Rancho Santiago Community College District

District Office
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Technology Advisory Group

Meeting of: Thursday, October 01, 2015 – 2:30 p.m.
District Office 103, Santa Ana Conference Room

Meeting Minutes for October 01, 2015

Members Present: Curtis Childress, Tammy Cottrell, Mike DeCarbo, Ancie Dulalas, Dean Hopkins, Kari Irwin, Lee Krichmar, Cherylee Kushida, Tamara Nabulsi, Alfonso Oropeza, Jolene Shields, Pat Weekes

Members Absent: Jim Kennedy, Narges Rabii-Rakin, Sergio Rodriguez, George Sweeney

Guests: Stuart Davis

Discussion

- Call to Order/Minutes
  - Meeting called to order at 2:33 p.m.
  - The minutes from the September 03, 2015 meeting were approved.
- Touchnet
  - Lee explained that RSCCD uses ACI Worldwide to process the in person and web fees for students. The vendor has consistently been sub-par with uptime. Additionally, there has been a significant increase in duplicate charges to student credit cards and other issues to which ACI has been extremely slow with responsiveness. ITS and Fiscal elected to look at an alternate vendor, and Stuart has been working with A&R on this too. The biggest partner with Ellucian is Touchnet for implementation and licensing. They also have a partnership with Highland (the credit card processing portion).
  - The current technology configuration does not allow for the district to store credit card information. Only date/time stamp transactions logs are kept. This is a preferred practice and we would like to continue with this method of operation.
  - Touchnet is most desirable because of their strong partnership with Ellucian. Additionally, there is likely some cost savings from converting the processing to Touchnet rather than our current vendor. ACI Worldwide has a per-transaction charge so as we transition, the charges will decrease as we migrate our transactions to Touchnet.
  - ITS is acutely aware of the security involved with credit card processing. PCI compliance is the minimum standard for credit card processing which includes data encryption, etc. Touchnet takes advantage of higher standards when processing transactions.
  - 20 card readers would also be upgraded for in person transactions with chip readers for increased security rather than magnetic strips.
  - The Touchnet agreement was board approved. We will be looking at a December implementation if we meet an aggressive timeframe. This is very tentative at this point.
  - The rollout would be in-person first, Webadvisor payments second, and then community services further in the future. There will be a minimum of 120 days of overlap between credit card processing between the two vendors to allow for refunds and credits once the last rollout is completed.

- o There is an additional web module called Marketplace that would allow the colleges to have somewhat of an online store that can be used for purchasing tickets to special events, promotions, etc. This is not in the initial rollout but will be considered as a future project as funds are available.
- Blackboard Pay (Financial Aid Disbursements)
  - o Stuart shared that Blackboard pay is a third party alternative for Financial Aid Disbursements that would allow for quicker funding to students of financial aid awards. This would take away the process of issuing financial aid checks and replace with two additional options: electronic deposits and funding to a preloaded debit card.
  - o In researching providers of this process, Blackboard seemed to be the most cost beneficial as well as accommodating with deadlines and minimal surcharges. An RFP was completed and a large group unanimously recommended Blackboard Pay over the other vendors.
  - o For implementation, ITS would need to do two extracts to provide to Blackboard. The first is all active students and second would be the financial aid disbursement amounts and whether the students have elected check, direct deposit, or pre-paid card. Students will need to elect the option through an online portal. Historically, colleges see a decline in the number of checks issued over time. Direct deposits and prepaid cards are usually elected. The default for no election would remain as a check. Cards would only be issued to students to choose the pre-paid card. Currently, refunds would not be issued through this program. Only Financial Aid disbursements.
  - o There is a card fee involved, but overall is still significantly less expensive than issuing checks. Additionally, this solution would get funding to students in a much quicker and efficient manner.
- Ellucian Portal Update
  - o Lee reported that the district had procured the portal from Ellucian. The first step is to build a Portal Implementation Team. The handout distributed includes the structure and description of the team members and their responsibilities.
  - o In addition to the implementation team, a Governance Team would also be assembled to ensure that the policies and procedures are monitored and enforced during roll-out as well as ongoing.
  - o Representation is across several areas to include: Academic Affairs, Public Affairs, Student Services, Student Life to support the Portal Implementation Team. There will also be Sub-Groups as noted in the handout to assist with taxonomy, content, communications, etc.
  - o Lee and Stuart will be working with Sara Lundquist and John Hernandez to help build the Portal Team. Once the team is selected, a calendar of meeting would be set-up. Tentative timing of meetings would be recommended as weekly to keep the project and communication flowing efficiently. Portal implementation requires extensive collaboration at the beginning in order to avoid potential pitfalls down the line.
  - o The time commitment required of Portal Implementation representatives would be much higher for a period of time and then decline once the portal is up and running without major issues. As new technology or rebranding recommendations come forth, the time commitment will increase to address these needs and a team will be reconvened as necessary.
  - o Initially (probably in November) there will be a two-day onsite meeting with Ellucian to leverage their professional services as they assist us in designing and configuring our Portal for the campuses. Later (probably December) there will be a three-day meeting with Ellucian to complete our Portal design. These two multi-day meetings will be where the decisions and brainstorming take place in our Portal build. The project implementation timeline is a minimum of nine months, but more realistically, will take a full year.

Information Distributed

- BlackboardPay Presentation
- SAC L-207 Lab Install photo (HP All-In-One Computers)

Next Meeting: November 05, 2015
2:30 to 4:00 p.m. in the Board Room (DIST-107)

Adjournment

Lee adjourned the meeting at 4:00 p.m.