

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](#)

Agenda for February 20, 2019

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

Board Room, District Office - Room #107

1. TAG page update on RSCCD Planning Design Manual – Gonzalez
2. Districtwide Technology Planning Framework – Gonzalez
3. Technology Update – Colleges
 - SAC – Steffens
 - SCC – Rodriguez
4. Blackboard Learn Archive contract renewal – **ACTION**
5. Demonstrations: Self Service and Colleague UI 5 – Davis
6. Approval of TAG Minutes – December 6, 2018 – **ACTION**
7. Other

Next TAG Committee Meeting: March 7, 2019

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.

Committee	Responsibilities	Membership
<p>District Council</p>	<p>Provide advice to the Chancellor on district issues</p> <p>Review and act on recommendations from the five district-level participatory governance committees including recommended funding priorities and the annual <i>Progress Report on the RSCCD Comprehensive Master Plan</i></p> <p>Ensure district-wide involvement in the development of all district-level planning</p> <p>Review and monitor budget assumptions and budget information</p> <p>Review and recommend approval of the tentative and final budgets contingent on the alignment of tentative and final budgets with budget assumptions and RSCCD Goals</p> <p>Collaborate with the Chancellor to review the District Mission Statement, solicit district-wide input, and recommend revisions as warranted</p> <p>Oversee the work of the Planning and Organizational Effectiveness Committee to develop and monitor implementation of the <i>RSCCD Comprehensive Master Plan</i> and the <i>RSCCD Strategic Plan</i></p> <p>Appoint and oversee the work of the RSCCD Strategic Plan Workgroup and the Planning and Decision-Making Processes Workgroup</p> <p>Review recommended modifications to policies and procedures prior to consideration by Board of Trustees</p> <p>Evaluate recommended changes to delineation of College/District functions</p> <p>Review Board of Trustees agenda</p>	<ul style="list-style-type: none"> • Chancellor • Executive Vice Chancellor, Human Resources & Educational Services • Vice Chancellor, Business Operations & Fiscal Services • President, Santa Ana College • President, Santiago Canyon College • Academic Senate President, Santa Ana College • Academic Senate President, Santiago Canyon College • CSEA President • Associated Student Government President, Santa Ana College • Associated Student Government President, Santiago Canyon College • Co-chair, Fiscal Resources Committee (faculty) • Co-chair, Human Resources Committee (classified) • Co-chair, Physical Resources Committee (classified) • Co-chair, Planning & Organizational Effectiveness Committee (faculty) • Co-chair, Technology Advisory Group (faculty)

Committee	Responsibilities	Membership
Fiscal Resources	<p>Review and evaluate the RSCCD revenue allocation model</p> <p>Monitor state budget development and recommend mid-year adjustments to the budget assumptions and budgets as needed</p> <p>Develop assumptions for tentative and adopted budgets</p> <p>Develop RSCCD budget process calendar</p> <p>Review enrollment management and develop annual FTES targets</p> <p>Assess effective use of financial resources</p> <p>Review and evaluate financial management processes</p>	<ul style="list-style-type: none"> • Vice Chancellor, Business Operations & Fiscal Services (chair) • Assistant Vice Chancellor, Fiscal Services • Administrator appointed by Santa Ana College President • Administrator appointed by Santiago Canyon College President • Two faculty members appointed by each Academic Senate, Santa Ana College & Santiago Canyon College • A faculty member appointed by FARSCCD • Three Classified representatives appointed by CSEA (District Office, Santa Ana College & Santiago Canyon College) • One of the faculty representatives shall serve as committee co-chair



Committee	Responsibilities	Membership
Human Resources	<p>Evaluate the effective use of human resources</p> <p>Review human resources policies and procedures and recommends changes</p> <p>Evaluate workplace safety and emergency preparedness plans and procedures</p> <p>Evaluate policies and procedures related to employment equity</p> <p>Monitor diversity of RSCCD employees</p> <p>Monitor compliance using human resources metrics such as:</p> <ul style="list-style-type: none"> • Full-time/Part-time Faculty ratio • Full-time Faculty Obligation • Classified staffing ratios • Turnover ratios and recruitment activities <p>Develop recommendations to ensure ongoing compliance with human resources requirements</p> <p>Plan and evaluate professional development activities</p>	<ul style="list-style-type: none"> • Executive Vice Chancellor, Human Resources & Educational Services (chair) • Assistant Vice Chancellor, Human Resources • District Services Office Manager appointed by Chancellor • Administrator appointed by Santa Ana College President • Administrator appointed by Santiago Canyon College President • Two faculty members appointed by each Academic Senate, Santa Ana College & Santiago Canyon College • A faculty member appointed by FARSCCD • Three Classified representatives appointed by CSEA (District Office, Santa Ana College & Santiago Canyon College) • One of the classified representatives shall serve as committee co-chair



Committee	Responsibilities	Membership
Physical Resources	<p>Review plans related to district physical resources including facilities, equipment, land and other assets</p> <p>Assess the effective use of physical resources</p> <p>Review:</p> <ul style="list-style-type: none"> • Five-year facilities plan • State capital outlay projects • Local bond projects • Scheduled maintenance plans and activities • Hazardous mitigation programs • Facility master plans • Ancillary costs related to new construction 	<ul style="list-style-type: none"> • Vice Chancellor, Business Operations & Fiscal Services • Assistant Vice Chancellor, Facility Planning • Administrator appointed by Santa Ana College President • Administrator appointed by Santiago Canyon College President • Two faculty members appointed by each Academic Senate, Santa Ana College & Santiago Canyon College • Three Classified representatives appointed by CSEA (District Office, Santa Ana College & Santiago Canyon College) • One of the classified representatives shall serve as committee co-chair



Committee	Responsibilities	Membership
<p>Planning and Organizational Effectiveness</p>	<p>Develop and monitor implementation of the RSCCD Comprehensive Master Plan and the RSCCD Strategic Plan</p> <p>Ensure that District planning processes follow the processes and timelines outlined in the RSCCD Planning Design Manual</p> <p>Provide leadership for coordination of district and college planning activities</p> <p>Prepare the annual Progress Report on the RSCCD Comprehensive Master Plan</p> <p>Coordinate data to be presented at annual Board of Trustees planning activity</p> <p>Coordinate accreditation activities between colleges and District Services including the delineation of District/College Functions</p> <p>Review institutional research activities and results</p> <p>Review resource development initiatives</p>	<ul style="list-style-type: none"> • Executive Vice Chancellor, Human Resources & Educational Services (chair) • Assistant Vice Chancellor, Educational Services • RSCCD Director of Research • Vice President, Academic Affairs, Santa Ana College • Vice President, Academic Affairs, Santiago Canyon College • Institutional Effectiveness Coordinator, Santa Ana College • Assistant Dean of Institutional Effectiveness & Assessment, Santiago Canyon College • Two faculty members appointed by each Academic Senate, Santa Ana College & Santiago Canyon College • A faculty member appointed by FARSCCD • Three Classified representatives appointed by CSEA (District Office, Santa Ana College & Santiago Canyon College) • One of the faculty representatives shall serve as committee co-chair

Committee	Responsibilities	Membership
Technology Advisory Group	<p>Develop and evaluate RSCCD and college technology plans</p> <p>Assess the effective use of technology resources</p> <p>Develop and evaluate hardware and software standards</p> <p>Review and evaluate hardware replacement cycle</p> <p>Develop recommendations regarding equipment, staffing, and training needs related to the use of technology</p>	<ul style="list-style-type: none"> • Assistant Vice Chancellor of Information Technology Services (chair) • Administrator appointed by Santa Ana College President • Administrator appointed by Santiago Canyon College President • Two faculty members appointed by each Academic Senate, Santa Ana College & Santiago Canyon College • Three Classified representatives appointed by CSEA (District Office, Santa Ana College & Santiago Canyon College) • One of the faculty representatives shall serve as committee co-chair



Districtwide Technology Planning Framework

- ❑ SJECCD: A success story
- ❑ Multi-College District
 - San Jose City College
 - Evergreen Valley College
 - San José-Evergreen Community College District
- ❑ Fall 2015 began discussions to develop a new District Technology Master Plan – Cabinet, District Technology Planning Group, District IT Management Team, District Council
- ❑ Colleges and District decided to issue an RFP for joint planning services for three plans – Individualized and integrated, mission driven, common format
- ❑ RFP Issued in May 2016. Six responses. Contract awarded at July 12, 2016 Board meeting, <http://www.boarddocs.com/ca/sjeccd/Board.nsf/goto?open&id=ABDJWZ4F3EA4>

Requirements

- ❑ Alignment with District/College Strategic Plans
- ❑ Alignment with ACCJC Accreditation Standards
- ❑ Environmental Scan (SWOT Analysis)
- ❑ IT Plan goals objectives and timelines
- ❑ Three 5-year IT Strategic Technology plans for San Jose City College, Evergreen Valley College and the San Jose Evergreen Community College District that are integrated with a common format

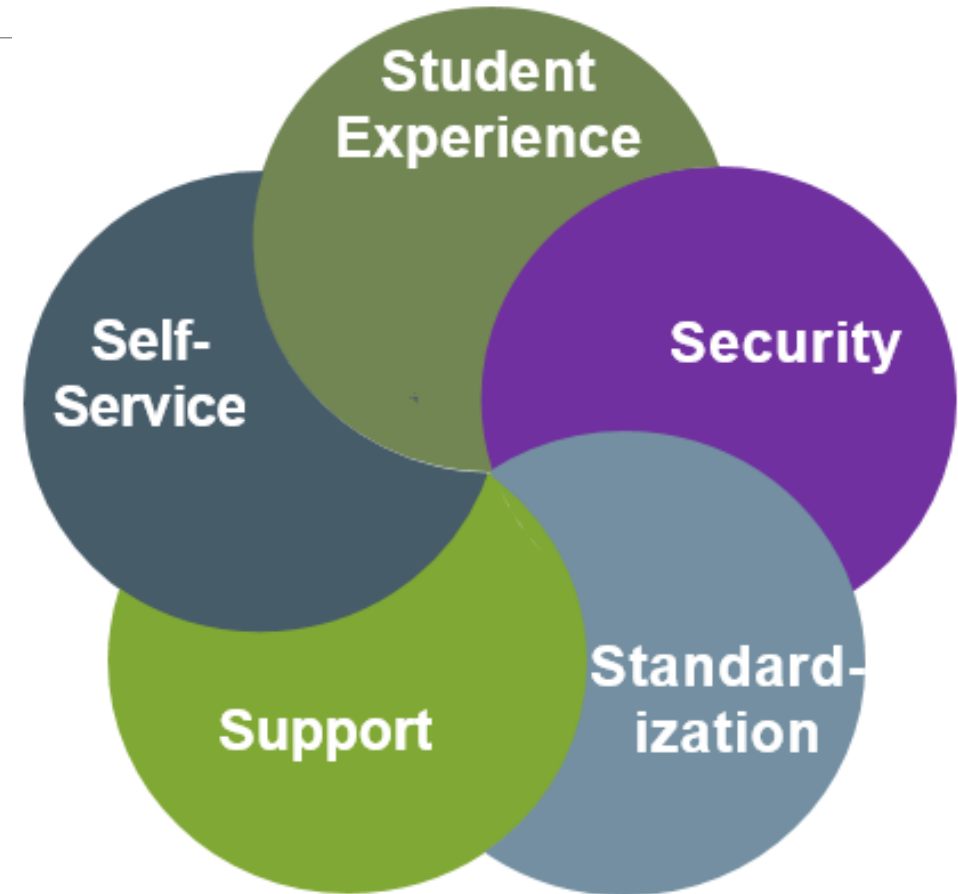
The Plan - Flow



SJECCD TECHNOLOGY MASTER PLAN 2017-2024

The Plan - Themes

- Student Experience
- Security
- Standardization
- Support
- Self-Service



August 10, 2017

How the plans align

District Master Plan:

1. Strategic Theme: Student Experience
 - a. Technology Master plan Strategic Goal: Provide technology infrastructure capacity and services to support teaching
 - i. Initiative: Complete wireless installation districtwide

College Plan:

1. Strategic Theme: Student Experience
 - a. Technology Master plan Strategic Goal: Provide technology infrastructure capacity and services to support teaching
 - i. College Strategic Goal: Be student centered
 1. Complete campuswide student printing

The Plan – Sampling of Strategic Goal Alignment with ACCJC and Priorities

Strategic Theme	SJECCD Technology Master Plan Strategic Goals	SJECCD Strategic Priorities
1. Student Experience	1.1. Provide technology infrastructure capacity and technology services to support on-campus and online teaching and learning. (III.C., III.C.1)	I. Student Success
2. Security	2.1. Continuous improvement of network infrastructure security processes at all locations where courses, programs, and services are implemented and maintained to assure reliable access, safety, and security. (III.C.3)	IV. Organizational Effectiveness and Sustainability
3. Standardization	3.1. Regular updates of technology to ensure the quality and capacity to support operations, programs, services and the mission. (III.C.2)	V. Technology
4. Support	4.1. Provide technology infrastructure capacity and services to support operational functions for human resources, fiscal services, student services, academic services, information technology, research, facilities, maintenance, police services, public information, governmental affairs, Workforce Institute and the Board of Trustees. (III.C.1, III.C.2)	II. Total Work Environment
5. Self-Service	5.1. Streamline, encourage and support the use of Business Intelligence reports and reporting tools for the effective use of technology systems. (III.C.4)	VI. Communication

The Planning Update Process

- The Project List revised monthly
- The Initiatives revised annually
- The Goals revised biannually
- The Plan to be rewritten in seven years to be in alignment with the District Strategic Planning cycle

REVIEW CRITERIA:

- Long-range capital projects are linked to institutional planning and include projections of total cost of ownership.
- The institution has identified elements which constitute the definition of "total cost of ownership" that the institution uses when making decisions about facilities and equipment.
- Planning processes ensure that capital projects support college goals.
- The institution assesses the effectiveness that long-range capital planning has in advancing the college's improvement goals.

C. Technology Resources

1. **Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.**

POSSIBLE SOURCES OF EVIDENCE:*

- Technology plans or program reviews that evaluate and plan for reliability, disaster recovery, privacy, and security;
- Technology inventories;
- Technology infrastructure blueprints;
- Disaster recovery procedure or plan;
- DE/CE technology plan;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution ensures that its various ~~types~~ of technology needs are identified.
- The institution regularly evaluates the effectiveness of its technology in meeting its range of needs.
- There are provisions for reliability, disaster recovery, privacy, and security, whether technology is provided directly by the institution or through a contractual arrangement.
- The institution makes decisions about use and distribution of its technology resources.
- The technology infrastructure is sufficient to maintain and sustain traditional teaching and learning and DE/CE offerings.

FOR INSTITUTIONS WITH A BACCALAUREATE DEGREE:

- Technology services, support, facilities, hardware, and software utilized by the baccalaureate program are appropriate and adequate for the program.

- 2. The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.**

POSSIBLE SOURCES OF EVIDENCE:*

- Technology plans, short term and long range;
- Documentation of technology replacement, repair, or upgrade cycle;
- Employee and student survey instruments (with technology questions);
- Analysis of the results of such surveys;
- Examples of program reviews from other divisions, departments, or units that include technology resource requests;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution has established provisions to ensure a robust, current, and sustainable technical infrastructure is maintained that provides maximum reliability for students, staff, and faculty.
 - The institution bases its technology decisions on the results of evaluation of program and service needs.
 - Evaluations of technology and technology services include input from end users.
 - The institution has developed a process to prioritize needs when making decisions about technology purchases.
- 3. The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.**

POSSIBLE SOURCES OF EVIDENCE:*

- Technology replacement, repair, or upgrade cycle that highlights “all locations”;
- Technology replacement or repair log that highlights “all locations”;
- Technology help request protocols, including access for employees at “all locations”;
- And/or other documents that demonstrate the institution is aligned with this Standard

REVIEW CRITERIA:

- The institution allocates resources for the management, maintenance, and operation of its technological infrastructure and equipment.
 - The college provides an appropriate system for reliability and emergency backup.
- 4. The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.**

* Possible sources of evidence will vary from college to college according to the diversity of missions, college culture, and college operations in the region. The list above is not intended as a checklist, but only as examples of typical documents that may exist at an institution.

POSSIBLE SOURCES OF EVIDENCE:*

- Schedules of technology training for staff and faculty;
- Presentations or agenda from professional development opportunities on technology;
- Evaluations of training, and documentation of improvements to subsequent training for staff and faculty;
- Schedules of technology training for students;
- Curriculum for training students on technology use;
- Resources, such as manuals or online instructions, that support students, staff, and faculty in their use of technology;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution assesses the need for information technology training for students and personnel.
- The institution allocates resources for information technology training for faculty, students, and staff.
- The institution regularly evaluates the training and technical support it provides for faculty and staff to ensure these programs are appropriate and effective.

5. The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

POSSIBLE SOURCES OF EVIDENCE:*

- Policies or procedures for acceptable use of technology;
- Publications containing acceptable use policies or guidelines, such as employee handbooks, student handbooks, etc.;
- Other forms of acceptable use guidelines, such as posters in computer labs;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution has established processes to make decisions about the appropriate use and distribution of its technology resources.
- The institution publicizes these policies and processes.

D. Financial Resources

Planning

- 1. Financial resources are sufficient to support and sustain student learning programs and services and improve institutional effectiveness. The distribution of resources supports the development, maintenance, allocation and reallocation, and enhancement of programs and services. The institution plans and manages**

- **Blackboard Archival Discussion**

- On April 12, 2018, the Technology Advisory Group (TAG) committee agreed to subscribe to Blackboard's Archiving services.
- The subscription purpose was to regain access to information that resides inside Blackboard if necessary.
- The goal was to only use the system for a period of one year which would be determined based on usage.
- A docket item for the subscription was approved during the April 23rd Board meeting. Cost is \$33K/year (3-years) but the renewal of 2nd & 3rd year is optional, requiring a 30-day advanced notice.
- No retrieval of data has occurred to date.
- The committee is to vote on whether the contract should be renewed or discontinued.

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.

3. 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.

4. 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.

6. 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.

7. 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.