# Technology Advisory Group

Zoom Meeting (Invitation shared via Outlook)

2:30 p.m. – 4:00 p.m.

**Meeting Minutes for February 4, 2021**

**Voting Members Present:** Robert Bustamante, Jesse Gonzalez, Susan Hoang, Sergio Rodriguez, John Steffens, Pat Weekes

**Voting Members Absent:** Tammy Cottrell, Randy Scott

**Supporting Members:** Thurman Brown, Dane Clacken, Stuart Davis, Jorge Forero, Michael Hoang, Dean Hopkins, Cherylee Kushida, Morsal Mohammad – SCC Student

**Guest:** Jean Estevez, Mary Law

**Discussion**

1. Call to Order
   * Meeting was called to order by Mr. Gonzalez at 2:30 PM.
2. ITS Midyear Report: Mr. Gonzalez led the presentation of the ITS Midyear Report for the period July 1 to December 31, 2020. Mr. Gonzalez referenced the top 10 initiatives per number of projects. This is a testament that the planning being executed by TAG produces projects/work. The entire ITS team completed a total of 375 projects over the course of six months. The report also accounted for tickets closed, existing workload and ITS personnel. To establish a clearer perspective, Mr. Gonzalez illustrated the roles of each area by using a house analogy. The ITS Directors reported on major accomplishments in their respective area(s) as follows:
   * Infrastructure and Security: Dane Clacken – (115 total projects completed)
   * Enterprise Applications: Stuart Davis – (123 total projects completed)
   * Web: Thurman Brown– (32 total projects completed)
   * Helpdesk: Dane Clacken– (11 total projects completed)
   * SAC Academic Support: Michael Hoang– (35 total projects completed)
   * SCC Academic Support: Thurman Brown– (59 total projects completed)

As a reminder, Mr. Gonzalez made emphasis that the projects meet the institutional goals and objectives. The districtwide initiatives are good for one year and will be revisited and modified in the next few months.

1. Technology Project Listing, January 2021: Mr. Davis went over the list and provided an update primarily focusing on the Top 10 projects.

* Items 5 to 11 are projects designated to Invoke Learning. They are the consulting firm whom ITS initiated a professional engagement with to provide advisory services on critical challenges around enrollment management, best data practices and data governance. Currently, Invoke Learning is connecting with Canvas and Colleague to access our existing data and report repository.
* RG0544 Modifications: Request to add visualization and how to verify numbers such as enrollment trends.
* Starfish Implementation: Still in the process of completing Phase I. Baseline Starfish and Analytics portion of Phase II are still in progress. Mr. Steffens raised a concern regarding the reduced amount of staff time allotted for Starfish implementation. Mr. Davis and Mr. Steffens will meet offline to discuss how this was decided and feedback received from the developer working on the project.
* Discussion on Chosen Name project: Mr. Davis stated that on a high level, chosen name is one of the first features that was enabled in Self-Service. This feature allows faculty, staff and students to change their first, middle and last name. Logistics on other systems like class roster, Canvas and possibly Clockwork are still being worked on to ensure everything is in place to support our students. Prioritizing the implementation of this initiative became more crucial due to Title IX issues that have recently taken place and were escalated to HR. Mr. Gonzalez invited Ms. Mary Law from Graphic Communications and Ms. Jean Estevez from HR to provide some background and important updates on chosen name.
* Ms. Law shared a student equity issue that was brought to her attention by a staff member at SCC. Both felt very concerned that some of our system applications were unable to accommodate such needs.
* This led Ms. Law to reach out to ITS and HR to take further actions. She also met with South Orange CCD to seek advice. Through this meeting, it was discovered that our challenges with chosen name are similar with one another. They offered full support should we come across any issues during implementation process.
* Ms. Estevez shared some encouraging thoughts. She stated that the same initiative was implemented successfully at the previous educational institution she was affiliated with. Mr. Estevez announced that she is creating FAQ contents that will be posted on the HR website and plans to schedule workshops and a robust educational campaign.
* Ms. Estevez stressed that chosen name implementation will provide support to those who have been impacted by domestic violence and equity issues.
* Mr. Gonzalez expressed full support of the implementation of this initiative. This topic was brought to TAG as we have the constituency representation from classified, faculty, administration and students and this change will affect all constituencies. There are required logistics to be carried out to make sure we minimize any potential impact to operations.
* Mr. Davis provided details regarding student name conflict issues, how to validate identity and solutions. To address the issue with test proctoring our institution plans to use Colleague ID as the student identifier. Ms. Hoang provided feedback and support of the initiative as well.

1. Colleague Cloud Self-Hosting: Updated Proposal from Ellucian. Mr. Gonzalez announced that Ellucian is willing to negotiate further to reduce our cost. Our current Ellucian contract expires September 2021. More updates to come.
2. Technology Update – Colleges

SACTAC – Mr. Steffens

* + Mr. Steffens reported that he along with Ms. Hoang, met with the Budget office to discuss the budgeting timeline for Fund 13 and get clarity of the process. To be included in the next fiscal year’s tentative budget, SACTAC plans to submit the budget proposal for computer replacement in the spring.
  + Update on Starfish. Case Management and Predictive Analytics modules are now in the User Acceptance Testing (UAT). Still working on few misalignments but most of the issues have been addressed.
  + Web redesign project is moving forward after being halted due to budget concerns. The Web committee is collaborating with the ITS Web team and working out some options.
  + Single sign-on for Cranium Café experienced a couple of hiccups related to Canvas account setup that affected a small number of users. This has been resolved.

SCCTEC – Mr. Rodriguez

* + Mr. Rodriguez reported that they are starting to disseminate information on chosen name.
  + SSL project to go live in September 2021.
  + SCC is very interested in learning more about the OrgChart Now and VA Works projects.
  + Mr. Rodriguez shared that he has been receiving inquiries on when Self-Service will go live. Mr. Gonzalez proposed to meet offline for further discussion.

1. Technology Update ASG – Student experience with technology: Ms. Mohammad provided a feedback regarding her personal experience with technology.

* Canvas is well put together and has user friendly layout.
* Self-Service layout is also user friendly; easier to navigate the page as everything can be accessed in one place unlike WebAdvisor, you have to switch to different tabs. As far as dislikes, when clicking on the Sections in Self-Service, it shows a long list of possible classes instead of a more simplified format.
* Cranium Café layout is not user friendly. There is no Back button to switch to the Main menu.
* Ms. Mohammad’s has not had the opportunity to use the Add Code Add Authorization portion.
* Mr. Gonzalez stated that her feedback is very valuable and will reach out between meetings. He also proposed if she can gather feedback from a wider audience like ASG and hear their pain points.

1. Approval of TAG Minutes – December 2, 2020

* Mr. Gonzalez called for a motion to approve the TAG Minutes of the December 2, 2020 meeting. A motion to approve the minutes was made by Mr. Rodriguez, seconded by Ms. Hoang and approved unanimously.

1. Other

* Announcement on adoption of 2021-2024 Strategic Technology Plan – Mr. Gonzalez announced that we are officially under the 2021-2024 technology plan. The STP was Board approved on December 14, 2020.

**Informational Handouts**

1. ITS Midyear Report
2. Technology Project Listing: January 2021
3. Colleague Cloud Self-Hosting

**Next Meeting Reminder: March 4, 2021 via Zoom**

**Adjournment**

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