# Technology Advisory Group

Zoom Meeting (Invitation shared via Outlook)

2:30 p.m. – 4:00 p.m.

**Meeting Minutes for September 7, 2023**

**Voting Members Present:** Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Adam Morgan, Sergio Rodriguez, Jason Sim, John Steffens, Michael Taylor, Pat Weekes, Guadalupe Roman Sanchez – SAC Student

**Voting Members Absent:** SCC Student

**Supporting Members:** Dane Clacken, Scott James, Marvin Gabut, Ron Gonzalves, Adam Howard, Kimberly Perna

**Discussion**

Call to Order

* + The meeting was called to order by Mr. Gonzalez at 2:32 PM.
1. TAG introductions, membership, responsibilities and purpose.
	* + - Welcome by Mr. Gonzalez and member introduction. Michael Taylor from SCC is the faculty co-chair for Academic Year 2023-2024.
			- Mr. Gonzalez provided an overview of the membership, responsibilities, and purpose.

1. Annual Report 2022-2023
* Mr. Gonzalez provided a summary of the report. The report illustrates how projects tie in with the districtwide initiatives from the Strategic Technology Plan and in accordance with accreditation standards. The report is regularly presented to TAG and TOW mid and end of year.
* The report highlights the top ten initiatives per number of projects completed and how projects are prioritized and executed within the operational teams: Infrastructure, Applications, Web, Helpdesk, SAC and SCC. These areas are divided between four ITS directors. Mr. Gonzalez always described each area by using the “house” analogy to establish visual perspective and understanding.
	+ The top 3 initiatives per number of completed projects are: Utilize Hardware Replacement Cycles, Utilize Software Replacement Cycles, and Improve Efficiency.
	+ There are a total of 868 completed projects (lengthier process) and 20,409 total tickets closed (break/fix issues). Average of 72 projects completed per month and 36 ticket closure per IT Resource on any given period per month. The directors reported on the completed projects and the different roles and responsibilities of their designated areas:
	+ Enterprise Applications: Adam Howard – (259 projects completed)
	+ Infrastructure and Security: Dane Clacken – (153 projects completed)
	+ Helpdesk: Dane Clacken– (51 projects completed)
	+ SAC Academic Support: Ron Gonzalves – (211 projects completed)
	+ SCC Academic Support: Ron Gonzalves/Kimberly Perna – (40 projects completed)
	+ Web: Jorge Forero/Kimberly Perna – (155 projects completed)
1. Technology Update:
* SACTAC: Mr. Steffens
* Reviewed the membership, goals and responsibilities. Started discussions of setting the current academic year goals.
* Presentation by Mr. Gonzalves on technology replacement and deployment of over half of 1,100 machines previously purchased. Update on computer needs for the new Health Science building.
* Mr. Steffens reported on the Ocelot Chatbot system as a replacement for Cranium Café, new management system solution to replace SharePoint. Also, working with faculty on Nuventive system, outcomes assessment which is the last functionality pending prior to going live by end of October.
* SCCTEC: Mr. Rodriguez
* No report from SCCTEC but noted that the SCC Tech Plan is scheduled for an update. Announcement of the newly updated SCC website.
* Plan D was approved. This is geared for Science majors. A plan for an IT project request to add Plan D codes on unofficial transcript.
* Will meet with Ellucian for Student Success package demo.
* Ocelot implementation is also taking place at SCC.
* New OCTA bus pass contract for credit and noncredit (no charge). There were issues during the first week but later resolved.
1. Student experience with technology:
* SAC: Ms. Roman noted that everything is working well. She commented on the current Self-Service UI and pointed out that classes from previous semesters are still showing up which could potentially cause confusion for other students. Mr. Morgan provided related insights that this is related to Continuing Education programs. Mr. Howard will discuss this topic at the Admissions & Records meeting.
* Mr. Rodriguez asked Ms. Roman what her email preference is, college email or personal email. Ms. Roman stated that since her college email is only accessible through Outlook, she prefers using her personal email as her primary form of communication since it’s accessible through any device.
* Mr. Rodriguez also asked how Ms. Roman uses ChatGPT. Ms. Roman stated that she uses ChatGPT with essay format/outlines and for review assistance.
* She recommended that it may be beneficial to have a how-to-use video for student related tools and programs (login, Office 365, etc.) for academic success. Mr. Morgan stated he teaches the class and can provide documentations via PDF format but agreed that a video format will be helpful. Mr. Clacken and Ms. Cottrell provided the link to ITS resources for students.
* SCC Student: No attendance so far.
1. Approval of computing standards: Mr. Gonzalves provided updates, staying with existing computing standards with faster memory.
* Desktop: HP EliteDesk 800 G9 Small Form Factor & HP EliteDesk 800 G9 Mini PC (from 8GB to 16GB)
* Laptop for staff/admin: HP EliteBook 840 G9 (from 8GB to 16GB)
* Laptop for student/classroom: HP ProBook 640 G9 (from 8GB to 16GB) & HP ProBook 650 G9 (from 8GB to 16GB)
* Laptop for Engineering: HP Z-Book 15 Power G9 Laptop (from 16GB to 32GB)
* Printer Color: HP LaserJet Pro MFP 4301fdn (from 28ppm to 32ppm). Model 4301fdn has been discontinued.
* Mr. Gonzalez called for a motion to approve the new computing standards. Motion was made by Mr. Morgan, Mr. Steffens seconded and approved unanimously.
1. Approval of TAG Minutes – May 4, 2023
* Mr. Gonzalez called for a motion to approve the May 4, 2023, minutes. A motion was made by Mr. Steffens seconded by Mr. Taylor. Mr. Taylor and Ms. Weekes abstained. Motion passed.
1. Technology Project Listing, August 2023. Mr. Howard provided a brief overview of the Enterprise Applications team’s project. He noted that the team were able to complete about 50% of projects received over the course of six months. Mr. Howard stated that they were looking at improving their processes and will be denoting some of those projects on the list as backlog projects. Due to time constraints, Mr. Howard was not able to proceed with the Top 10 list of projects.
2. District Council Minutes – August 8, 2023: Mr. Gonzalez announced that the District Council minutes (draft format) will now be included in the TAG agenda for informational purposes.

**Informational Handouts**

1. ITS Annual Report 2022-2023
2. Computer and Printer Standards
3. District Council Minutes – August 8, 2023
4. Top 10 Technology Project Listing – August 2023

**Next Meeting Reminder: October 5, 2023, via Zoom**

**Adjournment**

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