# Technology Advisory Group

Executive Conference Room – District Office, Room 114

2:30 p.m. – 4:00 p.m.

**Meeting Minutes for December 6, 2018**

**Members Present:** Archana Bhandari, Tammy Cottrell, Jesse Gonzalez, Dean Hopkins, Scott James, Jim Kennedy, Cherylee Kushida, Mary Mettler, Alfonso Oropeza, John Steffens, Amy Styffe, Pat Weekes, Student Garradan Simmons - SCC Student

**Members Absent:** Jorge Forero, Elliott Jones, Daniel Oase, Sergio Rodriguez, Estefania Perez - SAC

**Guest:** Stuart Davis

**Discussion**

1. Call to Order
   * Meeting called to order at 2:33 p.m.
2. Technology Update – ITS: Mr. Gonzalez provided some information in terms of process improvement to establish a more defined structure relating to the following:

* ITS Governance Initiatives
* MIS Improvements and Data Governance – Mr. Gonzalez went over the Data Governance Information handout and explained how this can benefit us in relation to MIS improvements. The MIS reporting procedure involves various complex processes and contains data that come from different sources and systems from both campuses and requires us to report as one enterprise. Therefore, the district in its current status with MIS management has a valid need for data governance. Ideally, Mr. Gonzalez would like to develop a longer strategic data governance process in place to better prepare us with future changes and avoid issues and errors with our MIS reporting. A committee has been formed, led by Enrique Perez and Jesse Gonzalez for this purpose and has also partnered with a consulting firm.
* Project Portfolio Management – Mr. Gonzalez briefly went over the Project Portfolio Management handout. With technology project requests continuously increasing, ITS started conducting monthly meetings with managers and administrators throughout the district to discuss those projects and come up with a solution on how to prioritize them accordingly. They have been working on a matrix which scores the projects based on their alignment with the district’s institutional goals and initiatives.
* Ticketing workflow standards: ITS is currently working on streamlining our Helpdesk ticketing workflow to improve our level of response on all requests districtwide.
  + Response time standards – no tickets older than 10-days go without any updates to keep the requestor informed.
  + ITS directors are also currently in the process of assessing other ticketing systems. The goal is to find a system that can fully integrate a ticketing system and project management.
* Applications Team Projects – Mr. Davis updated the group of the following projects:
  + Multiple Measures AB705 – Initial phase complete and have downloaded English, Math and Reading courses from Student application and are provided to Counselors and Project Managers on a daily basis. Phase 2 – meeting is scheduled for December 11th to discuss details for automating paper reporting done by the Counselors. The implementation is set to be completed by the start of Early Decision which is the end of March 2019. Plan to pilot by mid or end of February 2019.
  + Enrollment Management Tool – Phase 1 is set to be completed by the end of January 2019. This new enrollment management report is a subset of EMT & RG540. Phase 2 – scheduled site visit to Riverside City College to inquire about their enrollment management tool built on Power BI. No set completion date for Phase 2.
  + 1098T – Mandatory changes on the 1098T required by the Federal Government are to be completed by December 14th and fiscal services modifications are due by December 20th. Both changes must be in place by January 2019 – 1098T submission. Lastly, we are required to email students who received 1098T that do not have Social Security on file by January 4, 2019.
  + Electronic Budget Change Form – ImageNow budget change form is ready to pilot however, Fiscal Services department has some workflow and approval changes they would like to address.
  + OEI – NameCoach and Cranium Café are fully installed and enabled in Canvas. This puts us in compliance with OEI whether the applications are available through expressed or hidden links.

1. Technology Update – Colleges

* SAC – Mr. Steffens shared the result of the Guided Pathways core team site visit to Bakersfield. In terms of communicating with their students, they use their student internal email while our campuses use the texting system. They also gathered feedback on their experience with Starfish implementation, particularly its Early Alert functionality as well as their website Program Mapper (by Concentric Sky) and how this tool integrates as part of their website. With that, the Communications Design team at SAC is going to meet with Concentric Sky regarding the SAC website re-design.
  + With our current technology, SAC plans to focus on building its Student Success case management process around Early Alert next Spring.
  + Starfish – still under discussion and no plans of moving forward so far.
  + CurricUNET is scheduled to launch in January 2019. SAC is preparing to sign a new 3-year agreement. The new contract will cover their transition to Meta and includes Catalog module.
  + Guided Pathways team is proposing a re-design and re-branding of the IQBars.
  + Mr. Kennedy suggested that we may need a more equipped technical support at SAC concerning technical issues that may occur with the OCTA mobile bus pass for the Spring semester.
  + Training of S for S leaders through Self-Service for this month.
  + New projects for Auxiliary Services – Discussion in progress.
* SCC – No report. Mr. Rodriguez was not present at this meeting.
  1. Follow up on Data Classification Information Security Policy
* Mr. Gonzalez touched on the key points of the Data Classifications Standard handout from the California Community College. The group agreed for Mr. Gonzalez to draft another AR using the elements from the handout and incorporate all the feedback from the group.

1. Approval of TAG Minutes – November 1, 2018

* Mr. Gonzalez called for a motion to approve the TAG Minutes of November 1, 2018 meeting. A motion to approve the minutes was made by Mr. Oropeza, seconded by Mr. Kennedy. Ms. Bhandari abstained as she was not present at the last TAG meeting.

1. Other

* Due to a very low usage, Ms. Cottrell proposed not to renew our Blackboard Learn Archive contract. This topic will be further discussed and called for a motion at the February meeting.
* Mr. Oropeza shared that TechSmith support will end December 2018. As relative discussion ensued, the group agreed to schedule a separate meeting for this topic.

**Informational Handouts Distributed**

* Data Governance Information – Data Governance Institute
* Project Portfolio Management
* CCC – Data Classification Standard V.10

**Next Meeting Reminder: Date to be determined; Board Room (DIST-107)**

**Adjournment**

The meeting was adjourned at 4:02 p.m.