

Board of Director Meeting Minutes of



J. Norman states regarding the DUO implementation, I have received the 3 questions that you have given me which all basically relate to one specific point. That is in regard to when a student loses access either through change of phone or do not have their phone with them in their presence or let's say. From our standard, one of the things that we would highly suggest from you and to mention to our student body, is that there are multiple ways of contacting IT. Now of course there is an issue when a student loses their phone, and their own sense of authentication is their phone. They have no way of physically emailing the IT support, so in that case, we do have a telephone number that they can contact to report service issues, which is our 885 help line. That is our direct IT line that a student can either communicate with a live person or just report their issue. For example, we have the learning commons in our library area that is one source where students can go immediately and get



A. Yunker states I tend to talk here in the General Studies Department which is primarily focused with first year students and sometimes second year students. There is a big issue, not necessarily conflict, but sometimes the students do not have those devices. What exactly the students do at the front desk to get them access? Is it a code or do they remove the DUO authentication for that one time? How does that process go for them to get access?

J. Norman answers you mentioned a couple different issues all into one thing. For instance, the simple fact that they do not have their phone, I will look at that situation first. If that is the case, students can walk up to the service desk and the process is that students give them their net ID because we need to verify who that person is. Once that is vetted then we will go into our systems. In this example, they have a new phone and have that new phone with them, we will remove the other phone. It will take a second for them to self-enroll that new device which can be done in a matter of five minutes or so. Now, you had mentioned another scenario, where a student does not have a device at all. We do allow a security token and these security tokens are used for certain situations where some students do not necessarily even want to use



especially during the beginning of the school year. Of course, that could be the most traumatic time because we have students moving into dorms, you have faculty coming in, and all these different things. We have to segregate our tickets that is really critical and those ones that has the access is the most





sensitive enough to say and not to say if they are not sensitive, but the goal is to make sure that we are all aware that these things can happen. We are all on the same page and once they do happen, “how can we rectify that issue now as a faculty?” I would take some of those into consideration and basically try to accommodate that student understanding that issue which is not to say that all faculty are alike, there are some that are just make sure that things are exactly the way they are but that is a conversation that you know may be held at a little higher level to see but I am hoping that it does not need to because I am hoping that we come and try to resolve those last minute issues. We have also discussed that we have been



J. Norman states the first step is to make sure that we get to do service support in place. I think that is the number one thing and getting that support in place quickly because that will eliminate all the secondary issues. Our goal is to try to reduce that time when you are on campus to come directly to the tech lounge because they can help you on the spot. You can go to the learning commons, and they can help you as well, they may put a ticket in and tell you to go over to the tech lounge. Also, you can pick up the





religious exemption, or you are not coming to campus. If you do put that you are not coming to campus and then you do decide to switch into an in person class, there will be a block put on your registration. Be mindful that we are looking at that. We are also looking at testing to make ensure that following up on those pieces. I want to make sure that you all know that Jennifer Luna from Recreation and Wellness has been saddled with COVID compliance and awareness. As we move forward in the Spring and in the coming Fall, there will be more campaigns done around that, but we are working towards to hopefully see more in person activities next semester and classes.

A. Pajes states there is East Bay Inaugural First Generations Student Recognition week coming up in the beginning of November. It is also aligning with the National First Generation Student Week, which they are asking on Tuesday the 9th from 12:15-1:15 PM, if anyone of us would table out there and represent ASI. On top of that, keep in mind and on your radar they will also be sending out social media graphics which we can share that on social media. I will talk about this all again in the near the near future.

K. Dhillon states that next Thursday, the Future Steering Committee is having a town hall starting at 11:30 AM on Zoom. I highly encourage you all to go to that. So far in the past couple weeks, I have





think that is different than in the past and the hold will be placed November 1st. That will be short time to take care of it so please spread the word. Good luck with advising and registration!

K. Caro states I wanted to say thank you to everyone for all of the support! I would not be able to share my reading without all of you. Thank you for showing up and thank you for supporting me. I will not be able to make it to office today, but I hope you will have fun!

53:23

X. ADJOURNMENT at **1:11 PM**

Minutes approved by:

Chair of Board

Name: Kristina Caro



Kristina Caro (Nov 10, 2021 16:49 PST)

Minutes approved on:

11/10/2021

Date:

