

**RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT**

[Website: Technology Advisory Group](#)

***Agenda for October 1, 2020***

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

<https://cccconfer.zoom.us/j/94720131769>

1. Strategic Technology plan 2021-2024 first reading (15 minutes) – Gonzalez
2. TAG Accomplishments 2019-2020 and goals 2020-2021 – **ACTION** (15 minutes) – Gonzalez
3. Technology Update – Colleges
  - SACTAC – Steffens (10 minutes)
  - SCCTEC – Rodriguez (10 minutes)
4. Update purpose statement for TAG – **ACTION** (10 minutes) – Gonzalez
5. Computer standards update: Monitor warranties – **ACTION** (10 minutes) – Hoang, M.
6. Strategic Initiative modification proposal – **ACTION** (10 minutes) – Gonzalez
7. Approval of TAG Minutes – September 3, 2020 – **ACTION** (5 minutes) – Gonzalez
8. Other (5 minutes)

**Next TAG Committee Meeting:** November 5, 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.**

## TAG Accomplishments 2019-2020

1. Reviewed and agreed on proposed updates to TAG committee membership, roles and responsibilities.
2. Approved and adopted Districtwide Initiatives for FY 2019-2020 and FY 2020-2021 into the Strategic Technology Plan.
3. Adopted Districtwide Strategic planning framework in alignment with District Strategic Plan, colleges Educational Master Plans and accreditation standards. Updated Strategic Technology Plan accordingly.
4. Assessed cost savings alternatives for computer replacement plan and identified the need for a task force to address existing gaps.
5. Approved updates to computing standards.

## TAG Goals 2020-2021

1. Produce new 2021-2024 Strategic Technology Plan.
2. Approve and adopt Districtwide Initiatives for FY 2021-2022 into the Strategic Technology Plan.
3. Maintain computing standards updated.
4. Review and update TAG's purpose statement.
5. Identify gaps with funding for computer replacement plan and potential recommendations to address them.

## Current

The Technology Advisory Group promotes student learning and success through technology by advancing operational efficiency, coordinating technology requests from district and college committees and departments, and developing technology policies and procedures.

## Proposed

The Technology Advisory Group promotes student learning and institutional success through technology by advancing operational efficiency strategically planning and developing technology policies and procedures to support college Educational Master plans, district Strategic plans and institutional mission., ~~coordinating technology requests from district and college committees and departments, and developing technology policies and procedures.~~

## Proposal to change the current Standard Monitor configuration

Current	Proposed
HP Elite E233 5 year hardware warranty	HP Elite E233 3 year hardware warranty
Cost of warranty: \$40	Cost of warranty: \$0

A very small percentage of monitors fail and if they do it's generally within the first three years of service. These HP monitors come with three years of standard warranty at no cost.

The cost of the HP E233 monitor is \$179. See below for the breakdown of the value of this monitor over its five year lifespan after each year, including the percentage cost of the \$40 warranty to the remaining value of the monitor after Year 3.

	After Year 1	After Year 2	After Year 3	After Year 4	After Year 5
HP E2333	\$143.20	\$107.40	\$71.60	\$35.80	\$0.00

% of Value
55.9%

**Districtwide Initiatives 2020-2021**

<b><u>Initiative ID #</u></b>	<b><u>ITS District Wide Initiatives 2019-2020</u></b>	<b><u>Districtwide Goal #</u></b>
20-21*01	Implement an improved enrollment management solution	19-21*3C
20-21*02	<u>Support technology solutions that help improve efficiencies and automate manual processes</u>	<u>19-21*5C</u>
20-21*03	Online Education Initiative (OEI) Implementation	19-21*1B
20-21*04	Improve overall data quality for reporting needs	19-21*3B
20-21*05	Optimize student onboarding process	19-21*1C
20-21*06	Implement student case management solution with early alert and predictive analytics	19-21*1C
20-21*07	Abide by technology replacement cycle for hardware	19-21*2A
20-21*08	Refresh or replace end of life software	19-21*4A
20-21*09	Establish Colleague patch cycle standards	19-21*2D
20-21*10	Standardize Electronic Content Management (ECM) solutions	19-21*2D
20-21*11	Implement pilot apps and APIs	19-21*5C
20-21*12	Implement a standard reporting solution with ad-hoc capability	19-21*3A
20-21*13	Self Service Implementation	19-21*1A
20-21*14	Support CCCCO Integrated Library System (ILS) ExLibris/Alma	19-21*5C
20-21*15	Implement a single sign on (SSO) authentication solution for staff and students	19-21*4C
20-21*16	Assess functional and technical gaps with SharePoint	19-21*5C
20-21*17	Deploy Microsoft's SCCM centralized solution for computer management and support	19-21*5C
20-21*18	Implement new MDM solution	19-21*5C
20-21*19	Deploy a centralized ITSM solution for ticketing, inventory tracking and project management.	19-21*5A
20-21*20	Assess guided pathways scheduling optimization, physical room utilization and enrollment.	19-21*1C

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

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

**Meeting Minutes for September 3, 2020**

**Voting Members Present:** Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Susan Hoang, Randy Scott, Sergio Rodriguez, Pat Weekes

**Voting Members Absent:** John Steffens

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

**Discussion**

1. Call to Order
  - Meeting was called to order by Mr. Gonzalez at 2:31 PM.
2. TAG introductions, membership, responsibilities and purpose
  - Brief introductions from the group were made and confirmed roles and representation are still the same.
  - Susan Hoang from SAC is the faculty co-chair for FY 2020-2021.
  - Mr. Gonzalez made brief references on the “Current” and “Proposed” version of TAG membership, responsibilities and purpose.
3. ITS Annual Report: Mr. Gonzalez noted that we will produce report twice a year, mid and end of year.
  - Mr. Gonzalez initiated presentation of the ITS Annual Report 2019-2020. The projects tie in with the districtwide initiatives from the Technology Plan and in accordance with accreditation standards.
  - Highlighted on the top ten initiatives per number of projects and briefly touched on all other initiatives. Provided details of the major areas, especially completed projects.
  - The report provides insightful information of how projects are categorized, prioritized and executed within the different teams: Infrastructure, Applications, Web, Helpdesk, SAC and SCC. These areas are divided between four ITS directors. Mr. Gonzalez also expounded on the roles of each area by using different analogies to establish better visual perspective and understanding.
  - The directors reported on designated areas as follows:
    - Infrastructure: Dane Clacken
    - Applications: Stuart Davis
    - Web: Thurman Brown
    - Helpdesk: Dane Clacken
    - SAC Academic Support: Michael Hoang
    - SCC Academic Support: Thurman Brown
  - A question was raised by Ms. Hoang regarding time tracking of each completed project. Mr. Gonzalez reminded the group that each area uses a different software tracking mechanism since we currently don't have a centralized project management tool. Hence the recruitment of a consultant, Jorge Forero to assist ITS in the evaluation process of a system that can be utilized for both project management and break/fix issues. Discussions ensued.

#### 4. Technology Update – Colleges

##### SCCTEC – S. Rodriguez

- Mr. Rodriguez reported that Add Authorization went live this summer.
- Updates were made to the manual focusing on Add Period instructions. Receiving calls mostly from students and not faculty.
- SCC Student Helpdesk is up and running. Managed by A&R department using CARES funding.
- Receiving numerous enrollment report requests with different and/or multiple cohorts (i.e. student level, contributing FTES etc.)

#### 5. Colleague cloud alternatives

- Mr. Gonzalez explained that our current Colleague cloud hosting through Amazon is managed by Ellucian, who offer hosting and system management. As previously requested by TAG, ITS has been evaluating other cloud hosting alternatives given the considerable financial costs to the district, and made significant progress.
- Mr. Gonzalez prepared and shared a cost assessment comparison report of cloud hosting and cost savings for self-hosting with Amazon (AWS) and Microsoft, as the top two industry leaders. At this point, if we were to pursue this option, the recommendation would be to go with Amazon as they are widely used by other community colleges in California.
- The assessments show sizeable savings and advantages should we choose to self-host in the cloud. If we decide to move forward, there will be overlapping cost as we would need the two systems running in parallel to avoid disruption of services. Notably, we will not see the savings until at least one year from implementation.
- This project is a significant undertaking and the work involved will likely affect timelines of other major projects underway like Starfish and Self-Service.
- Budget allocation has been obtained if we choose to extend the Ellucian cloud contract until 2021.
- We are contractually engaged with two consulting companies, who are subject matter experts in cloud design and Colleague management to assist with the evaluation process. We plan to have an ongoing contract with them, should we move forward with self-hosting.
- The group expressed full support of exploring this plan. Mr. Gonzalez will meet with Ellucian to discuss prerequisites and an amicable transition. Updates to come.
- Discussions ensued.

#### 6. Development of 2021-2024 Strategic Technology Plan

- Proposed modifications for timeframes for Planning Elements
  - Mr. Gonzalez announced that the current technology plan expires this year 2020 but we already have made significant progress in updating the plan. He went over each event involved in the development of the new STP and if everything goes as planned, to be presented for Board approval at their December 7<sup>th</sup> meeting.
  - Mr. Gonzalez proposed to extend duration of themes and goals timeframes to align with the new technology plan so that everything starts with 2021 and to ensure we are moving forward preventing additional work.
  - We need to form a small taskforce consisting of representatives from our constituents totaling five participants (Chair, Faculty Co-Chair, Admin, Classified and Student).
  - Mr. Gonzalez called for motion to approve the proposed modifications of timeframes for Planning Elements. A motion to approve was made by Mr. Rodriguez, seconded by Ms. Cottrell and approved unanimously.

#### 7. Computer standards update: Monitor warranties – Tabled for next meeting

#### 8. Approval of TAG Minutes – May 7, 2020

- Mr. Gonzalez called for a motion to approve the TAG Minutes of May 7, 2020 meeting. A motion to approve the minutes was made by Ms. Cottrell, seconded by Mr. Bustamante and approved unanimously.



**Informational Handouts**

1. TAG memberships, responsibility and purpose (Current and Proposed)
2. ITS 2019-2020: Annual Report
3. Colleague Cloud Self-Hosting: Cost Assessment Comparison (Only provided to committee members and not publicly for privacy reasons)
4. Development of 2021-2024 Strategic Technology plan
5. Proposal to change the current Standard Monitor configuration

**Next Meeting Reminder: October 3, 2020 via Zoom**

**Adjournment**

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

DRAFT