

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](#)

Agenda for March 2, 2023

3:00 p.m. - 4:30 p.m.

<https://us06web.zoom.us/j/83287703267>

1. Review actual contract renewal costs for current Fiscal Year (10 minutes) – Gonzalez
2. Technology maintenance windows (5 minutes) – Gonzalez, Clacken
3. Technology Update – Colleges
 - SACTAC – Morgan (10 minutes)
 - SCCTEC – Rodriguez (10 minutes)
4. Student experience with technology:
 - SAC Student – Alfredo Orozco (10 minutes)
 - SCC Student – Ryan Felix (10 minutes)
5. Proposal to update TAG meeting schedule (10 minutes) – **ACTION**– Gonzalez
 - February meeting
 - Technology contract renewal updates
6. Update on support for Mac devices (10 minutes) – Gonzalez
7. Update on projects:
 - Self Service implementation (5 minutes) – Howard
 - Email migration to Office 365 (5 minutes) – Clacken
8. Approval of TAG Minutes – February 2, 2022 (5 minutes) – **ACTION**– Gonzalez
9. Technology Project listing, February 2023 (5 minutes) – Howard

Next TAG Committee Meeting: April 13, 2023

The Rancho Santiago Community College District aspires to provide equitable, exemplary educational programs and services in safe, inclusive, and supportive learning environments that empower our diverse students and communities to achieve their personal, professional, and academic goals.

Complete Service Outage							
Last Sunday of the month	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:01AM - 8:00 AM	12:01AM - 4:00 AM	12:01AM - 4:00 AM	12:01AM - 1:00 AM	12:01AM - 1:00 AM	12:01AM - 1:00 AM	12:01AM - 1:00 AM	12:01AM - 4:00 AM

Service Degradation - Noticeable to Employees and Students							
Last Sunday of the month	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:01AM - 11:59 PM	12:01AM - 11:59 PM	7:00 PM to 5:00 AM	7:00 PM to 5:00 AM	7:00 PM to 5:00 AM	7:00 PM to 5:00 AM	7:00 PM to 5:00 AM	2:00 PM to 5:00 AM

Blackout Windows (Current)	Two weeks before and after start of credit and noncredit Fall and Spring terms
	First Week of the credit and noncredit Fall and Spring terms
	Week of finals for credit and noncredit Fall and Spring terms
	Week of grade submission for credit and noncredit Fall and Spring terms

Blackout Windows (Proposed)	One week before start of credit and noncredit Fall and Spring terms
	First Week of the credit and noncredit Fall and Spring terms
	Week of finals for credit and noncredit Fall and Spring terms
	Week of grade submission for credit and noncredit Fall and Spring terms

22-23 Academic Year / ITS Moratorium Calendar

Aug '22

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Sep '22

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Oct '22

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30	31					

Nov '22

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Dec '22

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31						

Jan '23

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Feb '23

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Mar '23

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Apr '23

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May '23

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Jun '23

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Jul '23

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23	24	25	26	27	28	29
30	31					

Term Start or End Day

District Holiday

Moratorium / Blackout Day

February TAG meeting

CURRENT	PROPOSED
First Thursday in February	Third Thursday in February

Technology Contract renewal updates

MONTH	CURRENT	PROPOSED
March	Review actual contract renewal costs for current Fiscal Year	Keep
May	Review forecast contract renewal costs for next Fiscal Year	Move to November

Supporting Macs

Next Steps

- Develop hardware and software standards
- Ensure compatibility with District systems
- Train ITS technicians to support Mac devices
- Funding
- Procurement
- Implementation

Supporting Macs Recommendation

- Allow use provided a justifiable business or academic need:
 - Not all RSCCD systems are compatible with Macs
 - Minimizes additional unnecessary support hours
 - Macs tend to be more costly than PCs
 - Increases computer replacement costs
- Look at instructional side first:
 - Support academic needs
 - Largest volume of devices are instructional
 - Small lift to support non instructional devices once instructional ones are done

Technology Advisory Group
Zoom Meeting (Invitation shared via Outlook)
3:00 p.m. – 4:30 p.m.

Meeting Minutes for February 2, 2022

Voting Members Present: Robert Bustamante, Jesse Gonzalez, Adam Morgan, Sergio Rodriguez, John Steffens, Pat Weekes

Voting Members Absent: Tammy Cottrell, Scott James, Alfredo Orozco – SAC Student, Ryan Felix – SCC Student.

Supporting Members: Dane Clacken, Ron Gonzalves, Adam Howard, Tara Kubicka-Miller

Discussion

Call to Order

- Meeting was called to order by Mr. Gonzalez at 3:03 PM.

1. ITS Mid-Year Report

- Mr. Gonzalez started the presentation by providing overall summary of the report. The report illustrates how projects tie in with the districtwide initiatives from the Strategic Technology Plan and in accordance with accreditation standards. The report is regularly presented to TAG and TOW mid and end of year.
- The report highlighted the top ten initiatives per the number of projects completed. Improve Efficiency, Utilize Software Replacement Cycles, Utilize Hardware Replacement Cycles are the Top 3 initiatives.

- a. There are a total of 340 completed projects (lengthier process) and 9,037 total tickets closed (break/fix issues). The ITS directors provided synopsis of their designated areas:
- Enterprise Applications: Adam Howard – (142 projects completed)
 - Infrastructure and Security: Dane Clacken – (83 projects completed)
 - Web: Derrick Chan/Ron Gonzalves – (31 projects completed)
 - Helpdesk: Dane Clacken– (22 projects completed)
 - SAC Academic Support: Ron Gonzalves – (32 projects completed)
 - SCC Academic Support: Derrick Chan/Ron Gonzalves – (30 projects completed)

Mr. Steffens inquired on the status of the VDI project. Mr. Gonzalez stated that the non-instructional pilot was completed at SCC, but that the instructional pilot at SAC might have stalled. Change in leadership at SAC Business division and funding source changes might have had an effect on the pilot at SAC. Mr. Steffens will follow-up at SAC.

2. Recommendation of ongoing budget allocation for online education technology expenditures. Mr. Gonzalez shared the technology contract amount that the district has been incurring since the pandemic hit. We have been averaging from \$600k to \$800k per year; the funding source has been one-time. The district is still in need of some of the technologies post pandemic and will need a permanent budget allocation to continue support. It's ideal for these systems to be centrally funded through ITS for timely renewal. Mr. Steffens noted that there may be another funding alternative for Student Hotspots; other funding related discussions ensued. Mr. Gonzalez called for a motion to approve the recommendation of an ongoing budget allocation for online education technology expenditures. Mr. Steffens made a motion, seconded by Mr.

Rodriguez and approved unanimously. This recommendation will be presented to District Council.

3. Technology Update: College

- SACTAC did not meet in December. Mr. Steffens provided other technology updates.
 - Putting together a workgroup.
 - Current Regroup version (mass notification system) end of life in April. Scheduled to discuss requirements and work involved for the Regroup 2.0 implementation. This is a 3-year contract with 2 years remaining.
 - Nuventive implementation in progress. This is currently live for the administrators doing program reviews but not for faculty.
 - Will initiate product analysis related to eSyllabus system.
 - Plan to retire Cranium Café; survey was sent out to obtain what features are mostly used within the system.
 - Data Governance and AB 2881: Required preparations and documentations are initiated.
 - Mr. Gonzalez asked if Ocelot texting feature could be a potential replacement for Regroup texting and as a districtwide solution. Mr. Steffens provided feedback from a recent Ocelot meeting and noted that its features do not meet the SAC's needs. Update on AI chatbot from the colleges still to come.
- SCCTEC: Tabled for next meeting.

4. Student experience with technology: No SAC and SCC students were present.

5. Updates on Self Service implementation: Mr. Howard reported on current updates.

- Self Service implementation: WebAdvisor was officially shut down January 4th and transition to Self Service is complete. Major changes include faculty grading and drop roster functionality. Testing was conducted and documentation produced. ITS held Flex session credit/noncredit, and another session has been scheduled. Most issues reported have been resolved. ITS plans to document these issues and share them on ITS website. Email notification issues: Absence of email client setup & configuration on PC is causing challenges for faculty in communicating with students. ITS is continuing to look for better solution, perhaps Canvas email tool but more research to be made.
- Multi Factor Authentication: Mr. Clacken provided an update. Spring 2023 MFA implementation, date to be announced. We are starting out with O365 application for employees only (Phase 1). MFA will be required after enforcement date on all O365 related applications (Teams, MS Office etc.) for employees accessing from outside of campus network. Email notification with documentation will be sent out soon. The last professional development session on this is scheduled this month. Users are encouraged to enroll and have their account enabled, in order to test. We plan to institute an opt-in period before the official deadline/rollout.

6. Approval of TAG Minutes – December 1, 2022

- Mr. Gonzalez called for a motion to approve the December 1, 2022, minutes. A motion was made by Mr. Morgan, seconded by Mr. Bustamante, and approved unanimously.

7. Technology Project Listing, January 2023. Mr. Howard referenced the project trends over the course of 6 months.

- RG542 Visualization for Chancellor: Graphical view of report has been created pending feedback. More work continues since additional request was submitted.
- SCFF EPIC: Still on hold. We will leverage report updates from Colleague 320 implementation.
- Self Service Implementation (EPIC): Update provided on agenda item #5.
- Symplicity Career Services Management Implementation: In progress. Data load integration almost complete. Some of the configurations are still being modified.

- Update Colleague with data from Superglue: Fall semester student application information (foster youth, homeless etc.) was loaded into Colleague used for MIS reporting. We are working on automating this process.
- 2022-2023 P1 Colleague 320 implementation: Working on a variance report between the in-house and Colleague reports to assess and conduct required actions. Plan to submit the data for P2 report in April.
- CCCApply Noncredit EPIC: All components are in place, link has been provided to noncredit A&R and they have agreed to mark this project as complete.
- Starfish Implementation EPIC: We have added Comevo online orientation data.
- Employee demographic (ED) data collection and storage implementation (EPIC): Data collection for Board Report on diversity. The Dynamic form that will be used for employees to collect better demographic information. ITS and P&C are currently finalizing the instructions.
- CVC Implementation Phase 2 EPIC: Live but remaining tweaks to the welcome email and data load automation related to MIS reporting are pending.
- Ed. Plan Report Modification: Close to completion. Validating test cases so we can load it in UAT.

Informational Handouts

1. ITS Mid-Year Report
2. ITS Online Education Technology Contracts
3. Top 10 Technology Project Listing – January 2023

Next Meeting Reminder: March 2, 2023 via Zoom

Adjournment

The meeting was adjourned at 4:26 p.m.