

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](https://www.rancho-santiago.edu/technology-advisory-group)

Agenda for March 7, 2024

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

<https://rsccd-edu.zoom.us/j/85934136835>

1. Ellucian system hosting (10 minutes) – Gonzalez
2. Updates on TAG recommendations (10 minutes) – Gonzalves, Perna, Gonzalez
 - Computer replacement plan
 - Student produced initiatives
 - Accessibility and data privacy
3. Approval of computing standards (10 minutes) – **ACTION**– Gonzalves
4. Technology Update – Colleges
 - SACTAC – Steffens (10 minutes)
 - SCCTEC – Rodriguez (10 minutes)
5. Student experience with technology:
 - SAC – Nguyen – (10 minutes)
 - SCC – Reed – (10 minutes)
6. Approval of TAG Minutes – February 15, 2024 (5 minutes) – **ACTION**– Gonzalez
7. Technology Project listing, February 2024 (5 minutes) – Howard

Next TAG Committee Meeting: April 4, 2024

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.

Recommendation	Reasoning	Description	Responsible Parties	Status	Target Completion Time
1	<p>Develop an aging report for computing devices, including AV equipment, covering the full replacement cycle, districtwide</p>	<ul style="list-style-type: none"> 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 Missing, outdated information for administrators who oversee a specific area for computers inventory has been found at times.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. 	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> ITS 	<p>In progress</p> <p>Spring 25</p>
2	<p>Ensure funding is centralized at each</p>	<ul style="list-style-type: none"> The RAR/Tech request process doesn't make sense for computing replacements. 	<ul style="list-style-type: none"> Consider that funding for computing/AV replacements sits on its own budget line 	<ul style="list-style-type: none"> SACTAC SCCTEC 	



	college for logistical ease	<ul style="list-style-type: none"> Some years will have reserve funds due to peaks and valleys in the aging report. 	item under the Budget Offices at the colleges.	<ul style="list-style-type: none"> SAC Budget Committee SCC Budget Committee 		
3	Institutionalize the computing device replacement process	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> A technology fee to help with computing/AV replacements. A technology replacement bond A sunset timeframe for computers to be permanently removed and not replaced based on age 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 	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> ITS College Operational Workgroups TOW 	In progress	Summer 2024
5	Educate stakeholders districtwide on the importance and details regarding the computer replacement plan.	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> SACTAC SCCTEC TAG TOW College Operational Workgroups 		

		for funding computer replacements with savings.	<ul style="list-style-type: none">• Communicate how the budget funding process works• Communicate the following elements and how they drive the computing lifecycle:<ul style="list-style-type: none">○ 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			
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LAPTOP – STAFF AND ADMIN STANDARD

USE CASE – For Faculty and Staff

CURRENT	NEW
HP EliteBook 840 G9 Laptop	HP EliteBook 840 G10 Laptop
	
District Cost: \$1,130	District Cost: \$1,182
Base Configuration: <ul style="list-style-type: none"> • Intel Processor i7-1255U • 4 cores, 12MB Cache, 2.8 GHz • 8GB (1x8GB) 3200MHz DDR4 • 256GB PCIe NVMe TLC SSD • Intel AX201 Wi-Fi 6 and Bluetooth 5 Combo • Integrated HD 720p Webcam • Dual Array Microphone • 14" FHD LED UWVA 1920x1080 Display • 5-year Hardware Warranty 	Base Configuration: <ul style="list-style-type: none"> • Intel Processor i7-1350 Gen • 12 cores, 12MB Cache, 3.5 GHz • 16GB (2x8GB) 3200MHz DDR5 • 256GB PCIe NVMe TLC SSD • Intel AX211 Wi-Fi 6 and Bluetooth 5 Combo • Integrated 5 MP Webcam • Dual Array Microphone • 14" AG WUXGA 1920x1200 Display • 5-year Hardware Warranty


LAPTOP – STAFF AND ADMIN (SPECIAL CASE)

USE CASE – Special work specific cases – larger 16" screen and numeric keypad

CURRENT	NEW
HP EliteBook 860 G9 Laptop	HP EliteBook 860 G10 Laptop
	
District Cost: \$1,130	District Cost: \$1,195
Base Configuration: <ul style="list-style-type: none"> • Intel Processor i7-1255U • 4 cores, 12MB Cache, 2.8 GHz • 8GB (1x8GB) 3200MHz DDR4 • 256GB PCIe NVMe TLC SSD • Intel AX201 Wi-Fi 6 and Bluetooth 5 Combo • Integrated HD 720p Webcam • Dual Array Microphone • 16" FHD LED UWVA 1920x1080 Display • 5-year Hardware Warranty 	Base Configuration: <ul style="list-style-type: none"> • Intel Processor i7-1350 Gen • 12 cores, 12MB Cache, 3.5 GHz • 16GB (2x8GB) 3200MHz DDR5 • 256GB PCIe NVMe TLC SSD • Intel AX211 Wi-Fi 6 and Bluetooth 5 Combo • Integrated 5 MP Webcam • Dual Array Microphone • 16" AG WUXGA LED 1920x1200 Display • 5-year Hardware Warranty



LAPTOP – STUDENT STANDARD

USE CASE – Student classroom use, laptop loaners

CURRENT	NEW
HP ProBook 640 G9 Laptop	HP ProBook 640 G10 Laptop
	
District Cost: \$1,145	District Cost: \$1,003
Base Configuration: <ul style="list-style-type: none"> • Intel Processor i5-8565U • 4 cores, 8MB Cache, 1.8 GHz • 8GB (1x8GB) 2400MHz DDR4 • 256GB PCIe NVMe TLC SSD • HP Wireless Card 802.11 AX with Bluetooth • HD 720p Webcam, Dual Mic Array • 14" LCD Full HD – LED Screen • 5-year Hardware Warranty 	Base Configuration: <ul style="list-style-type: none"> • Intel Processor i5-1355 Gen • 10 cores, 12MB Cache, 3.5 GHz • 16GB (2x8GB) 3200MHz DDR4 • 256GB PCIe NVMe TLC SSD • Intel AX211 Wi-Fi 6 with Bluetooth 5 Card • HD 720p Webcam, Dual Mic Array • 14" FHD LED UWVA 1920x1080 Display • 5-year Hardware Warranty



LAPTOP – STUDENT (SPECIAL USE CASE)

USE CASE – Classrooms Requiring Larger 16" Screen and numeric keypad

CURRENT	NEW
HP ProBook 650 G9 Laptop	HP ProBook 650 G10 Laptop
	
District Cost: \$939	District Cost: \$975
Base Configuration: <ul style="list-style-type: none"> • Intel Processor i5-1145G7 • 4 cores, 8 MB Cache, 2.6 GHz • 8GB (1x8GB) 3200MHz DDR4 • 256 GB PCIe NVMe TLC SSD • HP Wireless Card 802.11 AX with Bluetooth • 15.6" FHD LED UWVA 1920x1080 Display • HD 720p Webcam, Dual Mic Array • 5-year Hardware Warranty 	Base Configuration: <ul style="list-style-type: none"> • Intel Processor i5-1355 Gen • 10 cores, 12MB Cache, 3.5 GHz • 16GB (2x8GB) 3200MHz DDR4 • 256GB PCIe NVMe TLC SSD • Intel AX211 Wi-Fi 6 with Bluetooth 5 Card • 15.6" FHD LED UWVA 1920x1080 Display • HD 720p Webcam, Dual Mic Array • 5-year Hardware Warranty

LAPTOP – STUDENT (SPECIAL USE CASE)

USE CASE – Engineering, Fashion, 3D software or Resource-Intensive Classes

CURRENT	NEW
HP Z-Book 15 Power G9 Laptop	HP Z-Book 15 Power G10 Laptop
	
District Cost: \$1,627	District Cost: \$2,100
<p>Base Configuration:</p> <ul style="list-style-type: none"> • Intel Processor i7-11850H • 8 cores, 24MB Cache, 2.5 GHz • 16GB (2x8GB) DDR4 • 512GB PCIe NVMe TLC SSD • NVIDIA T1200 4GB GDDR6 Graphics Card • 15.6" FHD LED UWVA 1920x1080 Display • HD 720p Webcam, Dual Mic Array • 5-year Hardware Warranty 	<p>Base Configuration:</p> <ul style="list-style-type: none"> • Intel Processor i7-13800H • 6-P cores, 8 e-cores, 24MB Cache, 2.5 GHz • 32GB (2x16GB) DDR5 • 512GB PCIe NVMe TLC SSD • NVIDIA RTX A1000 6GB GDDR6 • 15.6" FHD LED UWVA 1920x1080 Display • HD 720p Webcam, Dual Mic Array • 5-year Hardware Warranty

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.
 - Notably, the top 3 initiatives by number of completed projects are: Utilize Software Replacement Cycles, Utilize Hardware Replacement Cycles, and Improve Efficiency.
 - 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.

2. 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.

3. 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 Mr. Weekes, abstention by Mr. Bustamante. Motion passed.

4. 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.
5. 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.
6. 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.
7. 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.
8. 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.

DRAFT