; the project, however, remains private as it has internal working documents from previous years
 - Discussion of sharing survey and data: [BI added link to survey results](#), embedded the presentation [into page](#)
 - RA suggested sharing the data in a protected folder in OpenLab RA
5. Other 2022-2023 goals/priorities
 - Discussion of BI's meeting with Provost: Suggested survey of students re. tech loans during pandemic, e.g., tablets
6. Special guest: Rita Uddin

Agrees that an annual survey is good; needs access to last year's survey

Rita responded to our [prepared questions](#)

 - high speed wifi: the problem is a lack of available hotspots in all locations; purchased over 160 access points and are in the process of setting them up but it's a challenging process; has requested capital funding to further improve the wifi so it is ubiquitous; It's not a bandwidth issue. Bandwidth is fine. The problem is the location of the access points and the user. Describes connectivity as a bubble and users may sometimes be outside of a hotspot bubble. Mentions that walls are also a challenge, e.g., in Voorhees.
 - Access for guests—users need credentials in order to log in, guests have to contact CIS in advance although they can get access same-day

- Problems with anti-virus software for guests
- Eduroam, a common service for guest access authentication and encryption to wifi, is a CUNY-wide initiative and slowly rolling out; we have no TDA
- City Tech wifi –There are two distinct networks. Unsecured network (Internet only) does not require dissolvable agent vs. NYCCT secured network (also access to a server) which requires up to date antivirus software
- Hybrid meetings
 - Most larger conference rooms provide hyflex
 - 20 smaller conference rooms
 - Waiting for more money for remainder of conf rooms
 - Offered to provide a list of which conference rooms are set up for hyflex
 - Hyflex classrooms is listed on college website under CIS
 - 10 more will be available by end of semester
 - Request that all classrooms be hyflex
 - Library is tricky as a semi-autonomous tech entity
 - BI we need wireless microphones—
 - Rita—Media services does lend these out
 - Department is now responsible for loaned devices
 - Title V grant includes the creation of hyflex learning environments for students, spaces for students
 - Collab spaces including possibly the library
 - Booths for students
- Listserv
 - We only recently have a communications department
 - Aware that we need easier communication, but listservs can be problematic
- Help desk issues for students
 - Students have to use their City Tech Active Directory (AD) emails to log in
 - Students use different emails for different log ins
 - Students had difficulty resetting their emails because of too many attempts, getting locked out
 - Students were using the wrong U/P
 - Self-service password reset had a problem at the beginning of the semester as well; this has been fixed
- Students and wifi problems
 - Using wrong email (CUNYFirst, City Tech email), didn't know their AD account, related reset problems
 - Devices are too old
 - Some access points are too old for newer devices
 - Importance that users do not connect to the network that is secure unless their connections meet basic credentials
 - Other CUNY colleges or other colleges may be compromising security in

order to provide more seamless wifi access—Rita is confident that our approach follows CUNY CIS protocols without being too onerous

- Computer lab problems
 - CIS doesn't manage all computer labs
 - Has been working with the School of Technology Dean to update labs using Tech Fee monies
 - Working with CLTs and Chairs to roll out virtual desktops
 - Architectural Technology department for pilot
 - Cloud virtual desktop was good, plan to expand it

7. BI thinks we should plan to do a student survey.

8. Nathalie Zarisfi, Director of Instructional Technology & The Technology Enhancement Centers, will attend our next meeting.

Meeting adjourned at 2:00.