

Community College *of* Philadelphia

TECHNOLOGY COORDINATING COMMITTEE MINUTES

MEMBERS: Rikki Bardzik, Latoya Bond, William Bromley, Cory Budden, Pam Carter, Sonny Chang, En Davis, Susan Hauck, Marsia Henley, Beth Hicks, Allan Kobernick, James Landers, Gim Lim, Calion Lockridge, Fran Lukacik, Roger Miller, Will Miller, Sean Morris, Mavis Pogue, Eric Shannon, Yusefa Smith, Vijay Sonty, Jason Stein, Kelvin Veale, Chris Wieman, James Zelenak

ATTENDEES: Sonny Chang, Susan Hauck, Beth Hicks, Allan Kobernick, Calion Lockridge, Fran Lukacik, Roger Miller, Sean Morris, Mavis Pogue, Yusefa Smith, Jason Stein, Kelvin Veale, Chris Wieman

Agenda: 5.19.2021 | 2:34p | Zoom Meeting

- I. Call to Order
 - a. Meeting was called to order by Mavis Pogue at 2:34pm
 - b. Mavis informed the committee that Pam would not be in attendance.
 - c. Mavis thanked everyone for their commitment this year, especially their time, effort and work.
 - d. Yusefa reminded federation members that TCC membership does not roll over and if you have not done so please complete the form if you want to be a member of TCC next academic year.
 - e. Attendance was taken

- II. Approval of April 21, 2021 Minutes
 - a. Review of the minutes and there were no further changes.
 - b. Motion to accept minutes as is – 1st Sue Hauck 2nd Beth Hicks. The minutes were unanimously approved.

- III. Old Business
 - a. Technology Plan Status
 - i. Mavis reported that Pam and Vijay presented the plan to the cabinet. The plan was well received. The committee was thanked for their work. There was one recommendation by Dave Thomas, VP of Community Engagement.
 - a. Under Goal 3 to add Develop and implement a webpage that allows external organizations to initiate contact with CCP for specific inquiries and create a process for the College to respond.
 - (1) Mavis explained the purpose of this addition is because visitors may need help to find information to address their concern. It is similar to a contact page.

Mavis provided an example of how it can be difficult to find information on the CCP web page from her own experience.

- (2) Yusefa asked for additional clarification regarding the addition of the statement especially about the external organization.
 - i. Fran explained that Dave Thomas works with the community. This form would be used when someone from the community can't find what they are looking for on the webpages. They would fill out this form and the request would be channeled to the correct department/area/person to follow-up with the requester.
 - ii. Yusefa suggested the wording could include external and internal.
- (3) Jason stated that there are many parts to the College's webpages. He explained that if you go to the contact us page you are provided with a directory, contact information, phone numbers and email. There already is one inbox that is monitored and information is directed to the correct area. This is not just adding a page to the website but that there needs to be a system and a workflow on the backend. Jason confirmed he understood the request, but the system and workflow is not a technology issue. The webpage is easy to create, but there is no back end and until a system is in place this is not a technology coordinating committee issue.
- (4) Beth Hicks concurred and reinforced that there is no workflow behind the scenes so who is managing the requests, who is directing and whose area is it.
- (5) Jason further indicated that there is no software or equipment to buy thus it does not fall under the TCC's purview.
- (6) Mavis commented that she was looking at this internally. As a College we have so much information on our pages that individuals who are not tech savvy can have difficulty finding what they need. This would be one way to help.
- (7) Yusefa agreed that this is a resource issue but felt this speaks to how our information is presented on the pages. Even savvy individuals can have a hard time finding information. This may be a recommendation about our webpages in terms of better navigation. Individuals are not finding the information that they are looking for and it should be easier to find information. The webpages should be user friendly and they are not. She asked wouldn't user friendly webpages fall under our purview?
- (8) Jason explained that each department has their pages and can design or update their pages to meet user needs.
- (9) Mavis added that there is going to be a redesign of the webpages.
- (10) Jason informed us that the redesign will be a year off.

- (11) In summary Mavis indicated that so far, we have add internally to the statement, remove the statement, or asked if there are any other suggestions.
- (12) Roger asked about chat bots and if this type of technology can be utilized for this purpose.
- (13) Beth explained that we do have AI chat bots. They were attempted with a number of different departments, but have never come to completion. Chat bots are resource heavy as questions need to be specific. It is possible, but it is a great deal of work.
- (14) Jason further added that there are problems with chat bots and updating data as well as coding of data as you need to consider each way a question can be asked. He informed us that user metrics are not that positive for chat bots.
- (15) Mavis suggested a vote to adjust the language or to take the statement out of the plan. A vote was taken. 13 members were present and 8 voted for removal of the statement from the plan.
- (16) Allen made a motion to remove the statement and move the document forward. Jason 2nd the motion.

x. Next Steps

1. Then there was a vote to proceed with the document with the statement removed. The vote was unanimous.
2. Pam will post the document for further comments.
3. Allen asked again about sending the document to IWC.
4. Mavis informed the committee that Pam asked Victoria in General Council and she confirmed that strategic plans do not need to go to IWC.
5. Sue asked questions about the email exchange regarding the strategic plan being combined with the IT plan. Mavis confirmed that both plans were going to be combined.

IV. New Business

a. There was no new business

V. Adjournment, 3:10 pm 1ST Sue and 2ND Allen.