

**RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT**

[Website: Technology Advisory Group](#)

**Agenda for April 1, 2021**

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

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

1. Technology Project listing, March 2021 (10 minutes) – Davis
2. Technology Update – Colleges
  - SACTAC – Steffens (10 minutes)
  - SCCTEC – Rodriguez (10 minutes)
3. Student experience with technology:
  - SCC Student – Mohammad (10 minutes)
4. Second reading Data Governance AR and BP, Data Trustees and Data Stewards list – **ACTION** (10 minutes) – Gonzalez
5. First reading Technology Initiatives FY21-22 (20 minutes) – Gonzalez
6. Approval of High-End Laptop standard (10 minutes) – **ACTION** – Hoang, M.
7. Approval of TAG Minutes – March 4, 2021 – **ACTION** (5 minutes) – Gonzalez
8. Other (5 minutes)

**Next TAG Committee Meeting:** May 6, 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.**

**Rancho Santiago Community College District**  
**BOARD POLICY**  
Chapter 3  
General Institution

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**BP 3740 Data Governance (NEW)**

**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: **General data management procedures and** 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 **shall be** clearly defined and assigned, Information systems used to collect and report **SCFF** data **are shall be** monitored and maintained to ensure that timely, accurate, and reliable **SCFF** data is available for planning, decision making, and budgetary control.

**Adopted:       XXXXXXXXXX**

**Rancho Santiago Community College District**  
**ADMINISTRATIVE REGULATION**  
Chapter 3  
General Institution

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**AR 3740 Data Governance (NEW)**

**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 is one of a series of Administrative Regulations designed to assure adequate oversight of data management practices across the District.**

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.rscsd.edu/XXXXXXXXX>

**Adopted: xxxxxxxx**

ITS Districtwide Initiatives 2020-2021	Total Projects Since 2019	Proposed for FY 21-22
Implement student case management solution with early alert and predictive analytics		0 Employ data, cloud, web, mobile and infrastructure technologies to support Guided Pathways
Implement new Mobile Device Management solution		0 Deploy SCCM, JAMF centralized solutions for computer and mobile device management and support
Assess guided pathways scheduling optimization, physical room utilization and enrollment.		0 Employ data, cloud, web, mobile and infrastructure technologies to support Guided Pathways
Assess solutions for browser security measures to proctor online testing		0 Online Education Initiative (OEI) Implementation
Establish Colleague patch cycle standards		1 Remove
Implement a standard reporting solution with ad-hoc capability		1 Improve overall data quality for reporting needs
Support CCCCO Integrated Library System (ILS) ExLibris/Alma		1 Remove
Deploy a centralized ITSM solution for ticketing, inventory tracking and project management.		1 Implement and improve technologies that help ITS provide better support
Implement pilot apps and APIs		2 Expand use of APIs for system integrations
Standardize classroom mediation deployments		2 Standardize and upgrade classroom mediation systems
Document technology planning standards and ITS project prioritization procedures		2 Keep
Schedule ongoing cybersecurity awareness training sessions.		2 Keep
Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams		5 Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams and external technical resources
Support technology solutions that help facility construction projects		6 Keep
Self-Service Implementation		7 Keep
Improve Siteimprove accessibility scores for district websites		10 Keep
Implement security solutions to comply with Gramm-Leach-Bliley Act (GLBA) and General Data Protection Regulation (GDPR)		14 Implement and maintain security solutions and processes to comply with the Gramm-Leach-Bliley Act (GLBA)
Standardize Electronic Content Management (ECM) solutions		15 Standardize Electronic Content Management (ECM) and digital workflow solutions
Implement a single sign on (SSO) authentication solution for staff and students		16 Support, improve and expand usage for single sign on (SSO) authentication solution for better user experience
Deploy Microsoft's SCCM centralized solution for computer management and support		16 Deploy SCCM, JAMF centralized solutions for computer and mobile device management and support
Implement an improved enrollment management solution		18 Implement and improve technologies to support enrollment management
Provide business process documentation for districtwide technology solutions		19 Keep
Improve district website mobile experiences and platform stability		21 Improve district website mobile experience, update website's design and improve web platform stability
Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague		24 Keep
Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)		25 Keep
Optimize student onboarding process		30 Keep

Assess functional and technical gaps with SharePoint		34	Support and improve web Content Management System (CMS)
Support technology solutions that help improve efficiencies and automate manual processes		48	Keep
Develop training materials and schedule training sessions for districtwide technology solutions		61	Keep
Online Education Initiative (OEI) Implementation		97	Keep
Abide by technology replacement cycle for hardware		120	Keep
Improve overall data quality for reporting needs		137	Keep
Refresh or replace end of life software		161	Keep
Deploy technologies that support TRI and return to office	N/A		New

CURRENT	NEW
None	HP ZBook Fury 15 G7 Mobile Workstation
	
District Cost: \$	District Cost: <b>\$1,718</b>
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Intel Processor i7-10850H: 6 cores, 12MB Cache, 5.1 GHz</li> <li>• 16GB (2x8GB) 3200MHz DDR4</li> <li>• 512GB PCIe NVMe TLC SSD</li> <li>• NVIDIA Quadro T1000 4GB GDDR5 Graphics Card</li> <li>• 15.6" FHD LED UWVA 1920x1080 Display</li> <li>• Intel AX201 Wi-Fi 6 (2x2) &amp; Bluetooth 5 Card</li> <li>• Integrated HD 720p DualAryMic Webcam</li> <li>• 5-year Hardware Warranty</li> </ul>



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

**Meeting Minutes for March 4, 2021**

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

**Voting Members Absent:** Tammy Cottrell

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

**Discussion**

1. Call to Order
  - Meeting was called to order by Mr. Gonzalez at 2:32 PM.
2. Technology Project Listing, January 2021: Mr. Davis provided updates on key items within the Top 10 projects.
  - RG0540 Modifications: Mr. Davis will meet with Fiscal Services to confirm that all the requested changes are in accordance with the departmental needs. Once confirmed, the project will be moved off from the top 10 list.
  - VA Works: new project request from the Veterans offices at SAC and SCC. This is a software tool for student tracking geared towards veteran students.
  - Starfish Implementation: Phase I is still being reviewed and there is ongoing cleanup and validation around the analytics.
  - Remove CE WebAdvisor drop roster and grading customization, item 6 and 7: new project request from Continuing Ed as they transition to census base classes. Will conduct removal of previous customizations related to positive attendance. These customizations are preventing the required system processes involved in census base sections.
  - Invoke Learning projects, item 8 and 9: Data uploads have been handed off to Invoke Learning for assessment.
3. TAG Committee Planning Calendar: Mr. Gonzalez stated the purpose for creating the calendar. He expounded further on each milestone that takes place each month between TAG and TOW. This will serve as a roadmap and guiding principles to keep us on target when items need to be reviewed, modified and approved. He announced that the planning calendar will be posted on both TAG and TOW websites.
  - Mr. Gonzalez called a motion to approve the 2021 Planning Calendar. A motion to approve the 2021 Planning Calendar was made by Mr. Steffens and seconded by Mr. Bustamante and approved unanimously.
4. Technology Update – Colleges
  - SACTAC – Mr. Steffens
    - Mr. Steffens discussed the computer replacement plan, which was approved by SACTAC and it's to be submitted to the Planning and Budget committee which hopefully will be included in the 2022 tentative budget.
    - Recent hiring of student workers for student helpdesk. They are currently in training.
    - Starfish implementation and usage statistics and other systems to be integrated to Starfish such as Canvas were presented at SACTAC.
    - Starfish Fall semester usage impact to retention: Mr. Steffens announced that SAC Research will be presenting at the College Council meeting for March.

- Web redesign project is moving forward. The Web committee and the ITS Web team are diligently working together to incorporate reusable components.

#### SCCTEC – Mr. Rodriguez

- Mr. Rodriguez reported that the committee had discussions on chosen name (postponed till end of April) and SSO project (moved up to June 7<sup>th</sup>).
  - A computer replacement line item has been added to the budget.
  - SCC is in favor of adopting OrgChart Now but will depend on HR's decision.
  - They also discussed SCC Student Services need for a customer relationship management (CRM) solution to be used by Outreach and Foundation.
5. Technology Update ASG – Student experience with technology:
    - No updates from Ms. Muhammad. She added that this initiative was shared with other senators and will share feedback as they are received.
    - Mr. Gonzalez provided an update. Mr. Gonzalez and Mr. Davis met with Ms. Muhammad and discussed the issues she presented during the February meeting and found it valuable. Mr. Gonzalez stated that we need student outreach and proposed that we form a student experience taskforce, with Ms. Muhammad as a liaison between TAG and ASG. The taskforce will oversee and review feedback from students and potentially develop an actual technology initiative that we can execute from, thereby improving student experience. Mr. Gonzalez will send out a poll to both voting and supporting members to see who wants to be part of the taskforce.
  6. First reading Data Governance AR and BP, Data Trustees and Data Stewards list: Mr. Gonzalez provided the first reading and a detailed history of data governance.
    - Mr. Gonzalez highlighted on key points and references used in creating the draft.
    - The Data Stewards list will go through frequent updates as staff and positions continue to move around. As such, an intranet link will be provided on the AR portion to avoid the need to go through the entire process of updating the entire document for minor changes.
    - Questions were raised by Ms. Hoang and Mr. Bustamante regarding what governs data derived from a third party and student government surveys. Mr. Gonzalez asserted that if the data will be used to obtain funding or make decisions, they will be considered as institutional data, therefore will be required to abide by our data governance policy.
    - The draft has been presented to the Technology Operational Workgroup (TOW) and District Research and will be voted on at the April TAG meeting. Mr. Gonzalez urged the group to review the draft thoroughly and to share it with their constituencies for questions and comments.
  7. Updated districtwide software standards non-instructional computers: Mr. Hoang went over the different software components that were updated, removed and replaced. For security reasons, the details on the software standard updates will not be shared but will be posted on the ITS intranet site.
    - Mr. Gonzalez called for a motion to approve the districtwide software standards for non-instructional computers and proposal to make it an internal document. A motion to approve was made by Mr. Steffens and seconded by Mr. Rodriguez and approved unanimously.
  8. Approval of TAG Minutes – February 4, 2021
    - Mr. Gonzalez called for a motion to approve the TAG Minutes of February 4, 2021 meeting. A motion to approve the minutes was made by Ms. Hoang and seconded by Mr. Rodriguez and approved unanimously.
  9. Other
    - Update on TAG membership/responsibilities proposed modifications: Mr. Gonzalez shared an announcement from District Research which was sent to the committee chairs. The new Planning and Design manual states that student representatives at all committees are to be considered voting members effective immediately. TAG will adopt the change as of next TAG meeting in April.
    - Chief Information Systems Officers Association (CISOA) Student Scholarship: Mr. Gonzalez announced that CISOA is sponsoring a student scholarship program. Applications are accepted from March 1 – April 16, 2021. Further details are provided on

the flyer. He asked the group to convey this with different constituencies. It would be ideal if this is posted in a place visible to students.

### **Informational Handouts**

1. Technology Project Listing: February 2021
2. TAG Committee Planning Calendar
3. Data Governance AR and BP, Data Trustees and Data Stewards list
4. Districtwide software standards non-instructional computers
5. CISOA Student Scholarship flyer

**Next Meeting Reminder: April 1, 2021 via Zoom**

### **Adjournment**

The meeting was adjourned at 3:53 p.m.

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