Technology Across the Curriculum Committee Agenda	**12/01/2023** **11:10am-12:00pm** **WebEx**

Members: Justin Barnaby, Katheryn Chiapelli, Robyn Corey, Co-Chair Bruce Farris, Co-Chair Bill Garlick, Andy George, Kellee Goff, John Hendzel, Jennifer Hilker, Dan Holt, Susan Jepsen, Megan Lin, Jim Luke, Robin McGuire, Chris Richards, Dennis Pipper, Kathy Robinson, Paul Schwartz, Marc Smyth, Joann Silsby, John Szilagyi, Mark Tesone

Agenda Review/New Agenda Items	
Multifactor Authentication (MFA) Pilot **Notes:** Information security audit, best practice, insurance provider all have requirement for MFA in our security posture. The college has been working on rollout and is now ready for a pilot and looking for a small group of early adopters that could help us work out any issues. Paul has reached out to TAC looking for volunteers who would like to participate. Please email Paul if interested. Enrollment will occur from December 4th through December 18th with enforcement to being on December 18th. Primary factor will be the DUO mobile application. Other options will be available for accessibility or technology limitations. Workstations will not have an MFA requirement, but could in the future. Pilot will take place for about a month with feedback touchpoints along the way. Lessons learned will occur on January 22nd. Intentions to roll it out to the broader campus in February. Questions: *Could DUO mobile application and hardware token be usable at the same time?* Yes. Also talked about the helpdesk support when a phone is out of battery or not accessible. Yubikey, DUO token are options, and all could be used for MFA. *Question on uses of personal phone and hesitations.* Lessons learned from other institutions doing the implementation most were successful in asking for personal device usage with hardware token as secondary option. LCC will encourage DUO mobile application but will support hardware tokens.	Paul Schwartz

Email, SMS will not be options at LCC. They are costly from a maintenance perspective and is not recommended from a security best practice. LCC will not allow these means.

Concern about startup time logging into class and having additional barriers with MFA push. Desire to keep in mind in the future.
Not currently planning on workstation implementation but will take this into account in the future.

Clarification question on accessibility.
Smartphone doesn't work, token doesn't work, engage with the helpdesk and explore other options

Will Duo also be used for logging into the VPN?
Yes will be in front of VPN and VDI.

Leadership recognition that the school is using personal equipment. Token effort to indicate that it is known. Symbolic. Especially in the context of culture of care.

Helpdesk process for validating end user
Same process they use today for validating account information will be used.

Helpdesk support hours.
Will explore this for the future and the pilot testing phase.

Is there a plan for students in this rollout?
Currently we are not recommending initial rollout to our student population but is a consideration for the future as the security needs would warrant. There is a balance of protection and student experience.

Is there an option for "do not ask for 14 days" (Or similar verbiage) after logging in?
There are options but not recommended for MFA. We are allowing a full business day from the initial implementation. Intention to pass MFA authentication across the systems to minimize the number of times a user is asked to engage MFA.

Will student employees be expected to do MFA?
Yes.

How will it revert back when they are no longer to a student employee.
Will need to confirm but our systems will make their role back to just a student rather than additionally an employee.

Questions on the exact use cases when using outlook client or the app, what are the specifics on how that will be?

These will need to be explored and documented in the pilot. *Questions on moving between devices, or moving from office machine to classroom machines, how often will MFA reprompt?* Will learn more in the pilot. Hopeful it will be each device based on security requirements. *Do you have to register each way you want to use MFA (e.g. mobile, tet, phone call, or fob?)* Enroll the factors initially but will not have to specify by each device they want to do.	
AI Workgroup back brief Group has met to talk about overall focus, a few key themes have emerged: - Keeping others informed on development of this space - Education and training for usage and what to be aware of - Guidelines for use - Engaging with students Information shared from TAC members: Trends occupational conference – AI Session that some attended - Use of AI for helping students with learning needs or accommodations. College autism network conference. - Students on the spectrum how they preferred using LLM to be able to get direct responses and engage in a better way. Additional Feedback shared: One of our faculty members presented at the Tech Careers: Men of Color. He presented a short session on AI. It entailed: I put together a few short clips illustrating how emerging technologies are helping to quickly usher in AI and define what Generative AI is including what it can and can't do. Then we used Microsoft Edge to explore Chat-GPT. Both groups were engaged asking questions and staying longer than scheduled.	Bill Garlick
<u>Other</u>	All
Task Log Review	

Technology Usability and Training

Next Meeting and Call for Agenda Items
Next Meeting: January 12, 2024 11:10 am – 12:00 pm