

**Mt. San Antonio College
Information Technology Advisory Committee
Group Memory
September 13, 2021**

Fawaz Al-Malood X	Rich Lee	Richard Patterson X	Guest: Chris Schroeder X
George Bradshaw X	Mark Lowentrout X	Robert Stubbe X	Guest:
Michael Carr X	Anthony Moore X	Joe Vasquez	Guest:
Kelly Coreas X	Jai Mehta X	Student Rep 1	Guest:
Maribel Gonzalez X	Jean Metter X	Student Rep 2	Kate Morales (Notes)

ITEM	DISCUSSION/COMMENTS	ACTION/OUTCOME
1. Welcome	Anthony welcomed everyone to ITAC.	Information only.
2. Review November 2020 Memory	The June 2021 memory was reviewed and approved.	The memory will be posted to the ITAC website.
3. Change Management	<p>Anthony shared the concept of a Change Management Task Force. He asked the Committee for recommendations of staff and faculty to join this Task Force.</p> <p>Jaishri asked if this Task Force would also review things like software purchases. Anthony indicated that this Task Force would review system change management items only but that an Acquisitions Task Force should be considered in the future. This Change Management Task Force would have members that attend every meeting and other members that only attend when a change is considered for an application that affects their team or constituent group.</p>	<p>Email Anthony with membership recommendations for the Change Management Task Force.</p> <p>Link to IT Scheduled Maintenance Calendar: https://www.mtsac.edu/it/scheduled-maintenance/</p> <p>IIIC</p>

	The Committee also discussed that there are times in the academic calendar where it is not possible to bring down systems for maintenance or upgrades. IT does maintain a maintenance calendar.	
4. Information Security Training	Chris Schroder shared examples of recent email phishing attempts. He indicated that the College's insurance carrier now requires staff training in information security. Chris also discussed 2FA (two-factor authentication) to protect employee accounts. The verification would go to an email account or as a text message to a cell phone. 2FA is also an insurance requirement. Chris will need the support of ITAC to implement both of these projects.	Information only. IIC
5. Return to Campus	Michael shared an update on the status of Return to Campus. All classrooms and labs were checked, and the computers were either updated or replaced if they had been taken during the pandemic for work-at-home. IT has several large computer orders pending. There is an eight to twelve-week delay in computer shipments.	Information only. IIC
6. Student Laptop Loaner Program (SLLP) Update	Michael reported that the SLLP is continuing to distribute laptops, iPads, and hotspots to students. The SLLP is a joint program with Student Services, the Library, and IT. An order is pending for additional student laptops to replace aging equipment and provide more stock for this program. The current distribution stats for Q4 are: iPads: 250 Laptops: 4,300 Hotspots: 3,600 Maribel shared that the School of Continuing Education is also loaning equipment to students, including 20 hotspots, 90 laptops, and 30 Chromebooks.	Information only. IIC

7. New Print Management System for Students	<p>Michael shared that the College’s student printing vendor, QCI, stopped servicing the College during the pandemic. The QCI solution is also not able to provide service for the MAC 64 bit operating system.</p> <p>IT is investigating two other print solutions, Wepa and Papercut. In the meantime, IT replaced the QCI printers with 10 HP printers, and students are printing for free until a new solution is implemented.</p> <p>George indicated that students ask where they can print, and he suggested adding the student print options to the campus map.</p>	<p>Michael will submit a request to the Web Team to add student printing locations to the campus map.</p> <p>IIC</p>
8. Other Items	The next meeting is on October 4 at 2:30 pm via Zoom	Please forward agenda items to Anthony, Jai, or Kate.
<p>Accreditation Standards IIC: Student Support Services IIIC: Technology Resources</p>		