**3. Action Items Follow-Up**

**3.1.1. / 4.1. Technology Master Plan** – Cheryl Chapman – reported concerns raised by the Academic Senate regarding the omission of references to the accessibility plan within the proposed IT master plan. Dave Thompson will contact Celeste Ryan and Ann Holliday before reflecting this accessibility issue in the Plan’s 4B version under the Technology Committee Initiative 8, Accessibility & Equity.

The discussion also expanded to include the current CCC website redesign being undertaken by the Marketing Department. Dawn Wilson mentioned the inclusion of icons where users could report accessibility issues in the new platform. The new website is scheduled to be launched sometime in January-February 2019.

**3.1.2. Best Practices Document Draft for storing student data** – Dave Thompson reported that the document hasn’t been procured by Chris Johnston yet. This item will be revisited during the upcoming committee meeting.

**4. Discussion**

**4.1. Accessibility Web Statement** (alreadyreported under 3.1.1) – Cheryl Chapman.

**4.2. Online Education Initiative “Ecosystem Tools** – Cheryl Chapman reminded the committee of the following available student support tools:

Smart Thinking (similar to NetTutor), which can be found in each Canvas course shell when going to settings and Navigation;

[Quest for Success & Smarter Measures](https://ccconlineed.instructure.com/courses/527)

Cranium Café, a career counseling service, whose lead is Paolo Varquez

**4.3. Timely Communication & Best Practices when sending Mass Emails** –questions on how to effectively reach specific populations (e.g. active military only) via email were raised. Dave Thompson mentioned that we should first focus on the process then the appropriate tool (since this is something that currently cannot be done within Outlook). Dawn Wilson and Dave Thompson concurred that sending mass emails should be a centralized process by one person/group (PR) under specific rules. If a unit needs to send mass emails to target specific segments of the Coastline population Dave Thompson will provide support.

**4. 4. GoPrint** – Veronica D’Aquino sought clarification regarding wireless printing services and payment modes across campuses. Dave Thompson contacted Roy Heffelman and later clarified that the credit card payment mode should be up and running at NBC and LJC, whereas wireless printing has been installed only at NBC due to the lack of licenses at the district level. The plan is to make the same services available across campuses, including at GGC this Spring.

**2.1. Reports**

**Canvas Team** – Sylvia Amito’elau reported that the faculty will be able to pass grades from Canvas to Banner at the end of the Fall semester. Training will become available soon.

Based on the number of technical issues noted after the mandatory password reset that took placed recently, the Canvas team sent out messages related to accounts being locked after five (5) failed login attempts. Dave Thompson explained the new schema for passwords (i.e. 12 character, including one number and special character) was necessary due to a number of compromised accounts. He mentioned that another option to prevent accounts from being locked after the five login attempts is to have a multifactor authentication process replace the long password. This is supported by the district (i.e. adding additional layers via different modes or devices to confirm a user’s identity). Sylvia Amito’elau considered this an opportunity for planning workshops on security awareness. Dawn Wilson offered the campus newsletter as a resource for tips dissemination.