

INFORMATION TECHNOLOGY (FOR CONTINUING EDUCATION)

Date: June 10, 2025

Time: 10:00 AM

Location: Microsoft Teams (Online)

CALL TO ORDER

The meeting was called to order at 10:03 AM.

ROLL CALL (IN ATTENDANCE)

Larry Johnson, Tywana Lawson, Denise King, Jeremiah Jackson, Leslie Bond, Angela Mobley, Jennifer Phelps, Lena Jackson, Jason Freeman

TOPICS DISCUSSED

- Purpose of the college's Information Technology department, why planning is necessary, and what is and is not in-scope for technology
- The alignment of technology with Continuing Education's academic/administrative functions
- Review of the importance of cybersecurity and data-privacy in Continuing Education's work
- Specific technology-related obstacles that Continuing Education staff and students have recently encountered

OUTCOMES

- Current standing of Continuing Education's technology requirements reviewed
- Assessed procedures followed by the Information Technology department, how Continuing Education staff can order IT equipment and services, and explained the correct channels of how to obtain help from the Information Technology department
- Presented how Colleague and other access is granted by the college's business-level experts, not by the Information Technology department
- Presented how the FundFive Register SaaS platform fits into Continuing Education's technology portfolio to make registrations and payment more accessible to students and how the Register platform works on a technical level with Colleague
- Enumerated future technology initiatives that may impact Continuing Education, including: new access points with Wi-Fi 7 capability, the possibility of migrating Adobe Acrobat and Docusign to the new Foxit SaaS platform, a new electronic-forms platform to more securely collect data from employees and students (other than class registrations, which will continue to funnel through FundFive Register), and the issuance of laptops to employees (in lieu of the current desktops)

- More documents, especially those requiring legally binding signatures, will be migrated to Docusign/Foxit
- Asked whether the plan and outlook for Continuing Education over the next 6 to 12 months is sufficient or needs to pivot; participants had the following comments and questions:
 - Denise King: expressed concern that some classrooms and presentation rooms did not have sufficient Wi-Fi access and that speakers on some equipment were not sufficiently loud; Jason Freeman asked Denise King to submit a ticket where she has witnessed issues and the IT department would work with her to resolve the issue(s)
 - Denise King: asked if Self-Service would be a better solution for Continuing Education than FundFive Register; Jason Freeman responded that there is no technical reason that Self-Service could not be used by Continuing Education but there are (a) process limitations and (b) staff limitations in terms of being able to sufficiently customize the Self-Service platform to meet the needs of Continuing Education registration processes, since customization requires a specific skillset (i.e., programming/coding)
 - Denise King: expressed concern that, with healthcare programs moving to hybrid/online, the speed at which FundFive Registrations actually make it into Colleague needs to be sufficient/timely; Jason Freeman responded that he agreed but also indicated that the process is indeed fully electronic, so entering into Colleague should be a “copy and paste” operation; he also expressed the need to encourage students to register ahead of time, where possible, so that any problems can be worked out with the student before the first day of classes
 - Jeremiah Jackson: indicated that staff are receiving “quarantine emails” and is wondering whether it is safe to click on them because staff had been ignoring them until now; Jason Freeman indicated that it is safe to click on them because clicking on them does not release the actual email at that point in time; instead, employees can safely preview the emails, and then staff can request that the emails be released, which signals to IT staff to review the email(s) in question and make an informed decision on whether a release is secure or not

NEXT MEETING

Next meeting will be held April, 2026

ADJOURNED

The meeting ended at 10:58 AM.

Respectfully submitted by Recording Secretary: Jason Freeman