# Technology Advisory Group

Zoom Meeting (Invitation shared via Outlook)

2:30 p.m. – 4:00 p.m.

**Meeting Minutes for February 15, 2024**

**Voting Members Present:** Robert Bustamante, Jesse Gonzalez, Adam Morgan, Jimmy Nguyen, Sergio Rodriguez, Jason Sim, John Steffens, Michael Taylor, Pat Weekes, Jessica Nguyen – SAC Student, Hayden Reed – SCC Student

**Voting Members Absent:**

**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. Mid-year Report July 1, 2023 – December 31, 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.
	1. Notably, the top 3 initiatives by number of completed projects are: Utilize Software Replacement Cycles, Utilize Hardware Replacement Cycles, and Improve Efficiency.
	2. There are a total of 347 completed projects (lengthier process) and 9,902 total tickets closed (break/fix issues). Average of 58 projects completed per month and 34 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 – (122 projects completed)
	+ Infrastructure and Security: Dane Clacken – (97 projects completed)
	+ Helpdesk: Dane Clacken– (15 projects completed)
	+ SAC Academic Support: Ron Gonzalves – (65 projects completed)
	+ SCC Academic Support: Kimberly Perna – (41 projects completed)
	+ Web: Kimberly Perna – (7 projects completed)
* Mr. Gonzalez and the directors expressed their satisfaction and pride in the team's achievements and their enthusiasm while announcing upcoming projects slated for execution.
* Question regarding Self Service: Mr. Sims shared recent observations and indicated a deficiency in Self Service, particularly the absence of automatic email notifications when faculty adds students to classes. This manual process leads to potential delays and confusion for students regarding their registration status. He proposed exploring automation to ensure students receive confirmation emails upon being added to a class by faculty. Mr. Howard believes there is sufficient information in the system to develop functionality that would automatically send emails to students after receiving an add authorization. As an action item, he will follow up on this with the colleges, potentially creating a project to add this component.
1. Use of Zoom AI:
* Mr. Gonzalez provided an update on previous requests for the utilization of Zoom AI and various tools available through Zoom interface. Keyed on Zoom AI companion which is designed for automated notetaking. This poses a concern regarding the potential exposure of meeting notes as they are maintained and tracked through email, which is considered a public record. This led to a need for legal guidance to balance security and privacy concerns with the adoption of new technology. A response has been received but due to attorney-client privilege, the details will not be shared publicly.
* Discussions on data retention policy and the lack thereof. Mr. Gonzalez emphasized the need for a data retention policy in emails to mitigate liability exposure. Retaining emails indefinitely poses risks and increases costs as more items accumulate in the email repository.
* Further discussions on the importance of implementing a policy to limit liability and control costs ensued. Suggestion of a tailored retention policy for Zoom transcripts instead of a broad approach. But the challenge lies in specifying detailed rules for journaling technology which are universally applied (AI and non-AI generated notes), resulting in an "all or nothing" scenario. Other underlying compliance issues were discussed.
* Mr. Gonzalez suggested making this the initial consideration and encouraged the group to discuss the matter with their respective constituencies before the April meeting. He proposed to continue postponing a decision based on the information available. The goal is to gather input and formulate a recommendation through TAG, then District Council.
1. Strategic Technology Plan Extension: As previously presented and discussed, the Districtwide Technology Plan timeline needs to be extended to align with the District Master Plan and Educational Master Plan. Mr. Gonzalez proposed to extend the validity of the Strategic Themes and Goals for six months ending June 30, 2025. We will start working on the changes in Spring and Fall.
* Mr. Gonzalez called for a motion to approve the Strategic Technology Plan extension. Mr. Adam made a motion seconded by Ms. Weekes, abstention by Mr. Bustamante. Motion passed.
1. Technology Update – Colleges:
* SACTAC: SACTAC meeting resumes in two weeks.
* Mr. Steffens provided feedback on Starfish data bucket access. The expectation of gaining enhanced backend data access did not live up to its promise. It was discovered that the data in the buckets is identical to what can already be obtained through the interface. This fell short of the anticipated benefits for business intelligence and reporting capabilities. Full report will be shared at the next meeting.
* SCCTEC: Mr. Rodriguez also has no update from SCCTEC meeting.
* Ocelot 2-way texting module pilot with the STEM Success team. This is being implemented in six departments as a starting point.
* Exploring the use of Pisces via Canvas as a student support portal with live chat and tutoring which is similar to Net Tutor capabilities. Plan to pilot in Fall.
* Selected CRM Advise as a student success software for advising, case management, and CRM. Hoping for easier integration as an all-in-one solution for student support since this is also an Ellucian product.
* Mr. James also shared an update, and these items will be in the SCCTEC and TIDE agenda:
* The SCC President invited her cabinet to interview metaverse products. Awarded $40,000 for metaverse/augmented reality pilot. Additional metaverse product to be interviewed in the upcoming semester.
* Mr. Gonzalez was acknowledged for covering the cost of AI Detector functionality from Turnitin (effective through July 31, 2024) & Impact implementation. Mr. James provided feedback on Impact and cited concerns and challenges when using AI detectors, especially those offered through a third party.

1. Student experience with technology: Mr. Gonzalez made a motion to suspend the rules and consider item #6, Mr. Steffens seconded. Motion carried. Mr. Gonzalez introduced Mr. Nguyen as the new SAC student representative.
* SAC: Ms. Nguyen – No update.
* SCC: Mr. Hayden provide updates:
* The new computers in building B-208 and new projectors in Science building receive positive feedback from students.
* Wi-fi speed concerns in specific campus areas that was reported in the November meeting. A walk-through was conducted in December which led to notetaking of weak spots.
* MFA issue – not receiving a code from the authenticator app: Mr. Hayden stated that the test conducted with Mr. Clacken went well. Although official launch reports indicate no major issues but students expressed confusion about the setup process.
* Instructional computers forced BIOS updates: Students reported this occurring randomly and auto shutdown after 2 hours (estimate). Ms. Perna shared that her team was aware of this issue and conducted investigations. Despite prior testing, intermittent BIOS updates were still occurring, so the team had to manually updated BIOS in every classroom to address the problem. Efforts are ongoing to identify and prevent the issue from reoccurring.
* AI detector issue of false positives in the last semester similar to what was previously reported by Mr. James.
1. Approval of TAG Minutes – December 7, 2023
* Mr. Gonzalez called for a motion to approve the December 7, 2023, minutes. A motion was made by Mr. Steffens, seconded by Mr. Rodriguez, and approved unanimously.
1. Technology Project Listing, February 2024: Mr. Gonzalez made a motion to table item #7 to be discussed for the March 7th meeting, seconded by Mr. Steffens, and approved unanimously.
2. District Council Minutes – November 6, 2023 (Informational Attachment)

**Informational Handouts**

1. Mid-year Technology Report
2. Strategic Plan Extension

**Next Meeting Reminder: March 7, 2024, via Zoom**

**Adjournment:** The meeting was adjourned at 4:10 p.m.