

**KENAI PENINSULA COLLEGE**

**COLLEGE COUNCIL REPORT**

February 13, 2020

KRC – Soldotna, 6:00 p.m.

Department: IT Services

Prepared by: Mark Jensen

5.11

***Mark Jensen – IT Supervisor***

The Informacast server continues to cause problems and the last two tests showed one success and one failure. The engineer continues to try to get it to work reliably.

We are moving the MAPTS users to the KPC network, phones have been ordered and a new switch has been provided by OIT Statewide. We are currently working on solutions to secure their Mac server and it looks like it will move into the IT area so it is behind locked doors and a secure firewall.

We setup two panic buttons on CISCO phones that are in public facing areas, these include the faculty secretary and the Counselors office.

Work continues on replacing all Cisco voice over IP emergency phones with the defective hook switch issue. This is about 35 classroom and commons phones at both KBC and KRC. We are doing this work as time allows since we are all busy with start of semester activities.

Migration of users to Windows 10 is progressing well, Homer is 100% converted and KRC has just a handful left to move over to Windows 10. Migration is necessary because Microsoft support for Windows 7 will no longer be available after January 15, 2020 and UA will no longer support Windows 7 as of February 15, 2020, after that date, Windows 7 machines will no longer be allowed to join the UA Network.

***Don Eide Jr. – Networking***

No report from Don this month. He has been busy with preparations to swap MAPTS to the KRC network which involves racking and configuring a new switch and UPS. He has also been helping with the Windows 10 migration and dealing with other network issues as needed.

***Rob Lewis Jr. – Helpdesk Supervisor and Desktop Technician***

December and January were very busy months. Support for Windows 7 is no longer available as of January 15th so we were required to install Windows 10 on any computers that were still running Windows 7. I started with 40+ computers left to upgrade in December and did almost one per day for two months. As we were closed during Christmas and New Year’s there were a few days I was unable to perform the upgrades.

I also worked with Jon Ralph and Gareth Chesley at the Kachemak Bay Campus to implement a new security camera system on their campus. They have begun running the necessary wires and I will be assisting them with the camera and server deployment in February and March.

***Gareth Chesley and Jon Ralph – KBC Network/Desktop/AV Technician***

Planned and executed numerous upgrades in the P202 classroom over Winter Break including installing a third TV display, moving the rear VC camera, replacing a failed amp, rebuilding the audio matrix configuration and taking the steps necessary to integrate the P200 Commons speaker system with the main room for large events

Planned, built up, and deployed three new “Zoom Stations” for use by students taking distance classes on campus

Prepared for Spring VCs and the full transition to Zoom including orienting faculty, attending conference starts and troubleshooting Zoom issues which occurred that week before classes started

Planned and purchased equipment for the deployment of a security camera system on the KBC campus this spring

Worked on professional development activities including Jon completing the first half of the “Powershell in a Month of lunches” and Gareth completing Extron’s Audio, ProDSP, Video, Connectivity, and Streaming Principles certificate courses

Provided setup and IT support for numerous non-standard spring events such as Convocation, Nursing Hurst Course Review, KBFPC Foraker Meeting, MAPP Meetings, Women’s March after Party, Sarah Vance Event, RRANN Meeting, Women in Agriculture Meeting, Alan Boraas Event, Marine Mammal Stranding Event and Public Square Jonathan Ross talk

Performed biannual patching and maintenance on many public computers including all Classrooms, Access Lab, Adjunct Office, Library, Commons, etc.

Spent extensive time troubleshooting and resolving issues associated with the new audio/video questions in the nursing HESI exams

Upgraded software for Nursing Lab sim manikins as well as resolving issues with KBC-PMED SSID and testing the equipment for future simulation sessions

***Spring Sibayan – AV/Desktop Technician***

Cheryl Siemers, C.O. Rudstrom, Sondra Stuart and I have been planning the layout and discussing needs for the new Alaska Native Language Lab in the Brockel Building. This space is going to support videoconferencing, local video and audio recording and traditional lectures/classes. Target completion is for the fall 2020 semester.

Zoom’s new system has made some of the older, but reliable videoconference hardware incompatible with some features for conferencing. I replaced the equipment in Ward 116 and 118 with one videoconferencing setup from the library and equipment taken from the former Anchorage Extension Site classroom. These were done over the Christmas break and the students have been satisfied with the classes. These rooms were also used as overflow for Alan Boraas’ memorial in January and that was successful as well. CTEC 105’s conference room has the same equipment that 116 and 118 had and I plan on decommissioning that hardware this semester. That room will be equipped with a computer and desktop conferencing hardware.

I’m sometimes assisting Rob Lewis with the faculty and staff computers he’s migrating over to Windows 10; I’ve done at least a few during this scramble to get the rest of the Windows 7 units over to Windows 10.