# Technology Advisory Group

Board Room – District Office, Room 102

2:30 p.m. – 4:00 p.m.

**Meeting Minutes for May 2, 2019**

**Members Present:** Jorge Forero, Jesse Gonzalez, Susan Hoang, Dean Hopkins, Scott James, Jim Kennedy, Cherylee Kushida, Mary Mettler, Alfonso Oropeza, Sergio Rodriguez, John Steffens, Amy Styffe, Garradan Simmons - SCC Student

**Members Absent:** Tammy Cottrell, Daniel Oase, Pat Weekes, Estefania Perez – SAC

**Guest:** Stuart Davis

**Discussion**

1. Call to Order
   * Meeting called to order at 2:30 p.m.
2. ITS Satisfaction Survey results

* Mr. Gonzalez shared the ITS Satisfaction Survey results from July 2018 to April 2019. The survey is anonymous and voluntary and is provided as a separate link using Survey Monkey which is not tied-in to the Help Desk ticketing system.
  + Most issues are non-recurrent.
  + Majority of requests are related to Account or system access. Adding more categories might be beneficial.
  + Participation based on locations: SAC (30%) SCC (41%).
  + Overall, Mr. Gonzalez is very pleased with the Help Desk ratings in terms of professionalism, courteousness, helpfulness, timeliness of response, usefulness of the ITS website.
  + Since the survey is anonymous, we are not able to follow-up on critical issues. Mr. Hopkins recommended that a “Contact Information” be added as an “Optional” field.
  + Ms. Hoang suggested to have a category in the survey for classroom issues.
* ITS is in the process of evaluating other ticketing systems that are equipped to accommodate both project management and break/fix issues.
* Discussions ensued.

1. Districtwide Technology Planning Framework Adoption - ACTION

* Mr. Gonzalez presented the final updates of the draft. The only recommended modifications requested were to update the Master Technology Goals in the following way:
  + In goal 1.d. – Replace the word “enhance” with “improve” for better readability. For example:
    - Enhance internal and external web resources and mobile applications to **improve** ease of use for students, programs, services and operations. (III.C.4)
  + In goal 5.d. – Include ADA compliance to make it clear that the goal is about accessibility for disabled individuals. For example:
    - Ensure that technology resources at all locations are implemented and maintained to assure **compliance with the American with Disabilities Act (ADA) and all applicable accessibility laws and regulations**. (III.C.3)
* Mr. Gonzalez explained how the framework components align through themes, goals and initiatives, as well as implementation of strategy through projects.
* This project was a collaborative effort with representatives from SAC, SCC and the district office and it considered the current external & internal environment. For example, Gartner review and Educause research was included for external analysis. For the internal analysis, the Strategic Themes were aligned with SAC and SCC’s Educational Master Plans as well as the District’s Master Plan.
* The framework will continue to be a “living document” which will get updated and assessed as deemed necessary.
* Mr. Rodriguez suggested that the Funding Request Form be included in the plan at the college level.
* Mr. Gonzalez called for a motion to approve the Districtwide Technology Planning Framework adoption. A motion to approve was made by Mr. Rodriguez, seconded by Mr. Kennedy and approved unanimously.
* Discussions ensued.

1. Technology Update – Colleges

SAC – J. Steffens

* Early Alert task force made a formal recommendation to adopt Starfish – Early Alert and Predictive Analytics and Student Success.
* At the state level, the State Chancellor’s Office is paying Hobsons to make some changes on the Starfish system based on feedback from 40+ California community colleges that are currently using the system. One of the reasons is to support non-instructional attendance tracking. They are also re-negotiating new pricing agreement since the current one will expire June 2019.
* Scaling of Online Ed Plan and related technologies – hoping to get launched by Fall to comply and support a mandate that every in-coming freshmen (3300 total) should have an Online Ed Plan.
* ACC Student Help Desk – will be closed for Summer 2019.
* SAC website re-design project is in-progress. Will be contacting the district Web team for assistance and consultation.

SCC – S. Rodriguez

* Elumen went live but still finalizing which authentication protocol to use. LDAP now & ADFS later.
* Guided Pathways – Counseling department conducted a presentation on Degree Audit and Online Ed Plan.
* SCC has been approved to hire their own Webmaster. The title (Digital Media Specialist) and job description modifications are still in works.
* Multiple Measures went live April 2019 and going full steam. Working with ITS on fine-tuning programming codes and logics to help close some gaps.
* SOC codes (Standardization Occupational Codes) – codes exist in Colleague on the H/R side but would like to leverage for use on the Academic program side. Mr. Rodriguez will submit a project request to ITS. Mr. Davis provided briefly that based on his team’s research and findings, we should be able to accomplish this request without going through customizations in Colleague.
* Emergency Preparedness Plan – Mr. Rodriguez has been appointed by SCC Campus Safety as the point person to provide data during an emergency. Mr. Gonzalez proposed to schedule an off-line conversation to discuss what support and resources are needed.
* Mr. Rodriguez asked if we should start a SARS replacement taskforce so they can begin a system assessment. Discussions ensued.

1. TAG Meeting days proposed for next Fiscal Year

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| --- | --- |
| **2019** | **2020** |
| September 5 | February - TBD |
| October 3 | March 5 |
| November 7 | April 2 |
| December 5 | May 7 |

1. Approval of TAG Minutes – April 4, 2019

* Mr. Gonzalez called for a motion to approve the TAG Minutes of April 4, 2019 meeting. A motion to approve the minutes was made by, Mr. Rodriguez seconded by Ms. Kushida and approved unanimously.

1. Other

* Follow-up on Ms. Kushida’s inquiry from last TAG meeting – Mr. Gonzalez shared that as part of the ADA consultant’s recommendation of hiring an ADA Compliance Officer and Instructional Designer for SAC & SCC, the colleges should follow the process involved in hiring and approval of these positions at each location.

**Informational Handouts**

* ITS Satisfaction Survey results
* Technology Planning Framework
* Tentative TAG Meeting for 2019-2020

**Next Meeting Reminder: September 5, 2019; Board Room (DIST-107)**

**Adjournment**

The meeting was adjourned at 4:00 p.m.