RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
Website: Technology Advisory Group

Agenda for May 6, 2021
2:30 p.m. - 4:00 p.m.
https://cccconfer.zoom.us/j/94720131769

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

2. Approve Technology Initiatives FY21-22 (20 minutes) **– ACTION** – Gonzalez

3. Technology Update – Colleges
   - SAC – Steffens (10 minutes)
   - SCC – Rodriguez (10 minutes)

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

5. Review forecast contract renewal costs for next Fiscal Year 2021-2022 (10 minutes) – Gonzalez

6. Review recommendations from Computing Replacement Task Force (10 minutes) – Gonzalez, Steffens, Rodriguez, Hoang M., Brown, Hoang S.

7. Approval of TAG Minutes – April 1, 2021 (5 minutes) **– ACTION**– Gonzalez

8. Other (5 minutes)

Next TAG Committee Meeting: September 2, 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.

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	Keep. It is broken up at the project level now
Implement new Mobile Device Management solution	0	Deploy SCCM, JAMF centralized solutions for computer amd 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 or another initiative
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	Support library technology implementations including Touchnet Integration and EZ Proxy
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

	Recommendation	Reasoning	Description	Responsible Parties	Status	Target Completion Time

1	Develop an aging report for computing devices, including AV equipment, covering the full replacement cycle, districtwide	• There is a sense that the device replacement data isn't accurate. Missing, outdated information for administrators who oversee a specific area for computers inventory has been found at times. This has made it difficult for planning
		• Inventory of PCs to be replaced does not usually break out the details on what buildings, divisions are in scope.
		• There isn't a standard districtwide tool for computer inventory tracking. Each ITS/Media team handles inventory management differently.
			• Report should include location of computers, expected replacement date based on budgeting cycle and indication of no replacement planned due to being a grant purchase.
			• Report should account for new computing devices being purchased.
			• Report should provide expected costs on an annual basis, aligned with the Fiscal Year, at least five years out
			• Report should break out figures by building/division to get buy-in from areas in scope, to have them advocate for computer/AV replacements.
			• Consider the following to maintain data accuracy on report:
			   ○ Ensure paperwork for inventory moves continues to be properly filled and turned in
			   ○ Include inventory update as part of onboarding/offboarding process for Deans, VPs
			   ○ Implement an updated inventory management system that can be reported off
			   ○ Provide regular reports of equipment ownership to administrators for verification
			   ○ Look at cooperating with Purchasing to better track grant funded machines
				• ITS
				• Media Systems		

2	Ensure funding is centralized at each	• The RAR/Tech request process doesn't make sense for computing replacements.	• Consider that funding for computing/AV replacements sits on its own budget line	• SACTAC • SCCTEC		

	college for logistical ease	• Some years will have reserve funds due to peaks and valleys in the aging report.	item under the Budget Offices at the colleges.	• SAC Budget Committee • SCC Budget Committee		

3	Institutionalize the computing device replacement process	• Funding for computer/AV replacement equipment has been ad-hoc. SCC never had a technology line item on their budget until 2021. SAC has only used carryover funds when they have been available.
		 • SACTAC no longer has a vote at SAC Budget committee. This has made it difficult to advocate for funding on computing replacements.
		 • Funding for computers has been limited or missing at both colleges in many years.
		 • There is a lack of institutional processes established to explain the "why" for computing/AV replacements, which produces rework to explain it every time there is change in leadership within participatory governance.
		 • The district has helped fund computer replacements for the colleges in prior years when year-end savings have been available. However, this has not happened in most recent years due to additional operational expenses.
			• Get budget line item added at colleges for technology replacements based on information from recommendations 2 and 3 above
			 • Ensure Technology committees that recommend computer replacements to the budgeting areas have voting rights at budget committees
			 • Ensure timelines for budgeting are disclosed and available to committees recommending computer replacements. Time computer replacement plan proposals with budget issuance cycle for timely and proper consideration.
			 • Ensure budgeting committees have technology replacement as one of their responsibilities within the participatory governance manuals
			 • If funding becomes an issue, consider the following:
			     o A technology fee to help with computing/AV replacements.
			     o A technology replacement bond
			     o A sunset timeframe for computers to be permanently removed and not replaced based on age
			     o Using lottery funding if fund 13 dollars are not available
			 • It does not make sense for the colleges to rely on one-time funding for annual expenses. There should be a line item ear marked for technology replacements districtwide.
			 • Share aging report from recommendation 1 with Budget Committees and
				• SACTAC
				 • SCCTEC
				 • SAC Budget Committee
				 • SCC Budget Committee		

			administration at the colleges to determine how much can be funded on an ongoing basis.			
4	Explore Virtual Desktop Infrastructure (VDI) with federal/state relief dollars as a pilot.	• Older computers take more time and effort to support by ITS and give students, faculty and staff a subpar or poor experience. This increases every year that funding for computers isn't available or is limited at the colleges.	• Although this will lower the computer replacement costs, it will increase the operational cost for cloud computing resources. However, it will provide a higher benefit to students and staff. • VDI has the potential to eliminate software limitations in the current student laptop loan programs.	• ITS • College Operational Workgroups • TOW		
5	Educate stakeholders districtwide on the importance and details regarding the computer replacement plan.	• It's hard for people to understand the technology lifecycle. It's hard to understand why a computer/AV device needs to be replaced if it appears to be working fine. • There is a sense that every single computer on campus is replaced annually. This wouldn't be effective. Understanding the needs would provide better support • There is a lack of understanding on how lifecycle of computers and computing standards are determined • The need to maintain computers, just like grounds need to be kept and garbage needs to be picked up is not understood. • There is a perspective that the district should be responsible	• Educate Administrators – Deans, VPs on role of Technology Committees and relationship to Planning and Budget, as well as importance of computer replacement plan • Educate stakeholders on the impact and consequences of letting technology age out at the classroom, for faculty and for students, including equity issues for students. • Involve student representatives from ASG to advocate for this. • Discuss districtwide goals of technology innovation to support the need • Have public access to aging report from recommendation 1 to convey the percentage of total computers/AV equipment that are on replacement cycle • Report more often on computing/AV replacement status within technology committees (standing item). Progress on replacement, impact to instruction when computers aren't replaced.	• SACTAC • SCCTEC • TAG • TOW • College Operational Workgroups		

		for funding computer replacements with savings.	• Communicate how the budget funding process works
			• Communicate the following elements and how the drive the computing lifecycle:
			  ○ Mean Times to Failure
			  ○ Manufacturer's own lifecycles
			  ○ Advances in technology – Moore's cycle, keeping up with new operating systems
			  ○ Enterprise quality needed for supporting volume and scaling.
			  ○ Consumer devices are not meant to support academic needs at large.
			  ○ Ensuring that warranty matches the lifecycle but it does not drive it
			  ○ Consider settings like Management Council and professional development for educating on the above			

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

Meeting Minutes for April 1, 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 2:30 PM.
2. Technology Project Listing, February 2021: Mr. Davis provided updates on key items within the Top 10 projects.
   - RG0544 Modifications: Mr. Davis stated that after meeting with Fiscal Services there were a number of items of misalignment of data and expectations that still need to be addressed and corrected, but he anticipates this project will be completed soon.
   - Student Veteran Certification Changes Notification Alert & VA Works: two projects that go hand in hand. The Notification helps the Veteran's to identify students who have dropped classes while the VA Works software will allow for more robust case management.
   - Starfish Implementation: The analytics are pretty much wrapped up. Reviewing some calculations and verifying that some data elements are necessary. For clarification, this project has been broken up into many (70+) sub-tasks to better illustrate the completed sections and assignees.
   - CE WebAdvisor drop roster and grading customization, item 5 and 6: Continuing Ed has transitioned to census base classes and because of this, they cannot grade the classes without these customizations removed.
   - Canvas SIS Batch Process Changes: This is an ongoing project of 6-month blocks at a time.
   - Invoke Learning projects: Looks at engagement factors in Canvas courses as well as enrollment trends in the last 4-5 years and analysis to do some predictive analytics modeling to see where we are going. Currently being reviewed by ITS and Research and then will be shared with the VPs to use for decision making in the future.
   - Ed Plan Report Modification: Mr. Steffens is working with ITS to get this report fine-tuned and ready for use.
   - ENR_FTES_DETAILED REPORT: Tracks enrollment trends and compares to our current targets. Item 12, Targeting Tool, is being tested soon for implementation. Once this is live, it will help to wrap up this report.
   - SIS system to integrate with OEI system: Additional Topic not identified in Project Listing: Ms. Kushida inquired about the status of this project. Non-production environment is configured and patched. Final testing is ongoing and should be completed soon. Mr. Gonzalez recommended that this project be identified for TAG and updates are added to this meeting group.
3. Technology Update – Colleges

   SACTAC – Mr. Steffens

- Update SAC's Strategic Plan: Mr. Steffens reported that the majority of their last meeting was spent in strategic planning. They reviewed the outline and solicited feedback. Should be moving forward and updates will be provided in the future.

  SCCTEC – Mr. Brown
- Mr. Brown reported on the update of the SCC Website. This will be presented to Academic Senate next month. Once approved, they will use workgroups to go through mock-ups and testing.
- He also reported on hotspots at the campus and covered details of that project.
- Classroom Technology was also covered and standards from the AV group.
4. Technology Update ASG – Student experience with technology:
- Ms. Muhammad was unable to attend, but Mr. Gonzalez noted that she has now been added as a voting member for TAG per the guidance for districtwide committees.
- Her written update noted that she will be participating on the Technology Task Force for student experience. Going forward, more students will be added as voting members of these committees.
- Mr. Gonzalez also reminded the committee to fill out the survey regarding participation on the student experience Task Force.
5. Second reading Data Governance AR and BP, Data Trustees and Data Stewards list: Mr. Gonzalez reviewed the revised document and noted the changes marked in red.
- Mr. Gonzalez presented the BP 3740 and stated that it is now eligible for a vote. He then reviewed the edited document.
- Some of the changes include the addition of "general data management procedures" to list of covered items to clarify that although the SCFF is the main focus, there are other important data elements that require monitoring.
- Mr. Scott noted that a correction needs to be made to the second paragraph from "Student Center" to "Student Centered".
- Mr. Steffens asked if the term SCFF should be included at all. Mr. Gonzalez noted that some of the items in the list, do actually focus on SCFF, but not imply that it is exclusive to policy.
- Additional edits were made to the document in a working meeting format for clarity.
- Mr. Steffens made a motion to approve BP3740 as edited. Seconded by Ms. Weekes.
- The board policy was approved unanimously.
- Mr. Gonzalez then presented AR 3740 and reviewed the changes before the vote to approve.
- The AR 3740 is one of several AR's that will be related to, BP 3740 so additional language was added to that effect.
- No other edits were made to the document.
- Mr. Gonzalez explained that the Board Policies have a different approval process than the Administrative Regulations. The BP's require approval first by the Board and then the AR's follow and are approved by District Council. TAG is the first step of approval for BP's and AR's. So once BP 3740 is approved by the Board, AR 3740 will be submitted to District Council.
- Regarding AR 3740, an additional document link is currently under development regarding names and roles of data trustees, data stewards, data custodians for specific data areas. Due to some blanks and SRP retirements, additional work is needed on this list.
- Mr. Steffens made a motion to approve AR 3740 as edited. Seconded by Mr. Bustamante.
- The administrative regulation was approved unanimously.
6. First reading for Technology Initiatives for current 2020-2021 and proposed for 2021-2022
- Mr. Gonzalez explained that some of the older initiatives were too narrow in scope and some had zero or only one project associated. The goal is to broaden the initiatives in order to have more projects associated with them. Ex. Starfish Project is tied to the first initiative, so therefore there are no completed projects for this initiative

- Mr. Steffens expressed concerns about going too broad/general with the first initiative which opened up a larger discussion. It was decided to leave the initiative as is and manage the granularity at the Project level.
- Review of Initiatives was not completed and will be completed at the next meeting.
7. Approval of TAG Minutes – March 4, 2021
    - Mr. Gonzalez called for a motion to approve the TAG Minutes of March 4, 2021 meeting. A motion to approve the minutes was made by Ms. Hoang and seconded by Mr. Bustamante and approved unanimously.
8. Other
    - Due to time constraints, additional agenda items will be tabled until the next meeting in May.

Informational Handouts
1. Data Governance AR and BP, Data Trustees and Data Stewards list

Next Meeting Reminder: May 6, 2021 via Zoom

Adjournment
The meeting was adjourned at 3:58 p.m.