RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
Website: Technology Advisory Group

Agenda for March 4, 2021
2:30 p.m. - 4:00 p.m.
https://cccconfer.zoom.us/j/94720131769

1. Technology Project listing, February 2021 (10 minutes) – Davis

2. TAG Committee Planning Calendar **– ACTION** – (10 minutes) Gonzalez

3. Technology Updates – Colleges
   - SACTAC – Steffens (10 minutes)
   - SCCTEC – Rodriguez (10 minutes)

4. Technology Update ASG – Student experience with technology:
   - SCC – Mohammad (10 minutes)

5. First reading Data Governance AR and BP, Data Trustees and Data Stewards list (15 minutes) – Gonzalez

6. Updated districtwide software standards non-instructional computers (10 minutes) **– ACTION** –Hoang, M.

7. Approval of TAG Minutes – February 4, 2021 **– ACTION** (5 minutes) – Gonzalez

8. Other (5 minutes)

   - Update on TAG membership/responsibilities proposed modifications
   - CISOA Student Scholarship

Next TAG Committee Meeting: April 1, 2021

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.

Month	TAG	TOW
January	• No meeting • 2025, 2029: STP goes into effect on January 1st	Mid-year report presentation
February	• Mid-year report presentation • 2022, 2024, 2026, 2028, 2030: Form task force to review and update Goals on Strategic Tech Plan (STP) for the following two-year period • 2024, 2028: Form task force to develop Strategic Technology Plan (STP) for the following four year period	
March	• Review actual contract renewal costs for current Fiscal Year	Technology initiatives for next Fiscal Year Discussion
April	• Technology initiatives for next Fiscal Year first reading	
May	•Approve Technology initiatives for next Fiscal Year •Review forecast contract renewal costs for next Fiscal Year	Discuss project prioritization initiatives/Rubric for next Fiscal Year
June	No meeting	Approve project prioritization Rubric for next Fiscal Year
July	No meeting	Annual report presentation
August	No meeting	
September	• Annual report presentation • Review TAG membership, responsibilities and purpose. Update as needed	
October	• Produce TAG accomplishments for prior Fiscal Year, agree on TAG goals for current Fiscal Year • 2022, 2024, 2026, 2028, 2030: First reading STP Goals for the following two- year period • 2024, 2028: First reading STP for the following four-year period	
November	• 2022, 2024, 2026, 2028, 2030: Approve STP Goals for the following two- year period • 2024, 2028: Approve STP for the following four-year period	
December	• 2024, 2028: STP for the following four-year period presented to Board of Trustees for approval • 2030: Approve updated TAG Planning Calendar for next ten-year period	

BP XXXX Data Governance

Reference(s):
Title 5, section 58311, Principles for Sound Fiscal Management
U.S. Department of Education Privacy Technical Assistance Center (PTAC) Data
Governance Checklist

The District recognizes that quality data is an organizational asset. To that end, the Chancellor, in consultation with staff, shall establish administrative procedures to assure adequate oversight of data management practices, encompassing the full life cycle of data, including collection, use, reporting for local, state and federal purposes and disposal.

Data Governance procedures shall include, but not be limited to: Procedures over Student Center Funding Formula (SCFF) data management to ensure that data collected and reported to the Chancellor's Office are accurate and complete; Responsibilities for SCFF data management are clearly defined and assigned; Information systems used to collect and report SCFF data are monitored and maintained to ensure that timely, accurate, and reliable SCFF data is available for planning, decision making, and budgetary control.

Adopted: **XXXXXXXXXXX**

AR XXXX.1 Data Governance

Reference(s):
> U.S. Department of Education Privacy Technical Assistance Center (PTAC) Data Governance Checklist

Purpose and Scope

The objective of this Administrative Regulation is to identify the minimum standards to govern the appropriate use and management of institutional data and to define roles and responsibilities related to adequate data management.

This Administrative Regulation applies to all faculty, staff and third-party agents of the District as well as any other affiliates who are authorized to access Institutional Data.

Data Governance

Data governance focuses on improving data quality, protecting access to data, establishing business definitions, maintaining metadata and documenting data policies and procedures. The District's institutional information is an asset and must be maintained and protected as such. It is vital to have accurate, trusted data to make sound decisions at all levels of an organization. Data governance helps to provide data transparency and results in confidence among District faculty, staff and management to trust and rely on data for information and decision support.

Governing Institutional Data

The following principles are set forth as minimum standards to govern the appropriate use and management of institutional data:
• Institutional data is the property of the District and shall be managed as a key asset
• Unnecessary duplication of institutional data is discouraged
• Institutional data shall be protected
• Institutional data shall be accessible according to defined needs and roles
• Institutional representatives will be held accountable to their roles and responsibilities
• Necessary maintenance of institutional data shall be defined
• Resolution of issues related to institutional data shall follow consistent processes
• Data stewards are responsible for the subset of data in their charge

Data Governance: Roles and Responsibilities

Several roles and responsibilities govern the management of, access to, and accountability for institutional data. These are defined as follows:

> **Data Trustee**
> Data Trustees are senior district or college officials who have oversight responsibility for institutional data that is related to the functions managed, administered or run by the units and personnel who report to them.
> **Data Trustee responsibilities:**
> - Assign Data Stewards to be responsible for data management within the Data Trustee's functional area.
> - Manage, protect, and ensure the integrity and usefulness of institutional data.

- Identify the sensitivity and criticality of the data. Ensure that appropriate business processes are in place to keep the data secure, maximize data accuracy, and ensure that responsible staff are trained to maintain data quality.
- Ensure compliance with local, state and federal laws related to data governance.
- Support planning and governance to meet the data needs of the community.
- Serve as escalation point for Data Stewards on issues related to data governance.

Data Steward
Data Stewards are college or district employees with oversight responsibility for a designated subset of institutional data. A Data Steward is a functional end user within an operational area who is deemed an expert regarding data managed by that operational area. A Data Steward is assigned by a Data Trustee.
Data Trustee responsibilities:
- Implement data standards.
- Manage data definitions and data elements in their operational area, in conjunction with their colleagues, other data stewards and data trustees.
- Ensure that employees who maintain data are trained to follow standards.
- Monitor data quality and ensure data accuracy.
- Work with technical and operational staff to identify data entry errors and correcting the data to match institutional data standards.
- Report and escalate any issues that may require larger action on behalf of the district's data governance structure to their corresponding Data Trustee.
- Make decisions regarding data access, data classification, data compliance, data definitions and data privacy.
- Receive and respond to any inquiries related to data that originates from the area they oversee; e.g. questions regarding access, standardization, organization, definition and usage, etc.

Data Custodian
Data Custodians are usually technical professionals who are responsible for the management and operation of many of the systems that serve as sources of institutional data. Data Custodians usually have the authority to grant internal access to institutional data, in accordance with the guidance of Data Stewards and/or Data Trustees. Data Custodians can also have data collection and data handling responsibilities.
Data Custodian responsibilities:
- Provide a secure infrastructure in support of the data. This includes, but is not limited to, physical security, backup and recovery processes, and secure transmission of the data.
- Grant access privileges to authorized system users as requested by Data Stewards and/or Data Trustees, documenting those with access and controlling level of access to ensure that individuals have access only to that information for which they have been authorized and that access is removed in a timely fashion when no longer needed.
- Install, configure, patch, and upgrade hardware and software used for data management, ensuring that system availability and response time are maintained in accordance with district policies and/or processes.
- Participate in setting data governance priorities.

Data User
Data Users are individuals or areas who have access to institutional data as part of assigned duties or in fulfillment of assigned roles or functions within the district or

college community.

Data User responsibilities:

- Follow district policies and procedures related to data management and protection.
- Attend training and abide by the data standards established by Data Stewards and/or Data Trustees.
- Report concerns related to data management, weaknesses in data protection, failure to follow data management policies, or specific issues of quality or integrity of institutional data and protection to the appropriate Data Stewards and/or Data Trustees.

Technology Operational Workgroup

This workgroup is comprised of functional data trustees from across all functions and departments of the District.

Technology Operational Workgroup responsibilities

- Oversee the initiatives of the data governance program at a strategic level.
- Identify and prioritize data governance and other functional projects.
- Set goals for future state of data management capabilities.
- Advocate for governance and improved data management.
- Provide resolution of districtwide data issues and anything else which is not resolved at the data stewardship level.
- Serve as a communication vehicle towards the institution and their own functional/operational area.
- Create a data centric culture where data is everyone's responsibility.

For detailed information regarding designated data trustees, data stewards and data custodians go to https://intranet.rsccd.edu/XXXXXXXX

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.
3. 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.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

CISOA

STUDENT SCHOLARSHIP PROGRAM

NOW OPEN

The California Community College's Chief Information Systems Officers Association (CISOA) is proud to announce the establishment of our **annual scholarship program** benefitting California Community College Students*.

The 2021 CISOA Student Scholarship Program will award **ten (10) $1000 scholarships** to students currently enrolled in college **at least part-time** (6 Units per term) with a **3.0 GPA or higher** and have declared a major in an **Information Technology** related field of study (Computer Networking, MIS, Computer Science, Cyber Security, Electronics, etc.). Each applicant will be required to provide a personal statement outlining their educational goals and how they plan to use the scholarship funds.

Submit application at:
cisoa.org/scholarship

Scholarship recipients will receive the funds directly from CISOA and can be used for any of the student's educational or educational related needs.

Applications accepted from March 1, 2021 - April 16, 2021

Recipients shall be notified by May 14, 2021.

We look forward to receiving your applications!