

**RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT**

[Website: Technology Advisory Group](#)

**Agenda for October 7, 2021**

2:30 p.m. - 4:00 p.m.

<https://cccconfer.zoom.us/j/94554895244>

1. Technology Project listing, September 2021 (10 minutes) – Forero
2. TAG Accomplishments and Goals:
  - Review of 2020-2021 TAG Accomplishments (5 minutes) - Gonzalez
  - Approval of TAG goals for 2021-2022 (10 minutes) – **ACTION**– Gonzalez
3. Colleague Cloud Self-Hosting: Updated proposal from Ellucian (10 minutes) – Gonzalez
4. Canvas Studio (10 minutes) – James
5. Technology Update – Colleges
  - SACTAC – Steffens (10 minutes)
  - SCCTEC – Rodriguez (10 minutes)
6. Student experience with technology:
  - SAC Student – Angel Michael (10 minutes)
  - SCC Student – Jacob Bereskin (10 minutes)
7. Approval of TAG Minutes – September 2, 2021 (5 minutes) – **ACTION**– Gonzalez

**Next TAG Committee Meeting:** November 4, 2021

**The mission of the Rancho Santiago Community College District is to provide quality educational programs and services that address the needs of our diverse students and communities.**

## TAG Accomplishments 2020-2021

1. Produced new 2021-2024 Strategic Technology Plan.
2. Approved and adopted Districtwide Initiatives for FY 2021-2022 into the Strategic Technology Plan.
3. Maintained computing standards updated.
4. Reviewed and updated TAG's purpose statement.
5. Identified gaps with funding for computer replacement plan and provided potential recommendations to address them.

## TAG Goals 2021-2022

1. Approve and adopt Districtwide Initiatives for FY 2022-2023 into the Strategic Technology Plan.
2. Maintain computing standards updated.
3. Have TAG student representatives identify critical technology projects to be executed against the 2021-2022 Initiatives within the Strategic Technology Plan. Hand off to operational groups for execution.
4. Hand off recommendations to address issues with computer replacement plan to appropriate groups for execution. Establish cadence to check on progress.

**Technology Advisory Group**  
Zoom Meeting (Invitation shared via Outlook)  
2:30 p.m. – 4:00 p.m.

**Meeting Minutes for September 2, 2021**

**Voting Members Present:** Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Scott James, Cherylee Kushida, Adam Morgan, Sergio Rodriguez, John Steffens, Angel Michael – SAC Student

**Voting Members Absent:** Pat Weekes

**Supporting Members:** Thurman Brown, Dane Clacken, Jorge Forero, Michael Hoang, Tara Kubicka-Miller

**Guest:** Noelle Dassler

**Discussion**

1. Call to Order
  - Meeting was called to order by Mr. Gonzalez at 2:31 PM.
2. TAG introductions, membership, responsibilities and purpose
  - Brief introduction by each member. Scott James from SCC is the faculty co-chair for FY 2021-2022.
  - Mr. Gonzalez made mention of a couple of membership changes; Adam Morgan as the new voting faculty member from SAC and Tara Kubicka-Miller as the new supporting faculty member from SCC. Mr. Gonzalez proudly announced that student representatives are now voting members. Angel Michael is the student representative from SAC. Student representative from SCC has yet to be identified.
  - As a refresher and to update the new members, Mr. Gonzalez reported that the TAG membership, responsibilities and purpose has gone through a very thorough review. The new structure has been approved by TAG and District Council. Mr. Gonzalez elaborated on key areas.
3. ITS Annual Report
  - Mr. Gonzalez provided general summary of the report. The projects tie in with the districtwide initiatives from the Technology Plan and in accordance with accreditation standards.
  - Emphasized on the top ten initiatives per number of projects completed and which he reported on the major areas. There's a total of 729 completed projects and 13,575 total tickets closed.
  - The report provides point of view on how projects are categorized, prioritized and executed within the operational teams, Infrastructure, Applications, Web, Helpdesk, SAC and SCC. These areas are divided between four ITS directors. Mr. Gonzalez also expounded on the roles of each area by using the "house" analogy to establish better visual perspective and understanding.
  - The directors reported on the different metrics of their designated areas as follows:
    - Infrastructure and Security: Dane Clacken – (234 projects completed)
    - Enterprise Applications: Stuart Davis/Jorge Forero – (252 projects completed)
    - Web: Thurman Brown– (59 projects completed)
    - Helpdesk: Dane Clacken– (14 projects completed)
    - SAC Academic Support: Michael Hoang– (60 projects completed)
    - SCC Academic Support: Thurman Brown– (110 projects completed)

4. Technology Project Listing, August 2021: Mr. Forero provided updates on key items within the Top 10 projects and referred to what the color legend denotes. Peach – Top 10 projects; Purple – Epic which means this has various projects or sub-tasks.
  - Implement TouchNet Payment Center: This project is pending, awaiting the SSO implementation in October but the Apps team has reconvened communication with TouchNet and working on logistics to go live. Target go live to be by the end of October.
  - New Data Elements for Research Data Warehouse: A new project request from Research to be able to add data and metrics to make better informed decisions. Mr. Forero made emphasis that this is a good project example that falls under data quality initiatives.
  - RG0544 Implementation: Additional feedback has been received from Fiscal Services and will schedule for testing.
  - Student Veteran Certification Changes Notification Alert and the New Software – VA Works Software: Currently in the discovery design session, assessing solution and target dates.
  - EPIC: Canvas SIS Batch Process Changes Until 12/31/31: There are several events/subtasks (submitting reports, run queries) that need to occur on specific timelines.
  - EPIC: Starfish Implementation: 7 subtasks has been completed to date.
  - Mr. Forero provided a visual chart showcasing project trends. Figures captured under each month are from the month prior.
5. Self-Service Update: Mr. Forero provided details on key accomplishments, milestones and other updates.
  - Key accomplishments within the last 4 years: Advising module, Student Planning module, Financial Aid.
  - Faculty module is partially operational.
  - We have been able to transition some functions that are considered customizations in WebAdvisor to a standard configuration in Self-Service. Standard functionality provides a more stable and reliable environment and makes it easier to manage.
  - The plan is to roll off from WebAdvisor by fall 2022. We should have a detailed and much clearer plan by the end October.
  - Reinstatement of students after add period: Ms. Kushida commented that she recently learned this functionality is not available in Self-Service. This involves a hard copy format signature process. Is there an effort in the works to address this? Ms. Dassler spoke on a couple of areas for clarity and referenced possible alternative solutions. Mr. Forero stated that feedback and other concerns will be added to the deployment roadmap.
  - Mr. Forero noted that ITS hopes to cutover all functionalities in WebAdvisor to Self-Service if feasible. We are working with Ellucian and expecting a favorable outcome. This is a major undertaking and ITS is aware of the high-level risk involved.
6. Technology Update – College
  - SACTAC – J. Steffens: Mr. Steffens provided an update as shared by SACTAC attendees.
    - There were no action items.
    - Virtual Helpdesk support pilot for non-credit has started.
    - SAC Library has a 24-hour support service now.
    - Starfish Implementation: Predictive analytics data has been loaded for spring and completion of Canvas integration within Starfish.
    - Guided Pathways Website Redesign: The latest update is scheduled to be published September 8<sup>th</sup>. This will be the last update done to the current site. All other updates will be implemented on the new website.

## SCCTEC – S. Rodriguez

- Mr. Rodriguez shared that “bots” issue (fraudulent student application), which is a systemwide issue is one of the major concerns and has brought a larger discussion amongst faculty, deans and VPs at SCC.
  - Mr. Gonzalez announced that ITS is scheduled to meet with the folks from Financial Aid and A&R on this topic. The calendar invite will be shared with Mr. Rodriguez and Mr. James to attend.
7. SAC experience with technology
- SAC Student - Angel Michael: Ms. Michael provided her feedback on WebAdvisor, Self-Service and Canvas.
    - WebAdvisor: Features many different buttons and its small visibility makes it challenging to navigate within the page.
    - Self-Service: No issues.
    - Canvas: This can be difficult at times depending on the professor but for the most part very user friendly. She noted issues with the availability of textbook links. Ms. Michael added that it would be useful to have this feature to aid in student planning. The group discussed and provided clarification.
    - Mr. Gonzalez shared that a separate technology taskforce meets regularly and encouraged Ms. Michael to join and discuss further the technology feedback she provided.
8. Colleague cloud Self-Hosting: Updated proposal from Ellucian
- Mr. Gonzalez asked the group to review the proposal on the Teams site. Mr. Steffens requested that this topic be tabled for next meeting.
9. Approval of TAG Minutes – May 6, 2021
- Mr. Gonzalez called for a motion to approve the TAG Minutes of May 6, 2021 meeting. A motion to approve the minutes was made by Mr. Morgan, seconded by Mr. Steffens. Mr. Rodriguez abstained as he was absent from this meeting.

### **Informational Handouts**

1. TAG Membership, Responsibilities and Purpose
2. 2020-2021 ITS Annual Report
3. Top 10 Technology Project Listing
4. Self-Service Key Accomplishments
5. Ellucian Cloud Hosting Proposal

**Next Meeting Reminder: October 7, 2021 via Zoom**

### **Adjournment**

The meeting was adjourned at 4:05 p.m.