RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
Website: Technology Advisory Group

Agenda for April 14, 2022
2:30 p.m. - 4:00 p.m.
https://cccconfer.zoom.us/j/94554895244

1. Technology initiatives for next Fiscal Year first reading (10 minutes) – Gonzalez

2. AR 3720 Information Resource Use updates first reading (15 minutes) – Gonzalez

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

4. Student experience with technology:
   - SAC Student – Angel Michael (10 minutes)
   - SCC Student – Jacob Bereskin (10 minutes)

5. Adoption of Accessibility Statement first reading (5 minutes) – Gonzalez, James

6. Accessibility and Data Privacy recommendations first reading (10 minutes) – Gonzalez, James, Kushida, Turner

7. Approval of TAG Minutes – March 3, 2022 (5 minutes) **– ACTION**– Gonzalez

8. Technology Project listing, March 2022 (5 minutes) – Howard

Next TAG Committee Meeting: May 5, 2022

20-21 ID #	ITS Districtwide Initiatives 2021-2022	Total Projects June to December	Proposed for FY 22-23
21-22*01	Implement and improve technologies to support enrollment management	2	Keep
21-22*02	Support technology solutions that help improve efficiencies and automate manual processes	78	Keep
21-22*03	Online Education Initiative (OEI) Implementation	2	Keep
21-22*04	Improve overall data quality for reporting needs	51	Keep
21-22*05	Optimize student onboarding process	5	Keep
21-22*06	Implement student case management solution with early alert and predictive analytics	11	Keep
21-22*07	Abide by technology replacement cycle for hardware	33	Keep
21-22*08	Refresh or replace end of life software	76	Keep
21-22*09	Standardize Electronic Content Management (ECM)and digital workflow solutions	0	Remove, can fall under 21-22*02
21-22*10	Expand use of APIs for system integrations	0	Keep, ensure proper tracking and reprioritize
21-22*11	Improve overall data quality for reporting needs	0	Remove, duplicate of 21-22*04
21-22*12	Self-Service Implementation	1	Keep, consider breaking down projects further
21-22*13	Support library technology implementations including Touchnet Integration and EZ Proxy	1	Keep
21-22*14	Support, improve and expand usage for single sign on (SSO) authentication solution for better user experience	13	Keep
21-22*15	Support and improve web Content Management System (CMS)	11	Keep
21-22*16	Deploy SCCM, JAMF centralized solutions for computer and mobile device management and support	6	Keep
21-22*17	Implement and improve technologies that help ITS provide better support	16	Keep
21-22*18	Employ data, cloud, web, mobile and infrastructure technologies to support Guided Pathways	1	Keep, consider breaking down projects further
21-22*19	Implement and maintain security solutions and processes to comply with the Gramm-Leach-Bliley Act (GLBA)	4	Keep
21-22*20	Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)	3	Keep
21-22*21	Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams and external technical resources	0	Keep, ensure proper tracking and reprioritize
21-22*22	Support technology solutions that help facility construction projects	9	Keep
21-22*23	Improve district website mobile experience, update website's design and improve web platform stability	6	Keep
21-22*24	Standardize and upgrade classroom mediation systems	1	Keep
21-22*25	Provide business process documentation for districtwide technology solutions	6	Keep
21-22*26	Document technology planning standards and ITS project prioritization procedures	0	Remove, can fall under 21-22*25
21-22*27	Schedule ongoing cybersecurity awareness training sessions.	1	Remove, can fall under 21-22*19
21-22*28	Develop training materials and schedule training sessions for districtwide technology solutions	0	Keep, ensure proper tracking and reprioritize
21-22*29	Improve Siteimprove accessibility scores for district websites	0	Document, standardize and communicate ADA related processes, maintain website accessibility, update accessibility tools.
21-22*30	Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague	2	Keep
21-22*31	Deploy technologies that support TRI and return to office	3	Deploy technologies required to support student and employee needs as a result of the pandemic
	Provide technology to ensure students attain class resources and college information in a timely manner.		New
	Provide documentation and technology resources to support students who take part in participatory and student governance.		New

Accessibility Statement

In recognition of long-standing needs related to accessibility, the Technology Advisory Group (TAG), along with the Santa Ana College Technology Advisory Committee (SACTAC) and the Santiago Canyon College Technology Committee (SCCTEC) recommend that the district establishes a multi-campus, multi-disciplinary workgroup to review the *ADA Self-Evaluation Plan* and *summary report from 2019*, and create a formal plan to identify, prioritize and address accessibility gaps.

	Recommendation	Reasoning	Description	Stakeholders	Status	Target Completion Time
1	Establish workflow, roles and responsibilities, timelines for accessibility: VPAT/LTI, Data Privacy management, exemptions as it relates to digital content and publishers for faculty	There is no formalized established process to assess accessibility, data privacy, of digital publishers with roles and responsibilities.	It would be ideal if the repository of VPATs can be filtered by category to streamline the process. – Searching by metadata would be ideal. Ensure the process establishes prioritization criteria. Potentially adding links on curriculum system (e.g. Ellumen /Meta) that can point to the repository of VPATs and any issues identified. Ensure timelines are established to inform people of how long processes will take. Consider looking at rubrics for evaluation of technology tools such as this one: https://teaching.uwo.ca/pdf/elearning/Rubric-for-eLearning-Tool-Evaluation.pdf Refer to https://www.cdacanada.com/ as a reference as well	• TAG Taskforce to consult with: • Bookstore • DE • DSPS • ITS • Curriculum committees at the colleges • Academic Senates		
2	Produce a list of publisher VPATs that have been reviewed for public internal consumption for Faculty, the Bookstore, consideration	When publishers digital content is used due to curriculum requirements and their products are not accessible, there is no option to consider alternative requirements	If the Bookstore (central point for issuance of materials) is aware of this, they could raise flags about deficient content from the list. Ensure the faculty is aware as well and DSPS to provide feedback when the product is less accessible than what the VPAT states. It would make sense for the list to be in the same place that Purchasing keeps list of other VPATS approved. Consider adding additional information to support the accessibility of the product as well (e.g. Vendor roadmaps for resolution, accessibility studies from other schools, own internal screenings by DSPS or others)	• To produce the information: • ITS • Purchasing • To update information with comments: • DSPS • Distance Ed • ITS • Purchasing		
3	Start educational/training campaign with Faculty regarding the use of	Faculty may not be aware that content that is chosen from publishers may be not accessible, including LTIs and other digital content. They may also not be	PD week should have opportunities to educate faculty on publishers and accessibility, FERPA and Data Privacy. At SAC there are SAC lunches where this information can be conveyed as well.	• To craft training: o ITS o Distance Ed o DSPS		

	publishers and the need to comply with accessibility and data privacy standards	aware that vendors will require access to non-directory data to function. Faculty at times have students procure their own resources from publishers and those may not be accessible. Faculty needs to be aware of compliance requirements as it relates to publisher content.	Recommendation number 1 is a predecessor for this recommendation to be executed. The process needs to be established and conveyed before training can occur.	o PD Team
				• Audiences:
				   o Faculty
				   o Deans		

4	Reach out to CCC Accessibility Center to see if there is a way to collaborate with the CSUs to have a joint repository of VPAT and accessibility information. This type of collaboration was done successfully for alt media in the past.	It doesn't make sense for each CA CCD to assess VPATs one at a time per location per district to identify information. CSUs already have a list of VPATs that have this information available that may be able to be shared with all CA CCDs	There are four components to consider when assessing product VPATs: Features (Items that work, because they have to and additional capabilities that go above and beyond to make the product accessible), Current Gaps, Plans for resolution, Workarounds. All this information has already been identified by the CSUs and all their campuses rely on it. However, the CA CCD system needs to reach a certain level of maturity with accessibility practices that is similar to the CSU to ensure collaboration is worthwhile to them. This may be a predecessor.	• To reach out to find out options: o TAG Taskforce on Accessibility and Privacy		FY22-23 (Long Term)
5	Review recommendations on Section 504 report, refer and assign accordingly.	Determine what recommendations in the report apply to ITS, Distance Education and come up with a plan to execute and resolve.	There were several recommendations in the section 504 report that apply to areas that are members in TAG. Progress needs to continue to occur and be reviewed periodically.	• To determine next steps: o TAG Taskforce on Accessibility and Privacy		

6	Assess list of LTIs in Canvas to determine their accessibility and privacy	When we went from Blackboard to Canvas, we made a conscious decision to grandfather in all the technology - LTIs, APIs. There was no review for data privacy	Assess what LTIs are actively in use, assess them for accessibility and data privacy and publish into VPAT list from recommendation 1 accordingly. To be done after recommendation 1 is implemented. Makes sense to address net new purchases/renewals first. Determine a point in time from which the new process will be effective.	• To assess:
				   o ITS
				   o Distance Education		

		and accessibility for these past technologies.			

7	Assess list of Publishers being actively used by Faculty to determine their accessibility and privacy	This has not been done in the past and similar to the LTI assessment needs to be considered.	A conversation with the bookstore needs to occur and a determination on how to identify the most recently used content. The digital content then needs to be assessed for accessibility and data privacy and the results published into VPAT list from recommendation 1 accordingly. Makes sense to address net new purchases/renewals first. Determine a point in time from which the new process will be effective.	• To assess:
				  ○ Bookstore
				  ○ ITS
				  ○ DSPS
				  ○ Distance Educaton	

8	Assess accessibility and data privacy for library subscriptions	The library subscribes to several sources that are available to faculty/staff/students. The content may be digital and not assessed for accessibility and data privacy compliance.	It makes sense to contact the CCC Accessibility Center to see if there are already centralized resources to inform CA CCs on this topic. Makes sense to address net new purchases/renewals first. Determine a point in time from which the new process will be effective.	• To determine next steps:
				  ○ TAG Taskforce on Accessibility and Privacy
				  ○ Libraries	

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

Meeting Minutes for March 3, 2022

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Voting Members Present: Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Scott James, Cherylee Kushida, Adam Morgan, Sergio Rodriguez, John Steffens, Pat Weekes, Angel Michael – SAC Student, Jacob Bereskin – SCC Student

Voting Members Absent:

Supporting Members: Thurman Brown, Dane Clacken, Jorge Forero, Adam Howard, Tara Kubicka-Miller

Discussion

1. Call to Order
   - Meeting was called to order by Mr. Gonzalez at 2:31 PM.

2. Combating fraudulent student applications. Mr. Howard provided an overview of how fraud can take place.
   - The threat actors target online classes. Using stolen identities, they go through the admissions process and financial aid. As soon as the money is awarded to them, they disappear and take up roster space as a result.
   - Mr. Howard indicated that financial aid fraud is not a unique situation that educational institutions are facing. However, the pandemic with all its available funding has set the stage for it to be profitable for threat actors.
   - This problem is being addressed by the Department of Education who is responsible for the criminal investigations.
   - From a technology standpoint at the State level and college level, several efforts are being acted on to address this issue. For security purposes, the safety measures and controls being implemented, and details of this topic will not be shared in the minutes.
   - We are hopeful that as the pandemic subsides, these problems will diminish.
   - Mr. James shared that the colleges are also implementing crucial steps to help mitigate potential fraud.
3. Review actual technology contract renewal costs for current Fiscal Year. Mr. Gonzalez stated that the estimated costs were provided during the May 2021 meeting.
   - Mr. Gonzalez went over the renewal cost details and layout.
   - Majority of the items are on-going or recurring maintenance/support, and some are one-time expenditures. There are also other items that were not part of the estimated list.
   - Mr. Gonzalez mentioned some of the high dollar expenditures such as Microsoft Campus Agreement, Ellucian just to name a few.
   - Estimated cost is $3,610,578.20 and Actual cost is $3,609,320.76. Funded by the ITS operational budget.
   - Actual cost to support TRI is about $343K. The State Chancellor's Office is no longer the funding source for our distance learning technology. During the pandemic, these expenditures are paid through Federal/State emergency funds. The funding will end in 2023. There will be future information to come as we need to discuss budget allocation with the colleges to support TRI.

4. Technology Update – College

    <u>SACTAC – J. Steffens:</u>
    - Presented funding request for replacement of 1034 computers for next fiscal year in which SACTAC unanimously made a recommendation to fund the request in the amount of $1.16 million to Planning & Budget. It was requested that a breakdown of the list be provided to help determine which machines are eligible for HEERF funding. Ideally, Planning & Budget would like a full 5-year technology replacement cycle.
    - Mr. Steffens stated that he will not be available to attend the April SACTAC meeting and requested ITS attendance and support with the technology replacement plan presentation.
    - Funding for mediation will still need to be presented to Planning & Budget.
    - Starfish project update: Has received requests from Mass Center and TRIO. Focusing on building progress milestones that can be viewed by both faculty and students service areas.

    <u>SCCTEC – S. Rodriguez</u>

    - SCCTEC reviewed and adopted a statement to support review and execution of the 2019 ADA Self Evaluation Plan.
    - Mr. Brown presented the new printer standards at the SCCTEC meeting. The plan is to use any refresh funds that were saved to procure new printers at SCC.
    - Mr. Brown also presented the SharePoint 2019 and new redesign look and feel as well as some positive feedback from SCCTEC. He is also working with the VDI vendor on a pilot.
    - Metaverse was discussed and starting a pilot which will be headed by Mr. James. Mr. Gonzalez made a quick insight to consider the challenge with accessibility.
    - Mr. James went over the details on CVC initiatives.

5. Student experience with technology: Mr. Gonzalez announced they have scheduled regular weekly cadence with SAC and SCC student representatives.
    - SAC Student – Angel Michael noted that she has no new updates to provide. However, she expressed frustrations on the book information (the lack thereof) in WebAdvisor. This issue was brought up in prior meeting. Mr. Gonzalez stated that they will revisit this issue during their regular cadence.
    - Discussions and feedback ensued. Mr. Rodriguez stated that this functionality is one of the gaps in Self Service. The group considered which governance committee to consult. If this is a technical issue we should escalate and add to our technology plan or perchance it's a matter of proper collaboration, coordination and responsiveness between the bookstore, faculty and corresponding department to publish the book information. More discussions to come.
    - SCC Student – Jacob Bereskin:
        o Mr. Bereskin reported that the Wi-Fi issue at SCC has been resolved. Various testing has been conducted.
        o Mr. Bereskin posed a concern that not everyone especially students have extensive knowledge with technology. He recommended it would be very useful if TAG can provide documentation containing technology related terminologies.
        o Mr. Gonzalez concurred that this is a great recommendation. We can potentially add this to the TAG goals under "Improving communication with our students". The group supported this as well.
        o Mr. Gonzalez added that this will be beneficial if proposed to all governance committees which can greatly improve communication.

6. Computer replacement plan recommendations discussion: Updates and establishing timelines.
   - This was developed in 2021 by a workgroup initiated through TAG. The purpose is to ensure there are standard processes and guidelines in place districtwide to abide by for computer replacements.
   - Mr. Gonzalez went over the updates and keyed on some of the components. It is necessary that progress occurs and potentially completion which will get us to the next steps (regular meeting cadence, status reports).
   - Mr. Gonzalez would like to be able to complete 3 areas: Responsible Parties, Status, and Target Completion Time. The group discussed several strategies on how this can be accomplished. Both SACTAC and SCCTEC already have a full meeting agenda for the remainder of 2022 fiscal year. The group agreed it would be sensible to reform the previous taskforce to perform this task.
   - Mr. Gonzalez will send out proposed meeting dates to the volunteers.
7. Technology Project Listing, February 2022. Mr. Howard provided a quick overview.
   - RG542 Report – Dual Enrollment information: Completed
   - COVID-19 Vaccine Requirement for Students (EPIC): Assigned. Weekly cadence is occurring. Soft roll out is planned for Fall 2022.
   - Vaccine Status – EHIN Report: In User Acceptance Testing (UAT).
   - SCFF (EPIC): Consolidated projects related to student centered funding formula to ensure it's given high priority.
   - Dual Enrollment Report: Requirements have been established.
   - Noncredit courses onto the CVC course exchange: Currently in planning & analysis
   - CCCApply Noncredit (EPIC): In progress
   - Starfish Implementation (EPIC): Building progress milestones for students. In progress
   - Comevo-to-Colleague import file: Configuration has been setup in Comevo and working on the integration to pull data to Colleague. Pending feedback.
   - EPIC-Canvas SIS Batch Process Changes Until 06/30/2022: Tasks cloned from prior year to keep date up to date.
   - CVC Exchange: Online education initiative. Technical meeting with CVC folks are scheduled.
   - Mr. Gonzalez explained what Epic means. Epic is a large technology project consisting of subtasks/projects which makes status tracking more effectively.

8. Approval of TAG Minutes – February 3, 2022
   - Mr. Gonzalez called for a motion to approve the TAG Minutes of February 3, 2022 meeting. A motion to approve the minutes was made by Mr. Bustamante, seconded by Mr. Bereskin. Ms. Weekes abstained as she was not present. The motion passed.
9. Other: Mr. Steffens requested for an update on the new Bookstore POS system. Mr. Clacken shared that this project is currently in progress and at the final phase of the procurement process.

Informational Handouts
   1. ITS Contract List – Actual Cost
   2. Computer Replacement Plan Recommendation
   3. Top 10 Technology Project Listing - February

Next Meeting Reminder: April 14, 2022 via Zoom

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