ISIT Committee meeting of May 4, 2020

The following updates were provided:

1. Academic Technology: Matt Jones noted that professional development meetings are continuing and that Pamela Rivers has requested people to host FLEX meetings (as well as attend) for the start of the fall 2020 semester.
2. Student Success Technology: Dan Hall shared that A & R is swamped with student phone calls and can't keep up. A 3-year agreement has been made to use chatbox (?), an AI device similar to Alexa that can answer common questions.
3. Technology Support Services:
   a. Todd Coston provided updates about the devices that have been provided to faculty and staff during the campus closure. He mentioned that some classrooms will be wired for the hybrid Zoom classes.
   b. Todd also reported that responses to the Annual Employee Survey were at record numbers.

ISIT Committee meeting of September 14, 2020

The following committee information was reviewed:

1. the Technology Processes and Technology Plan, a 3-year document of which ISIT plays a role; the ISIT Prioritization process; and the Strategic Directions (section that involves the ISIT Committee).
2. ISIT charge was reviewed.
3. Committee Goals—select items from Strategic Directions are in our purview.

The following updates were provided:

1. Academic Technology: Matt Jones and Pamela Rivers noted that the number of faculty attending professional development flex sessions doubled from previous years. Sessions are continuing this fall, and the Academic Technology team has weekly office hours for one-on-one help
2. Student Success Technology: Dan Hall shared that chatbox has been really helpful and they have been able to help a number of students connect with Financial Aid, Counseling, etc. in one visit, though the wait has been long depending for some. Most students are happy with the system (not sitting in a hallway for hours).
3. Technology Support Services:
   a. Todd Coston reported that BCSW (on the CSUB campus) is all set up.
   b. Todd also reported that the Chromebook/laptop loaner program is up and running.