RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
[Website: Technology Advisory Group](#)

Agenda for May 2, 2019
2:30 p.m. - 4:00 p.m.
Board Room, District Office - Room #107

1. ITS Satisfaction Survey results – Gonzalez (10 minutes)

2. Districtwide Technology Planning Framework Adoption **– ACTION** (35 minutes)

3. Technology Update – Colleges
   - SAC – Steffens (15 minutes)
   - SCC – Rodriguez (15 minutes)

4. TAG meeting days for next Fiscal Year (5 minutes)

5. Approval of TAG Minutes – March 7, 2019 **– ACTION** (2 minutes)

6. Other (5 minutes)

**Next TAG Committee Meeting:** September 5, 2019 (Tentative)

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.

Q1 What was the nature of your latest ITS request?

Answered: 157   Skipped: 0
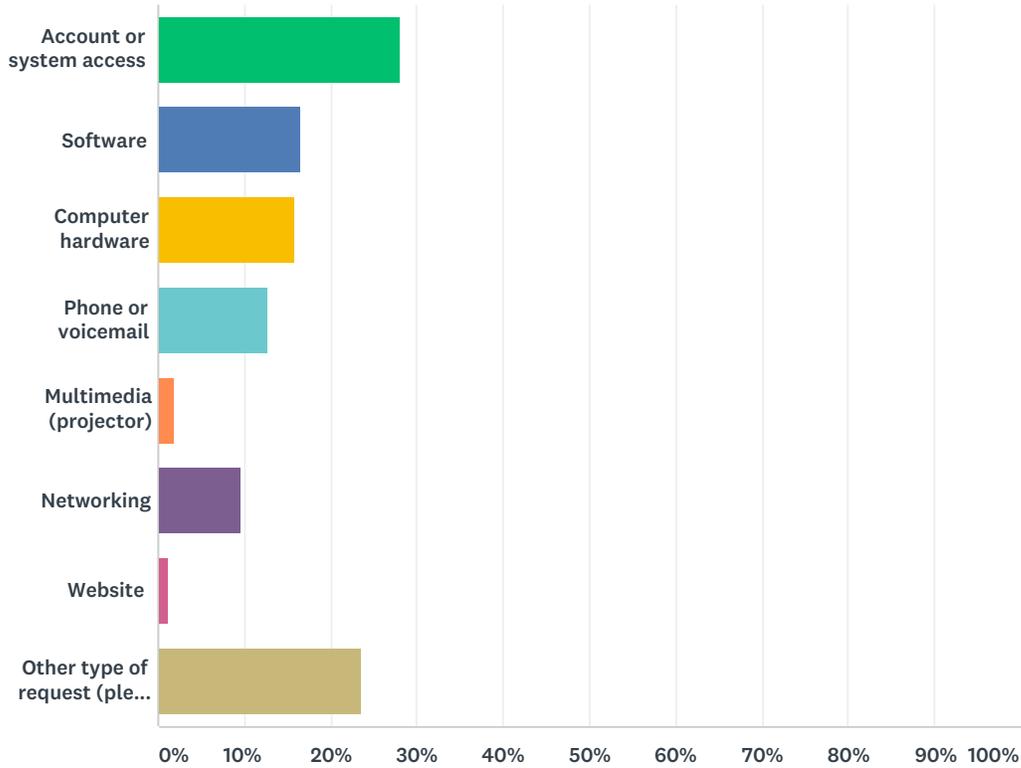
ANSWER CHOICES	RESPONSES	
Account or system access	28.03%	44
Software	16.56%	26
Computer hardware	15.92%	25
Phone or voicemail	12.74%	20
Multimedia (projector)	1.91%	3
Networking	9.55%	15
Website	1.27%	2
Other type of request (please specify)	23.57%	37
Total Respondents: 157		

Information Technology Service (ITS) Satisfaction Survey

Q2 Was this request a recurring issue?

Answered: 157   Skipped: 0
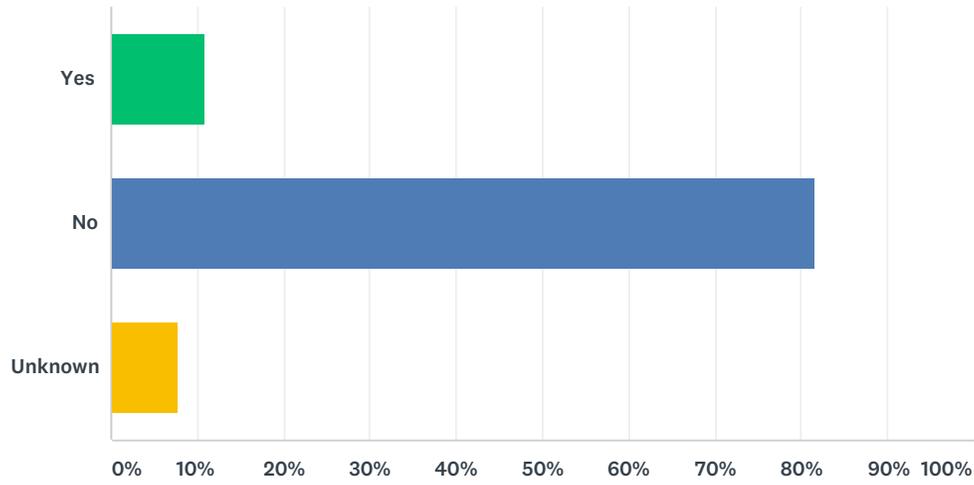
ANSWER CHOICES	RESPONSES	
Yes	10.83%	17
No	81.53%	128
Unknown	7.64%	12
TOTAL		157

Information Technology Service (ITS) Satisfaction Survey

Q3 Using a typical letter grade, how would you rate the service you received from ITS?

Answered: 157   Skipped: 0
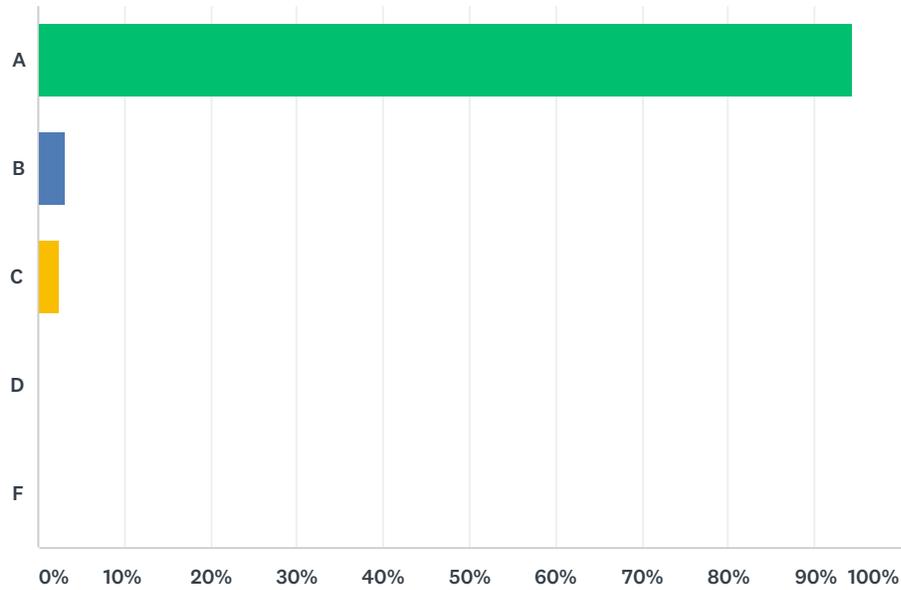
ANSWER CHOICES	RESPONSES	
A	94.27%	148
B	3.18%	5
C	2.55%	4
D	0.00%	0
F	0.00%	0
TOTAL		157

Q4 What is your primary location?

Answered: 157   Skipped: 0
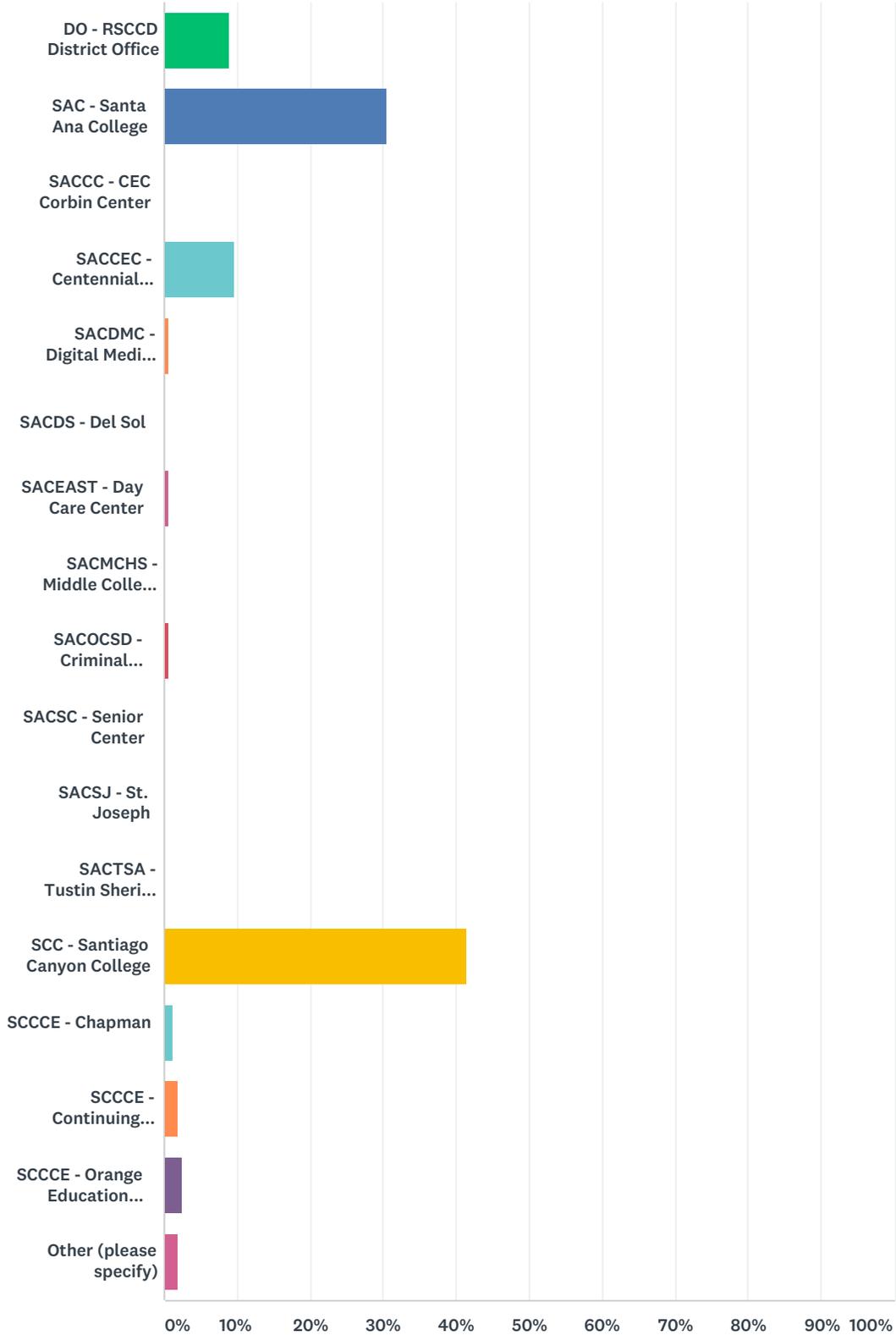
ANSWER CHOICES		RESPONSES

DO - RSCCD District Office	8.92%	14
SAC - Santa Ana College	30.57%	48
SACCC - CEC Corbin Center	0.00%	0
SACCEC - Centennial Education Center	9.55%	15
SACDMC - Digital Media Center	0.64%	1
SACDS - Del Sol	0.00%	0
SACEAST - Day Care Center	0.64%	1
SACMCHS - Middle College High School	0.00%	0
SACOCSD - Criminal Justice	0.64%	1
SACSC - Senior Center	0.00%	0
SACSJ - St. Joseph	0.00%	0
SACTSA - Tustin Sheriff Academy	0.00%	0
SCC - Santiago Canyon College	41.40%	65
SCCCE - Chapman	1.27%	2
SCCCE - Continuing Education	1.91%	3
SCCCE - Orange Education Center	2.55%	4
Other (please specify)	1.91%	3
TOTAL		157

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Q5 Please rate the following categories regarding information technology services:

Answered: 157   Skipped: 0
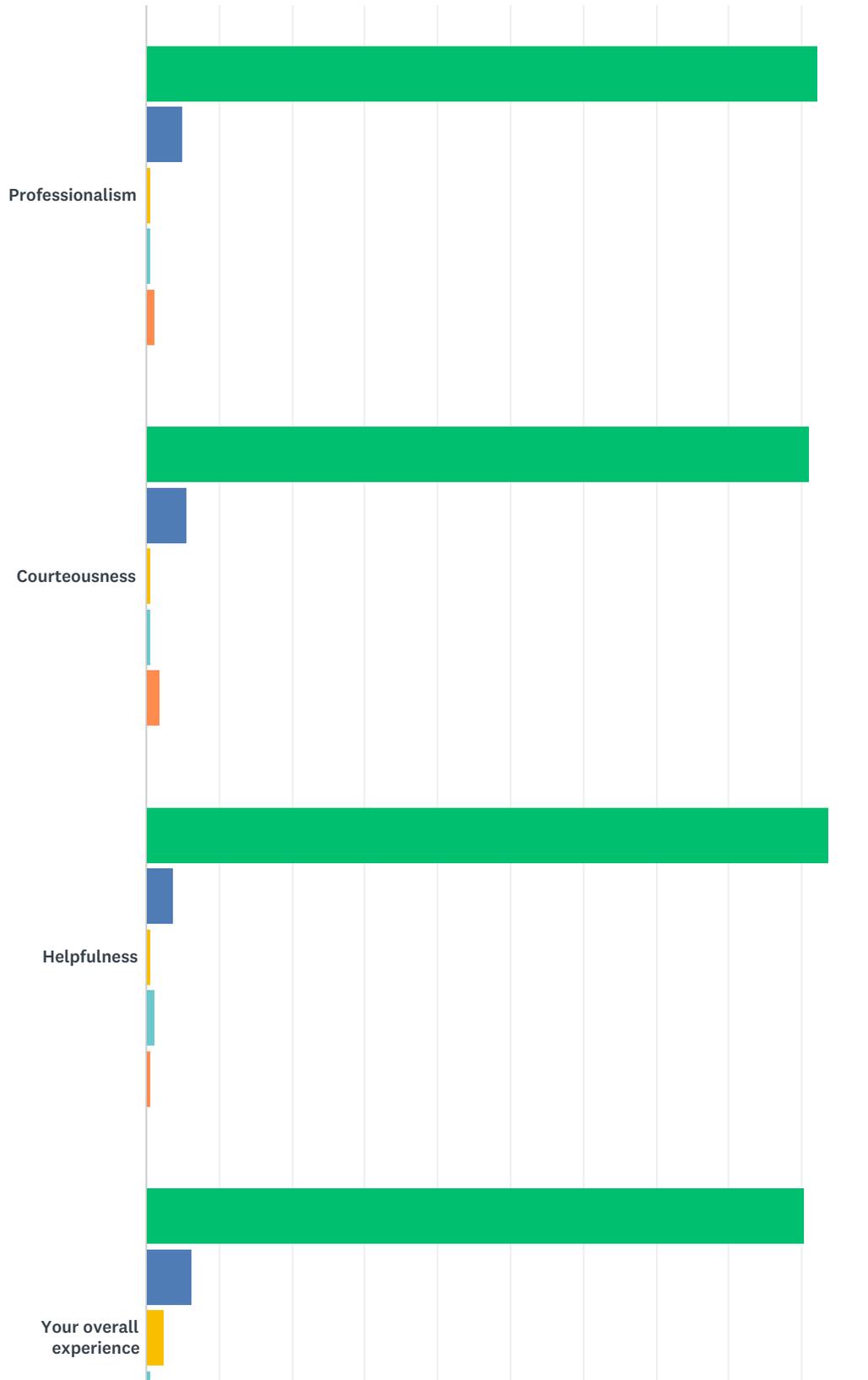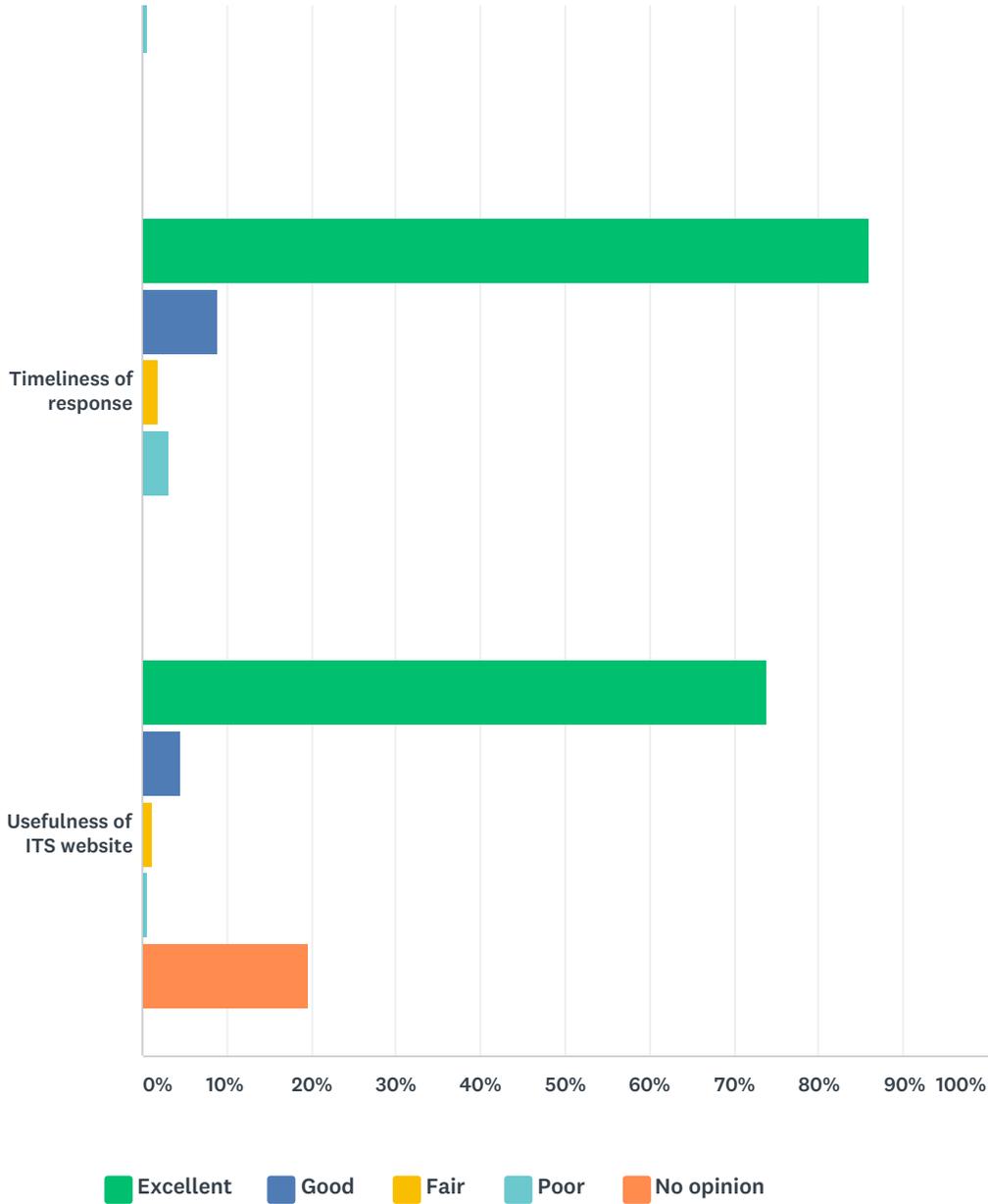
	EXCELLENT	GOOD	FAIR	POOR	NO OPINION	TOTAL
Professionalism	92.36% 145	5.10% 8	0.64% 1	0.64% 1	1.27% 2	157
Courteousness	91.08% 143	5.73% 9	0.64% 1	0.64% 1	1.91% 3	157
Helpfulness	93.63% 147	3.82% 6	0.64% 1	1.27% 2	0.64% 1	157
Your overall experience	90.45% 142	6.37% 10	2.55% 4	0.64% 1	0.00% 0	157
Timeliness of response	85.99% 135	8.92% 14	1.91% 3	3.18% 5	0.00% 0	157
Usefulness of ITS website	73.86% 113	4.58% 7	1.31% 2	0.65% 1	19.61% 30	153

Information Technology Service (ITS) Satisfaction Survey

Q6 How well can you perform your job duties with your current computer?

Answered: 148   Skipped: 9
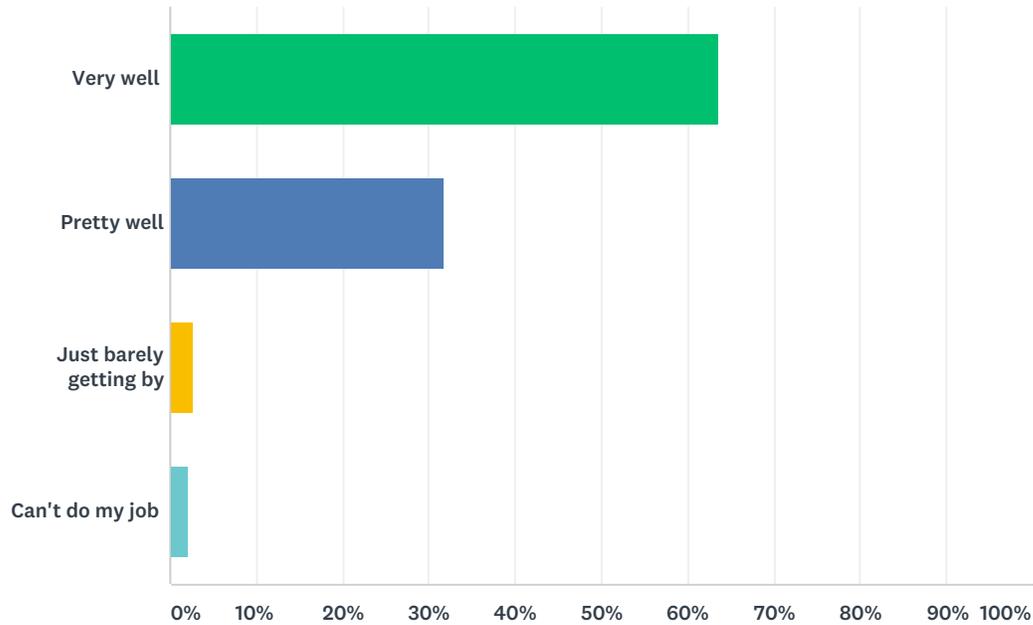
ANSWER CHOICES	RESPONSES	
Very well	63.51%	94
Pretty well	31.76%	47
Just barely getting by	2.70%	4
Can't do my job	2.03%	3
TOTAL		148

Q7 What is your primary classification or role?

Answered: 157   Skipped: 0
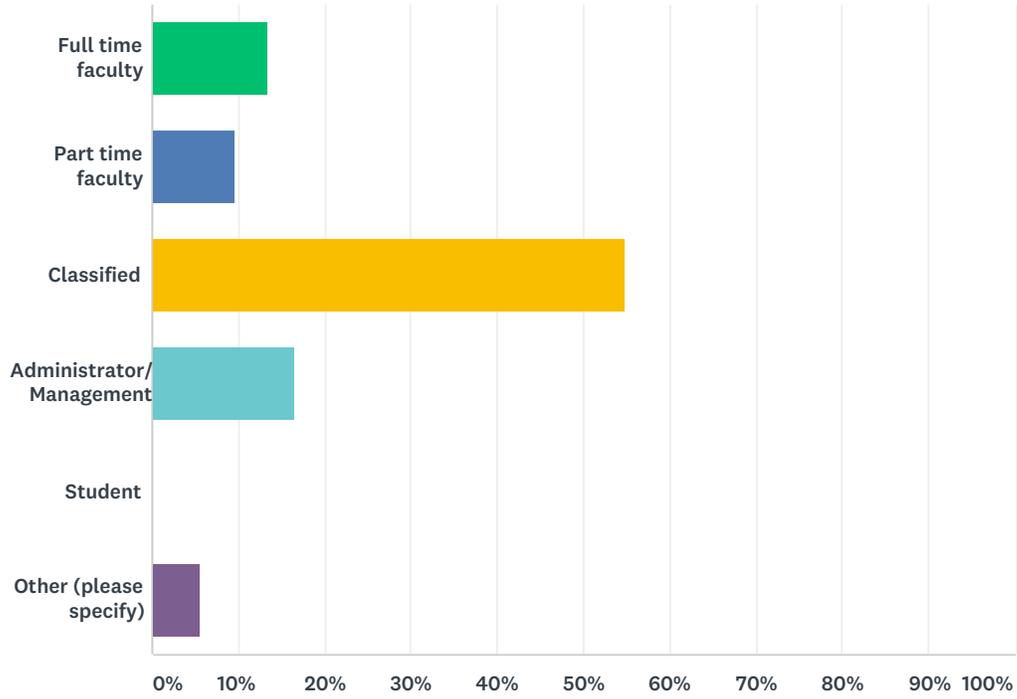
ANSWER CHOICES	RESPONSES	
Full time faculty	13.38%	21
Part time faculty	9.55%	15
Classified	54.78%	86
Administrator/ Management	16.56%	26
Student	0.00%	0
Other (please specify)	5.73%	9
TOTAL		157

Q8 How effectively are we meeting your technology needs?

Answered: 151   Skipped: 6
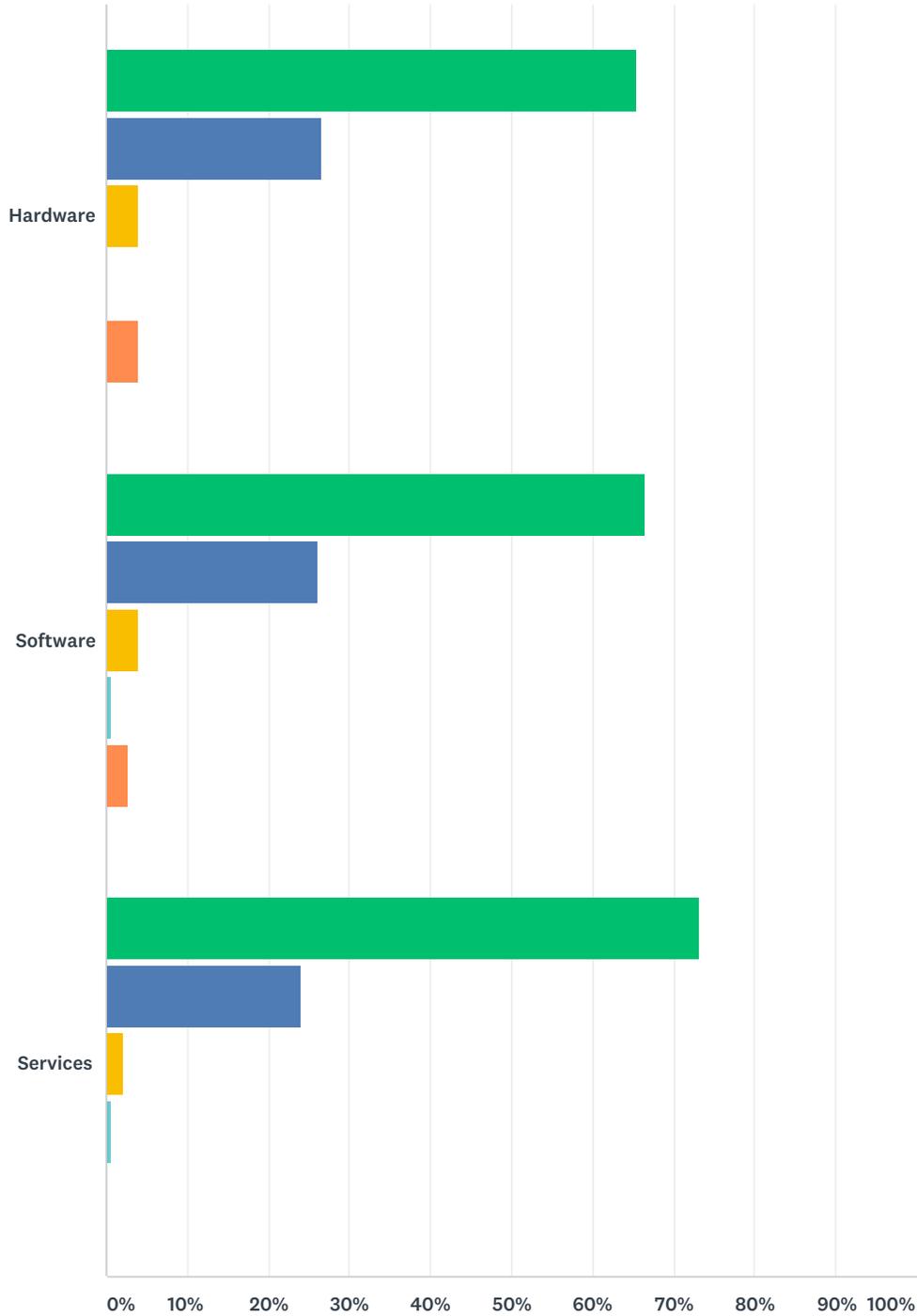
Legend: ■ Excellent ■ Good ■ Fair ■ Poor ■ No opinion

	EXCELLENT	GOOD	FAIR	POOR	NO OPINION	TOTAL	WEIGHTED AVERAGE
Hardware	65.56% 99	26.49% 40	3.97% 6	0.00% 0	3.97% 6	151	1.50

Software	66.44%	26.17%	4.03%	0.67%	2.68%		
	99	39	6	1	4	149	1.47
Services	73.15%	24.16%	2.01%	0.67%	0.00%		
	109	36	3	1	0	149	1.30

Software	66.44%	26.17%	4.03%	0.67%	2.68%		

TECHNOLOGY PLANNING STRUCTURE

Strategic Layer: Planning

MASTER TECHNOLOGY PLAN
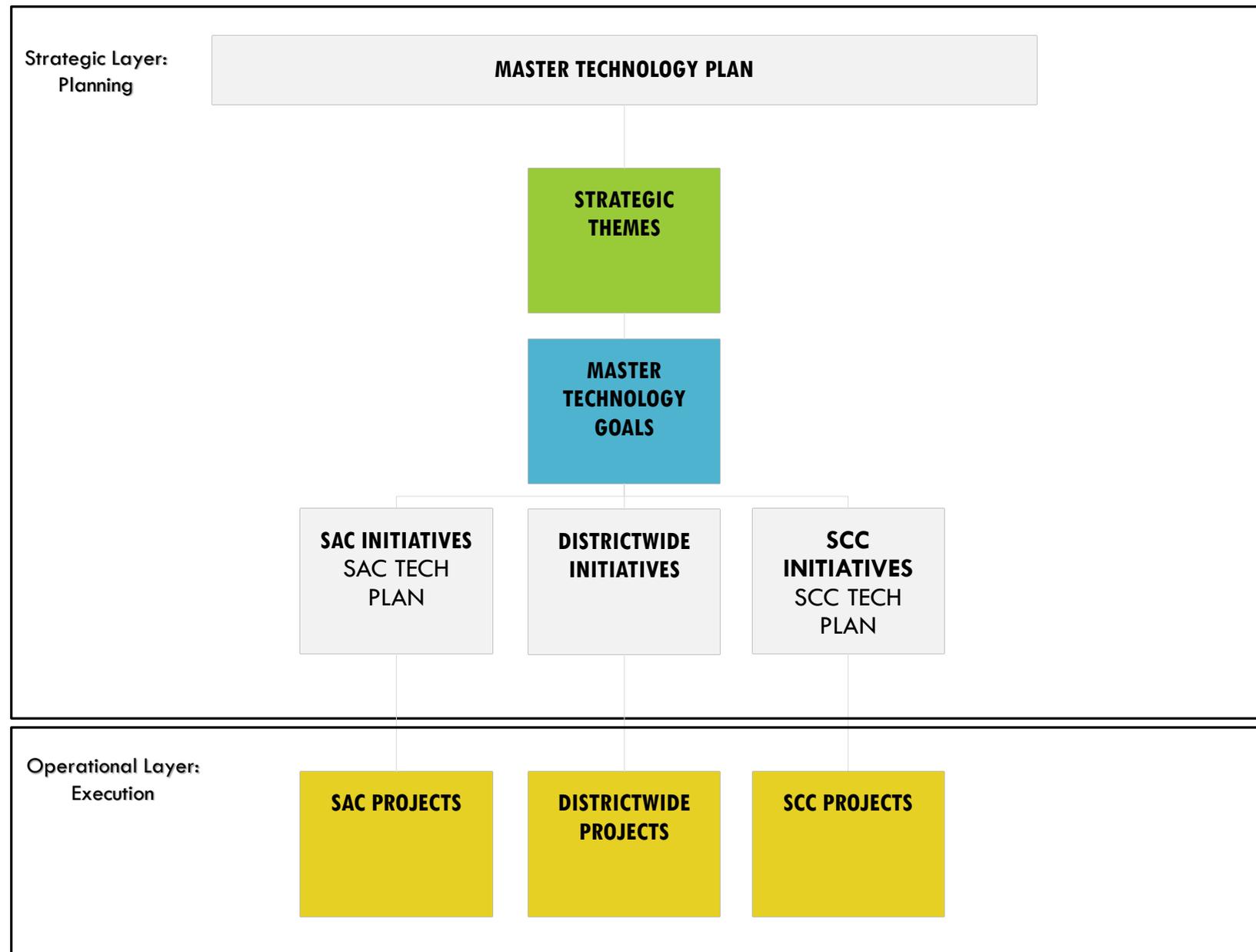
STRATEGIC THEMES

MASTER TECHNOLOGY GOALS

SAC INITIATIVES SAC TECH PLAN	DISTRICTWIDE INITIATIVES	SCC INITIATIVES SCC TECH PLAN

Operational Layer: Execution

SAC PROJECTS	DISTRICTWIDE PROJECTS	SCC PROJECTS

Strategic Themes

SUPPORT

STANDARDIZATION

DATA DRIVEN DECISION MAKING

SECURITY

STUDENT EXPERIENCE
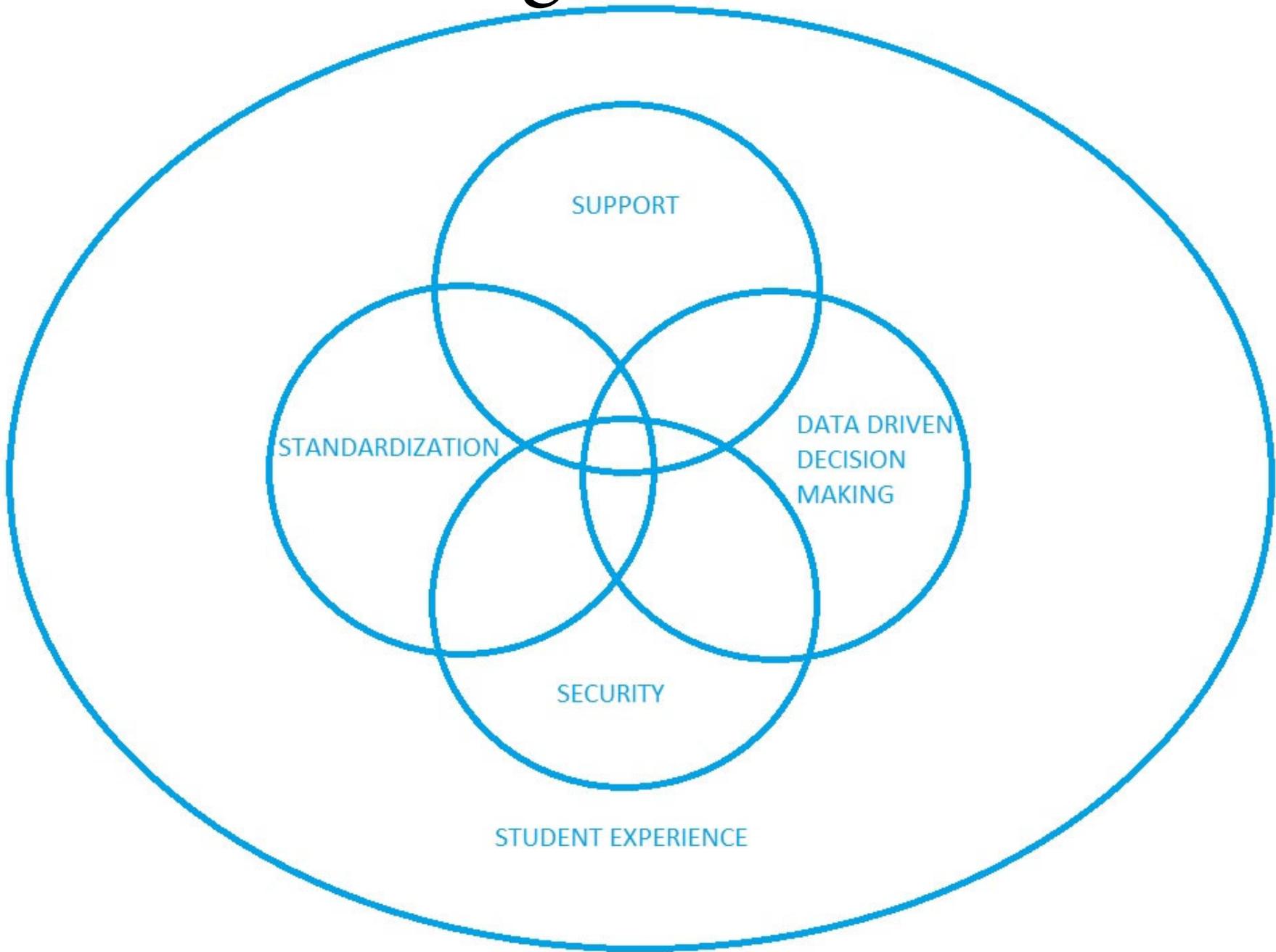
MASTER TECHNOLOGY GOALS

1. Student Experience

   a. Provide technology infrastructure capacity and technology services to support on-campus and online student support services. (III.C.1, III.C.2)

   b. Provide scalable technologies, services and staff to fully support online education. (III.C.1)

   c. Provide technology services to align student experience with the pillars of guided pathways. (III.C.1, III.C.4)

   d. Enhance internal and external web resources and mobile applications to enhance ease of use for students, programs, services and operations. (III.C.4)

2. Standardization

   a. Establish an ongoing plan to ensure all technology equipment is replaced on a regular basis to support operations, programs, services and district and college missions. (III.C.2)

   b. Ensure that all classrooms, labs and study spaces have standardized audio-visual equipment, networking, hardware and software to support collaborations, simulations, presentations, teaching and learning. (III.C.1)

   c. Develop and update policies and procedures that guide the use of technology and support teaching and learning processes. (III.C.5)

    d. Continuously improve and establish standardized business processes involving technology to enhance institutional operations. (III.C.4)

    e. Institutionalize technology planning framework and standardize project management including portfolio management, project intake and project prioritization. (III.C.1)

3. Data Driven Decision Making
    a. Plan regular updates of technology to ensure the quality and capacity to support operations, programs, services and the mission. (III.C.2)
    b. Institutionalize data management and data governance for data-informed decision making. (III.C.4)
    c. Streamline, encourage and support the use of Business Intelligence reports and reporting tools for the effective use of technology systems. (III.C.1)

4. Security

   a. Continuously improve 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)

   b. Develop and maintain information security plans, policies, procedures, practices and projects to assure reliable access, safety, risk management and security compliance at all locations. (III.C.3)

   c. Deploy Single Sign-On (SSO) solution for all standardized applications and technology resources to assure reliable access, safety and security at all locations. (III.C.3)

   d. Perform ongoing information security training to faculty, staff, students, administrators and external stakeholders. (III.C.3.)

5. Support
   a. Develop and foster Information Technology service excellence, performance feedback and assessment. (III.C.4)
   b. Provide training and support for faculty, staff, students, and administrators in the effective use of technology and technology systems related to academic programs, student services and operations. (III.C.4)
   c. Improve the effectiveness and efficiency of technology, services and support provided to students, faculty, staff and administrators. (III.C.1)

d. Ensure that technology resources at all locations are implemented and maintained to assure system accessibility. (III.C.3)

Tentative Tag Meeting Dates for FY 2019-2020

2019	2020
September 5	February 5
October 3	March 5
November 7	April 2
December 5	May 7

Technology Advisory Group
Executive Conference Room – District Office, Room 114
2:30 p.m. – 4:00 p.m.

Meeting Minutes for April 4, 2019

Members Present:	Tammy Cottrell, Jorge Forero, Jesse Gonzalez, Susan Hoang, Dean Hopkins, Scott James, Cherylee Kushida, Mary Mettler, Alfonso Oropeza, Sergio Rodriguez, John Steffens, Pat Weekes, Garradan Simmons - SCC Student
Members Absent:	Jim Kennedy, Daniel Oase, Amy Styffe, Estefania Perez – SAC
Guest:	Stuart Davis

Discussion

1. Call to Order
   - Meeting called to order at 2:30 p.m.

2. ADA Compliance Self Evaluation Analysis
   - Mr. Gonzalez shared an informational item discussed at SACTAC regarding ADA compliance as part of a districtwide effort to evaluate accessibility throughout the district.
   - The district in conjunction with DSPS and multiple other divisions at the campuses, partnered with a consulting company to evaluate accessibility districtwide and submitted a 400+ page report and appendices as a result of their analysis. This report was mostly focused on section 504 compliance.
   - There are two main regulations to take into account when it comes to ADA Compliance:
     - Section 504 – accessibility of facilities, office furniture, equipment for people with disabilities. Compliance can be accommodated when required, which is helpful.
     - Section 508 – Covers electronic access, including, but not limited to, software or systems. ADA compliance under this section is required from the beginning, upon development or procurement. Possess various challenges as most software are not fully accessible; the rapid pace of technology changes in the industry aggravates the problem.
   - Mr. Gonzalez is in-charge of obtaining VPAT (Voluntary Product Accessibility Template) information for the district for every technology purchase. This is a self-disclosing document produced by the vendor regarding accessibility of a particular product or software.
   - As a governance group, it is crucial for TAG to have a high level of awareness regarding accessibility requirements. Being mindful of ADA compliance factors when making technology recommendations or at the planning stage of a project is imperative.
   - In addition, all district websites, webpages as well as documents being published within our websites must meet accessibility standards.
   - Mr. Gonzalez went over some of the excerpts of the report. He will research on the status of where the district stands related to the consultant's recommendations.
   - Discussions ensued.

3. Districtwide Technology Planning Framework Update
   - Mr. Gonzalez provided a draft document showing the progress made so far in technology planning through interactions with representatives from SAC, SCC and the district office. He developed and discussed key points. He expounded on the strategic alignment of the framework themes, goals and initiatives. He also, noted the strategic

alignment with the institutional mission and goals from both the district and the colleges as well as the emphasis placed on accreditation standards.

- Upon approval from TAG and if no further feedback is received, the Master Technology Plan will be updated in accordance with the newly developed goals and strategic themes along with SAC and SCC Technology Plans in order to be fully aligned districtwide.
- Although the plans will share common strategic themes and goals, initiatives under each goal may vary based on the needs of each college. The master technology plan will capture districtwide initiatives. All initiatives will lead to projects, which will be conducted and tracked as part of day to day operations.
- Our strategic framework is very similar to San Jose Evergreen CCD (SJECCD) as we seem to have the same challenges and goals.
- Mr. Gonzalez instructed the group on how to access the Microsoft Teams site created for TAG, which contains all the documentation used so far to come up with the strategic themes and framework proposed for technology planning.

4. Technology Update – Colleges

   <u>SAC – J. Steffens</u>
- All Career and Academic Pathways (CAPs) projects will be live Fall 2020.
- Mr. Steffens provided an overview of the technical project roadmap for Guided Pathways. The group discussed how this translates with the technology plan on a strategic standpoint. Concerns with Web publishing regarding responsive design were brought up.
  - o Completion Team Support – will evaluate and determine what type of support it will require. Potentially lean towards adopting a student success system.
  - o Starfish – has four components: Early Alert, Case Management Advising, Predictive Analytics & Degree Planner.
    - Research department has recently endorsed the product for its robust Predictive Analytics. Starfish director will provide a presentation on April 17, 2019.
    - Will also reach out to Early Alert taskforce and Completion team to make their recommendation as well.
    - Will be presented at SACTAC for recommendation since SAC plans to move forward with Starfish.
  - o Cranium Café for Student HelpDesk – delayed due to staff training issue.
  - o Comevo Self-Guided Placement – conversation has been initiated.

   <u>SCC – S. Rodriguez</u>
- Guided Pathways – currently in the planning stage
- Multiple Measures – went live April 2019. Automating process in the works with other systems such as Comevo; extra module might be necessary.
- SCC HelpDesk – received minimal funding of 8K. Will find less costly alternative resources to stretch the budget and also reach out to SAC for assistance with their HelpDesk knowledge-base.
- Elumen – went live and working on planning aids and SLO's.
- PC & A/V Replacement – estimated 800K worth of PC replacements. Conversation has started. Outdated/old A/V equipment has surfaced into a major issue as it's severely affecting the instruction side.
- Student technology fee – not an option but a necessity and will bring to Cabinet's attention.

5. Approval of TAG Minutes – March 7, 2019
- Mr. Gonzalez called for a motion to approve the TAG Minutes of March 7, 2019 meeting. A motion to approve the minutes was made by, Mr. Oropeza seconded by Mr. Simmons. Mr. Forero and Ms. Mettler abstained as they were not present at the last TAG meeting.

Informational Handouts
- DSPS ADA Self-Evaluation Analysis for ICT
- Technology Planning Structure
- Technical Project Roadmap for Guided Pathways
- CCC Guided Pathways Essential Practices

Next Meeting Reminder: May 2, 2019; Board Room (DIST-107)

Adjournment
The meeting was adjourned at 3:56 p.m.