

**RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT**

[Website: Technology Advisory Group](#)

**Agenda for April 13, 2023**

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

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

1. Districtwide accessibility taskforce (5 minutes) – Gonzalez
2. Technology initiatives for FY23-24 first reading (15 minutes) – Gonzalez
3. ChatGPT and institutional impact (15 minutes) – Gonzalez, James
4. Technology Update – Colleges
  - SACTAC – Steffens (10 minutes)
  - SCCTEC – Rodriguez (10 minutes)
5. Student experience with technology:
  - SAC Student – Alfredo Orozco (10 minutes)
  - SCC Student – Ryan Felix (10 minutes)
6. Approval of TAG Minutes – March 2, 2023 (5 minutes) – **ACTION**– Gonzalez
7. Use of BoardDocs for TAG (5 minutes) – Gonzalez
8. Technology Project listing, March 2023 (5 minutes) – Howard

**Next TAG Committee Meeting:** May 4, 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.**

<b>Initiative ID #</b>	<b>ITS District Wide Initiatives 2022-2023</b>	<b>Proposed update for FY 23-24</b>
22-23*01	Implement and improve technologies to support enrollment management	Keep
22-23*02	Support technology solutions that help improve efficiencies and automate manual processes	Keep
22-23*03	Online Education Initiative (OEI) Implementation	Combine with 22-23*29
22-23*04	Improve overall data quality for reporting needs	Keep
22-23*05	Optimize student onboarding process	Keep
22-23*06	Implement student case management solution with early alert and predictive analytics	Adjust? Is implementation complete? Consider changing to "improve and maintain"
22-23*07	Abide by technology replacement cycle for hardware	Keep
22-23*08	Refresh or replace end of life software	Keep
22-23*09	Provide technology to ensure students attain class resources and college information in a timely manner.	Keep
22-23*10	Expand use of APIs for system integrations	Keep
22-23*11	Provide documentation and technology resources to support students who take part in participatory and student governance.	Keep
22-23*12	Implement technology that improves Self-Service usability and capabilities	Keep
22-23*13	Support library technology implementations including Touchnet Integration and EZ Proxy	Completed, remove
22-23*14	Support, improve and expand usage for single sign on (SSO) authentication solution for better user experience	Keep

<b>22-23*15</b>	Support and improve web Content Management System (CMS)	Add search for alternative CMS to initiative
<b>22-23*16</b>	Deploy SCCM, JAMF centralized solutions for computer and mobile device management and support	Keep
<b>22-23*17</b>	Implement and improve technologies that help ITS provide better support	Keep
<b>22-23*18</b>	Employ data, cloud, web, mobile and infrastructure technologies to support Guided Pathways	Keep
<b>22-23*19</b>	Implement and maintain security solutions and processes to comply with the Gramm-Leach-Bliley Act (GLBA)	Keep
<b>22-23*20</b>	Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)	Keep
<b>22-23*21</b>	Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams and external technical resources	Keep
<b>22-23*22</b>	Support technology solutions that help facility construction projects	Keep
<b>22-23*23</b>	Improve district website mobile experience, update website's design and improve web platform stability	Keep
<b>22-23*24</b>	Standardize and upgrade classroom mediation systems	Keep
<b>22-23*25</b>	Provide business process documentation for districtwide technology solutions	Keep
<b>22-23*26</b>	Develop training materials and schedule training sessions for districtwide technology solutions	Keep

<b>22-23*27</b>	Document, standardize and communicate ADA related processes, maintain website accessibility, update accessibility tools.	Keep
<b>22-23*28</b>	Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague	Keep
<b>22-23*29</b>	Deploy technologies required to support student and employee needs as a result of the pandemic	Combine with 22-23*25
	Fraud risk mitigation and enrollment concerns	Add
	Ellucian Experience implementation – Mobile app replacement	Add

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

**Meeting Minutes for March 2, 2022**

**Voting Members Present:** Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Scott James, Adam Morgan, Tara Kubicka-Miller, Pat Weekes, Ryan Felix – SCC Student

**Voting Members Absent:** Sergio Rodriguez, John Steffens, Alfredo Orozco – SAC Student

**Supporting Members:** Dane Clacken, Marvin Gabut, Ron Gonzalves, Adam Howard,

**Discussion**

Call to Order

- Meeting was called to order by Mr. Gonzalez at 3:03 PM.
    - Introduction: Dr. Marvin Gabut, Interim Director of Distance Education at SAC.
1. Review actual contract renewal costs for current Fiscal Year: Mr. Gonzalez provided a brief overview.
    - Technology contracts funded by the ITS operational budget: FY 22-23 actual cost is \$3,629,251.50, a 1.2% increase from FY 21-22.
    - We continue to support online distance education and the cost for FY 22-23 was about \$579K. During the pandemic, these expenditures were paid through Federal/State emergency funds. Mr. Gonzalez noted that some items like NameCoach may decrease in usage, and some may go away, for next renewal period. We need to ensure we request a budget allocation to address distance education needs.
    - Mr. James commented that if NameCoach will not be continued at SAC, SCC may need to cancel also due to funding issues.
    - Mr. Gonzalez shared that the colleges received COVID 19 State Block grant funds, which may be used for these types of expenditures, if they are available. It would be helpful to meet with SCC Administrative Services office to discuss the funding of NameCoach renewal using the grant.
    - Mr. Gonzalves discussed student Adobe license demands and projection as well as understanding the process. Mr. Gonzalez stated that a conversation needs to take place with ITS and the colleges regarding student Adobe licenses and internet hotspots. They are becoming more of a challenge to be procured centrally since each college conducts their own forecasting and inventory.
  2. Technology maintenance windows: Mr. Gonzalez provided context on each area (Complete Service Outage, Service Degradation, Blackout Windows-Current/Proposed). Mr. Clacken shared that ITS is still adhering to the newly adopted schedule and will be mindful not to create a potential outage through self-induced changes. Credit and noncredit schedules were taken into consideration when Blackout windows were created.

### 3. Technology Update: College

- SACTAC Mr. Morgan provided updates.
  - Technology Refresh Plan proposal for 2023-2024 completed. This was presented to SACTAC by Mr. Gonzalves. A total 620 new devices, total \$838K. Media equipment for 22 classrooms, total \$570K. Overall total \$1.5M was approved for recommendation to Planning and Budget.
  - Media Refresh plan to be integrated with SAC tech refresh cycle, using an 8 year cycle, instead of the 4 years used for computer technology.
- SCCTEC: Mr. James provided updates.
  - Insightful meeting with OCRC IVR representative. At this point SCC will not be able to utilize it but would like to see future possibilities for Career Ed programs.
  - Discussed ensuring that storage and security of technology is available at SCC for new technology device acquisitions.
  - Impact of SharePoint end-of-life to the newly redesigned SCC website. Will have an on-going discussion in search of other system alternatives. Mr. Gonzalez reminded that SharePoint end-of-life is 2026.
  - The MFA update was presented at SCCTEC by Mr. Clacken.
  - Distance Ed Title V recent changes and what's required for SCC to accommodate new rules. This has been added to the DE Faculty Handbook and scheduled for review and submitted to College Council. Decisions and coordination to be made where to publish it, Self Service, Canvas or faculty webpage.
  - Developed a FERPA form comprising student data privacy rights that students will fill out when enrolling to Canvas class. The form was shared with SAC. Mr. Gonzalez stated that since ITS budget will soon become available, we can initiate a contract engagement for legal counsel to address some of the concerns.

### 4. Student experience with technology:

- SCC: Mr. Felix asked about articulation issue for online classes that offer online labs. Mr. James provided insights that some institutions don't allow transfers of online lab classes and required them to be done in person. He recommended it's best to contact the Counseling department for further details and guidance.

### 5. Proposal to update TAG meeting schedule:

- a. February meeting: Mr. Gonzalez proposed moving the meeting to 3<sup>rd</sup> Thursday for the month for the February TAG meeting. This may prevent conflicts with the colleges preparing for Flex week and Spring semester.
- b. Technology contract renewal updates: Mr. Gonzalez proposed moving the presentation of 2023-2024 contract renewal cost forecast from May to November. This will allow sufficient time with budget planning and any item modifications and additions.

Mr. Gonzalez called for a motion to approve above schedule changes. Mr. Morgan made a motion, seconded by Ms. Cottrell, and approved unanimously.

6. Update on support for Mac devices: Mr. Gonzalez provided an update on district's plan and next steps and recommendations to support Mac devices. The district has always used Windows as its standard, but Mac devices have been added for a number of reasons. He went over the next steps which include developing hardware and software standards, training IT resources to provide support, budget allocation and implementation. Timelines and future updates will be shared. Mr. James inquired on virtualization project status, longer replacement cycle of Mac devices, and application tools that support Mac OS. Discussions ensued.

7. Update on projects:
  - Self Service implementation: Mr. Gonzalez provided an update. Development of a punch list is almost finalized to help address problem areas and will soon become available districtwide.
  - Email migration to Office 365: Mr. Clacken provided an update. Email migration to Office platform is forthcoming. Currently our email system is managed within our own infrastructure. With this migration, we will benefit from additional resiliency and tools as a result. Email notification will be sent out as the migration takes place. Mr. Clacken pointed out key details that will be transparent from a user's perspective once migration is complete. Migration has started within a pilot group. Volunteers are still welcome.
8. Approval of TAG Minutes – February 2, 2023
  - Mr. Gonzalez called for a motion to approve the February 2, 2023, minutes. A motion was made by Mr. Bustamante seconded by Mr. Morgan. Mr. James abstained. Motion passed.
9. Technology Project Listing, February 2023. Mr. Gonzalez referenced on the project trends over the course of 6 months.
  - RG542 Visualization for Chancellor: Holding off, waiting feedback from the colleges.
  - SCFF EPIC: On Hold. Will leverage report updates from Colleague 320 in-house reporting once finalized.
  - Self Service Implementation (EPIC): Update provided on agenda item #7.
  - Symplicity Career Services Management Implementation: Implementation at the Career centers still occurring.
  - Update Colleague with data from Superglue: Automation complete. Abandoned CCCApply applications will replace this project.
  - 2022-2023 P1 Colleague 320 implementation: Coordinating efforts with the colleges on decustomization process in UAT. Currently comparing reports on previous 320 submission vs. in-house
  - Starfish Implementation EPIC: Ongoing efforts. We have added Comevo online orientation data. Currently working on predictive analytics with SAC.
  - Regroup 2.0 Integration: A text messaging platform. In progress.
  - 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 is pending feedback from P&C to proceed.
  - CVC Implementation Phase 2 EPIC: Student welcome email has been finalized. Testing automation of MIS required fields coming from home college applications. Looking to be completed soon.

#### **Informational Handouts**

1. Actual Contract Renewal Cost FY 2022-2023
2. Technology Maintenance Window
3. Proposal to Update TAG Meeting Schedule
4. Support for Mac Devices
5. Top 10 Technology Project Listing - February

**Next Meeting Reminder: April 13, 2023 via Zoom**

#### **Adjournment**

The meeting was adjourned at 4:25 p.m.