

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](#)

Agenda for May 7, 2020

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



Zoom Meeting (<https://cccconfer.zoom.us/j/507958764>)

If you would like to attend, please contact Lynn Nevils at nevils_lynn@rscdd.edu 24 hours ahead of the meeting to get logon information

1. Technology software and hardware maintenance renewal contracts estimate for 2020-2021 (10 minutes) – Gonzalez
2. Technology Update – Colleges
 - SACTAC – Steffens (10 minutes)
 - SCCTEC – Rodriguez (10 minutes)
3. Presentation, Technology Decision Making (30 minutes) – Deborah Ludford, Cambridge West Partnership
4. Update to districtwide desktop standard (10 minutes) – **ACTION** – Hoang, M.
5. Pending business (15 minutes) – Gonzalez
 - Technology Initiatives for FY 2020-2021
 - Membership
 - Budget Allocation for PC replacements
6. Approval of TAG Minutes – April 2, 2020 – **ACTION** (5 minutes) – Gonzalez
7. Other

Next TAG Committee Meeting: September 3, 2020

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.

CURRENT	NEW
HP EliteDesk 800 G5 Small Form Factor PC	HP EliteDesk 800 G5 Small Form Factor PC
	
District Cost: \$848	District Cost: \$877
<p>Base Classroom Configuration:</p> <ul style="list-style-type: none"> • Intel Processor I7 - 9700: 8 cores, 12 MB Cache, 3.0 GHz • 8GB (1x8gb) 2,666MHz DDR4 • 500 GB Hard Drive SATA 7,200 RPM • DVD+/-RW Drive • Optical Mouse & Keyboard USB • 5-year Hardware Warranty • Optional Monitor HP Elite E233 Widescreen HD LED LCD +\$225 • Speaker Bar USB +\$25 (Office configuration) • Blu-ray Player/Writer +\$13 (Classroom lectern configuration) 	<p>Base Classroom Configuration:</p> <ul style="list-style-type: none"> • Intel Processor I7 - 9700: 8 cores, 12 MB Cache, 3.0 GHz • 8GB (1x8gb) 2,666MHz DDR4 • 256 GB SATA Triple-Level Cell SSD • DVD+/-RW Drive • Optical Mouse & Keyboard USB • 5-year Hardware Warranty • Optional Monitor HP Elite E233 Widescreen HD LED LCD +\$225 • Speaker Bar USB +\$25 (Office configuration) • Blu-ray Player/Writer +\$13 (Classroom lectern configuration)

Districtwide Initiatives 2019-2020

Initiative ID #	ITS District Wide Initiatives 2019-2020	Districtwide Goal #	Proposed Changes for 2020-2021
<u>19-20*01</u>	<u>Implement an improved enrollment management solution</u>	<u>19-21*3C</u>	
<u>19-20*02</u>	<u>Multiple Measures Implementation</u>	<u>19-21*5C</u>	<u>Remove AB705 for 2020-2021</u>
<u>19-20*03</u>	<u>Online Education Initiative (OEI) Implementation</u>	<u>19-21*1B</u>	
<u>19-20*04</u>	<u>Improve overall data quality for reporting needs</u>	<u>19-21*3B</u>	
<u>19-20*05</u>	<u>Optimize student onboarding process</u>	<u>19-21*1C</u>	
<u>19-20*06</u>	<u>Implement student case management solution with early alert and predictive analytics</u>	<u>19-21*1C</u>	<u>Keep for 2020-2021</u>
<u>19-20*07</u>	<u>Abide by technology replacement cycle for hardware</u>	<u>19-21*2A</u>	
<u>19-20*08</u>	<u>Refresh or replace end of life software</u>	<u>19-21*4A</u>	
<u>19-20*09</u>	<u>Establish Colleague patch cycle standards</u>	<u>19-21*2D</u>	
<u>19-20*10</u>	<u>Standardize Electronic Content Management (ECM) solutions</u>	<u>19-21*2D</u>	
<u>19-20*11</u>	<u>Implement Ellucian Ethos Integration Manager (EIM)</u>	<u>19-21*5C</u>	<u>Change to implement pilot apps and APIs for 2020-2021</u>
<u>19-20*12</u>	<u>Implement a standard reporting solution with ad-hoc capability</u>	<u>19-21*3A</u>	<u>Keep for 2020-2021</u>
<u>19-20*13</u>	<u>Self Service Implementation</u>	<u>19-21*1A</u>	
<u>19-20*14</u>	<u>Implement CCCCO Integrated Library System (ILS) ExLibras/Alma</u>	<u>19-21*5C</u>	
<u>19-20*15</u>	<u>Implement a single sign on (SSO) authentication solution for staff and students</u>	<u>19-21*4C</u>	
<u>19-20*16</u>	<u>Assess functional and technical gaps with SharePoint</u>	<u>19-21*5C</u>	
<u>19-20*17</u>	<u>Deploy Microsoft's SCCM centralized solution for computer management and support</u>	<u>19-21*5C</u>	
<u>19-20*18</u>	<u>Assess future use of AirWatch as centralized solution for mobile device management</u>	<u>19-21*5C</u>	
<u>19-20*19</u>	<u>Deploy a centralized ITSM solution for ticketing, inventory tracking and project management.</u>	<u>19-21*5A</u>	

<u>19-20*20</u>	<u>Assess guided pathways scheduling optimization options</u>	<u>19-21*1C</u>	
<u>19-20*21</u>	<u>Utilize professional services for Database Administrator support for district wide applications</u>	<u>19-21*5C</u>	
<u>19-20*22</u>	<u>Assess solutions for browser security measures to proctor online testing</u>	<u>19-21*1A</u>	<u>Keep as assessment – based on status of Proctorio after June 2020</u>
<u>19-20*23</u>	<u>Implement security solutions to comply with Gramm-Leach-Bliley Act (GLBA) and General Data Protection Regulation (GDPR)</u>	<u>19-21*4A</u>	
<u>19-20*24</u>	<u>Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)</u>	<u>19-21*4B</u>	
<u>19-20*25</u>	<u>Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams</u>	<u>19-21*2D</u>	
<u>19-20*26</u>	<u>Support technology solutions that support facility construction projects, improve efficiencies and automate manual processes</u>	<u>19-21*5C</u>	<u>Keep for 2020-2021</u>
<u>19-20*27</u>	<u>Improve district website mobile experiences and platform stability</u>	<u>19-21*1D</u>	
<u>19-20*28</u>	<u>Standardize classroom mediation deployments</u>	<u>19-21*2B</u>	<u>Keep for 2020-2021</u>
<u>19-20*29</u>	<u>Provide business process documentation for districtwide technology solutions</u>	<u>19-21*2C</u>	
<u>19-20*30</u>	<u>Document technology planning standards and ITS project prioritization procedures</u>	<u>19-21*2E</u>	
<u>19-20*31</u>	<u>Schedule ongoing cybersecurity awareness training sessions.</u>	<u>19-21*4D</u>	
<u>19-20*32</u>	<u>Develop training materials and schedule training sessions for districtwide technology solutions</u>	<u>19-21*5B</u>	
<u>19-20*33</u>	<u>Improve Siteimprove accessibility scores for district websites</u>	<u>19-21*5D</u>	
<u>19-20*34</u>	<u>Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague</u>	<u>19-21*5C</u>	

ID #	ITS District Wide Initiatives 2019-2020	DW Goal #	Projects Completed	Projects in Progress
19-20*01	Improve Enrollment Management	19-21*3C	5	1
19-20*02	Implement AB705	19-21*5C		
19-20*03	Implement OEI	19-21*1B	22	1
19-20*04	Improve Data Quality	19-21*3B	46	15
19-20*05	Optimize Student Onboarding	19-21*1C	1	2
19-20*06	Implement Student Case Mgmt.	19-21*1C		
19-20*07	Utilize Hardware Replacement Cycles	19-21*2A	37	2
19-20*08	Utilize Software Replacement Cycles	19-21*4A	40	4
19-20*09	Establish Colleague Patch Cycles	19-21*2D	1	0
19-20*10	Standardize on ECM	19-21*2D	2	2
19-20*11	Implement EIM	19-21*5C		
19-20*12	Implement Standard Reporting Solution	19-21*3A		
19-20*13	Implement Self Service	19-21*1A	0	2
19-20*14	Implement ILS	19-21*5C	0	1
19-20*15	Implement SSO	19-21*4C	0	2
19-20*16	Assess SharePoint Gaps	19-21*5C	10	0
19-20*17	Deploy SCCM	19-21*5C	0	1
19-20*18	Assess Airwatch	19-21*5C	0	1
19-20*19	Deploy ITSM Solution	19-21*5A	0	1
19-20*20	Optimize Guided Pathways	19-21*1C	1	1
19-20*21	DBA Professional Services Support	19-21*5C	0	1
19-20*22	Assess Online Proctoring	19-21*1A		
19-20*23	Implement Security Solutions	19-21*4A	5	2
19-20*24	Support DR and BC	19-21*4B	2	3
19-20*25	Develop SOPs	19-21*2D	2	3
19-20*26	Improve Efficiencies and Automation	19-21*5C		
19-20*27	Improve District Mobile Experience	19-21*1D	8	0
19-20*28	Standardize Classroom Mediation	19-21*2B		
19-20*29	Provide Business Process Documentation	19-21*2C	8	3

19-20*30	Document Standards and Prioritization	19-21*2E	0	5
19-20*31	Cybersecurity Awareness Training	19-21*4D	1	1
19-20*32	Develop Training Materials	19-21*5B	6	4
19-20*33	Improve Accessibility	19-21*5D	8	4
19-20*34	Foster Off the Shelf Product Adoption	19-21*5C	2	12
			207	74

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

Meeting Minutes for April 2, 2020

Voting Members Present: Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Susan Hoang, Mary Mettler, Sergio Rodriguez, John Steffens, Pat Weekes

Voting Members Absent:

Supporting Members: Thurman Brown, Dane Clacken, Stuart Davis, Jorge Forero, Michael Hoang, Scott James, James Kennedy, Cherylee Kushida, Daniel Oase, Juan Briseno – SAC Student

Discussion

1. Call to Order
 - Meeting was called to order by Mr. Gonzalez at 2:35 p.m.
 - Mr. Gonzalez conducted a rollcall to confirm members attendance.

2. Update on coronavirus technology response
 - Hardware: ITS - SAC and SCC
 - Mr. Brown reported that SCC team prepared and deployed a total of 140 loaner laptops and 25 more from the waitlist. ITS purchased 300+ laptop devices to be delivered from our warehouse and distributed between SAC and SCC. These are recertified laptop devices. There are 50 headsets (only 1 has been requested so far) and 20 webcams.
 - Mr. Hoang reported that SAC team prepared and deployed 80+ loaner laptops for staff and faculty and 20 to students. Still receiving a growing number of requests from staff/faculty and students, including requests from CEC students. Student Services have made an agreement with a vendor to re-image the remaining 188 laptops to be used in their area for the digital Dons program. There are 140 webcams left but no record of how many were handed out yet. Ms. Kushida remarked that faculty requested that some webcams be available for students. Out of the newly purchased laptop devices by ITS, 50 has been received (SAC – 30 & DO – 20). Still waiting for headsets to be delivered. Will provide details regarding list of devices distributed to CEC staff and faculty.

Ms. Hoang raised a concern regarding how we are addressing requests from students that have resource intensive needs. Mr. Hoang stated that SAC team is not equipped to support these types of needs as initially planned since the number of requests grow continuously. Mr. Hoang shared that Dr. Hubbard will bring up this topic at the President's cabinet and Deans meeting in order to come up with a suitable solution. Mr. Gonzalez mentioned that a number of high-end laptops were being set up for loaning purposes from the Business Division.

Mr. Kennedy, Ms. Kushida, Ms. Hoang and Mr. Steffens expressed words of appreciation towards the entire ITS team's responsive approach and accommodation to meet the technology needs of staff, faculty and students in compliance with the stay at home order related to the current COVID-19 situation.

- Software
 - Zoom
 - Mr. Gonzalez announced that Zoom is the platform chosen by the district to be used for meetings and remote instructions. ITS is aware of the concerns regarding its privacy and is actively documenting and testing various privacy features. Also, in response to these concerns, an email was sent out from our Information Security Specialist, Mr. Ruben Hernandez providing helpful guides and resources on how to stay protected when working remotely from home.
 - Zoom accounts requests have been processed for the following:
 - All instructors that are scheduled to teach in the Spring and Summer semesters.
 - Management, confidential, and classified positions.
 - All additional Zoom account requests will be submitted individually. The State has been favorably responding to these requests and processing Zoom accounts expediently. ITS to continue exploring various privacy and security settings and will share findings accordingly.
 - Mr. Gonzalez will initiate a conversation with the State regarding issuance of Webinar license as this may be an alternative solution to Zoom meetings. Unlike Zoom meetings, Webinar licenses may be limited. Will provide an update of the discussion.
 - Teams – Mr. Gonzalez announced Microsoft Teams is a great collaboration tool through Office 365. Considering the caveats in our phone systems, Teams can be used not only for instant messaging but also for phone calls and video calls. ITS plans to institute training on the basics and leverage on the various features.
 - Adobe Sign – Mr. Gonzalez announced deployment of Adobe Sign which allows obtaining signatures electronically and move away from document printing. ITS will facilitate training on this tool.
 - Adobe Creative Cloud for students – Mr. Clacken announced that due to the current COVID-19 stay at home order, Adobe Creative Cloud Suite for students has been enabled for home use as of March 23rd. This allows students the same benefit provided on district’s instructional workstations. The license is good through May 31st and will provide updates should there be any changes. The Adobe Cloud Suite was integrated with Canvas and offers similar experience to accessing it directly on the website. As a reminder, Adobe Creative Cloud for home use has been previously made available to staff and faculty.
 - Cranium Café – Mr. Steffens shared that both SAC & SCC have been benefiting from this tool through the Online Education Initiative (OEI) since they joined a couple of years ago. This is mainly used in Student Services. The student helpdesk uses it for live chat support. This is the preferred method instead of relying solely on emails and phone calls. Mr. Steffens and team began facilitating training initiatives soon after the stay at home order was implemented. They also created an updated student guide; completion of the training manual for staff and faculty is in its final stage. The Cranium Café live chat can be accessed on the SAC website. Mr. Steffens also lead an Adobe Sign training with SAC administrative secretaries and is in the process of creating documentation.
- Connectivity – Mr. Clacken provided updates as follows:
 - Remote terminal sessions – Between March 20th – March 27th, ITS has received an influx of new requests and has logged 488 total requests for remote terminal session. The majority has been completed but still working on some that included hardware requests. We are currently averaging about 400 concurrent connections. ITS was able to obtain 1000 additional licenses temporarily through our Pulse Secure vendor. Amongst other initiatives, we are actively searching for a new solution with similar offerings and increased connections up to 2000 users.
 - Phone system – as previously communicated, our current phone system has certain limitations relative to remote functionality. ITS discourages users from enabling the

“Call Forwarding” feature on individual lines due to capacity limitations (currently only 207 concurrent calls can be supported districtwide) and phone forwarding reduces that to 100 lines. We are diligently exploring and testing a new solution that is comprehensive and offers better experience for end-users.

- Additional announcements will be sent out as updates become available with respect to connectivity. Mr. Clacken reaffirmed that VP or Assistant VC or higher approval is required for all remote portal requests. It is best to have the necessary approval in the request prior to submission to the ITS Helpdesk in order to help expedite the process.
- Tracking EW students – Mr. Davis shared that the State recently rolled out a new policy called Excused Withdrawal (EW). This allows students a full refund for payments made on a course(s). Admissions and Records began assigning these withdrawal type to students. The Applications team is developing a system to track those withdrawals and be able to identify if they are COVID-19 related and as a district, to be able to incorporate those numbers in our year-end apportionment reporting for reimbursement purposes. Other reports are being developed related to these endeavors involving Fiscal Services and Auxiliary Services.
 - Mr. Davis reported that Labster LTI tool is currently being deployed and integrated into Canvas to be used by faculty. This project is being coordinated with Mr. Scott James and Ms. Cherylee Kushida from Distance Education. They are also looking into another tool called Beyond Labz that can help support lab style courses for areas that are not available in Labster. Ms. Kushida shared that a Physics instructor at SAC would like to check out Labster once it's available in Canvas; SCC is not seeing much interest for the tool. SAC already purchased Beyond Labz (80 seats); SCC expressed more preference for using Beyond Labz. ITS to reach out to Beyond Labz to determine if there is a Canvas integration.

3. Technology Update – Colleges

SACTAC – J. Steffens

- Mr. Steffens shared that SACTAC members (Distance Ed, Library, Student Information Services, ITS) provided reports on the on-going operations with TRI and the technology they're using to support faculty and students.
- Discussions occurred regarding the use of *67 which temporarily blocks caller ID when using personal mobile devices. Concerns were raised that some students might not receive those calls as policies differ from one service provider to another.
- Another issue was raised by the Accessibility group about forms we use for electronic signatures as in Adobe Sign. Forms should be set to fillable format opposed to scanned documents to meet accessibility standards and being mindful of our disabled student population.
- The Starfish Planning workgroup scheduled for March 16th has been cancelled to the current situation with COVID-19.

SCCTEC – S. Rodriguez

- Mr. Rodriguez shared that a Self-Service demo was provided at the last Deans meeting at SCC. Feedback was positive. They would like to see “Attendance” screen defaulted to “Present” until a faculty goes in and drop a student; and an “Add” button next to the “Waitlist”.
- Students Services meeting – Special Services department communicated that many students feel remote learning poses many challenges such as home not being a good learning environment with too many distractions. Also, for security reasons, staff is reluctant to use their cell phones to communicate with students. Mr. Clacken shared that ITS is actively looking into a solution to address this issue possibly a desktop app or mobile app solution. More details will be communicated accordingly.
- Deans meeting – will contact faculty once Spring semester ends for those who might teach in Summer.

- Mr. Aaron Voelker provided a list of EW students that have borrowed a laptop and will contact them via email for the return of the device. General survey on remote learning to all students with EW will be sent out on a weekly basis. SCC expects more EWs from students.
4. Technology Initiatives for 2020-2021 – Mr. Gonzalez stated that as previously discussed, the Technology Initiatives is reviewed on an annual basis.
- Mr. Gonzalez went over the items in the 2019-2020 technology initiatives and discussed the need to identify which ones we need to pursue or not for the year 2020-2021. This is especially true for those initiatives that do not have project(s) associated with them. Items discussed as follows:
 - Implement AB705: Remove for 2020-2021. According to Mr. Davis, projects under this initiative should be completed by the end of June 2020.
 - Implement Student Case Mgmt: Keep for 2020-2021. Project related to Starfish implementation is still in its infancy.
 - Implement Ethos Integration Manager (EIM): Change to implement pilot apps and APIs for 2020-2021. Ethos is already implemented in the non-production environment.
 - Implement Standard Reporting Solution: Keep for 2020-2021.
 - Assess Online Proctoring: Keep as assessment depending on what CVC-OEI does with Proctorio after June 2020.
 - Improve Efficiencies and Automation: Keep for 2020-2021.
 - Standardize Classroom Mediation: Keep for 2020-2021.
 - Mr. Gonzalez will post the initiatives in Teams and encourage the group to make comments and suggestions. Draft will be presented at the next TAG meeting.
3. Approval of TAG Minutes – March 2, 2020
- Mr. Gonzalez called for a motion to approve the TAG Minutes of March 2, 2020 meeting. A motion to approve the minutes was made by Ms. Cottrell, seconded by Mr. Bustamante and approved by all. Ms. Mettler abstained from voting as she was not present at this meeting.
5. Other – Mr. Gonzalez will provide the updates of the following items through Teams.
- Membership
 - Budget Allocation for PC replacements

Informational Handouts

- [Link to Technology Initiatives for 2020-2021](#)

Next Meeting Reminder: May 7, 2020; Via Zoom

Adjournment

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