

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

[Website: Technology Advisory Group](#)

Agenda for May 5, 2022

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

<https://cccconfer.zoom.us/j/94554895244>

1. Technology initiatives for next Fiscal Year Adoption (5 minutes) **ACTION** – Gonzalez
2. Adoption of Accessibility Statement (5 minutes) **ACTION** – Gonzalez, James
3. AR 3720 Information Resource Use recommendation (15 minutes) **ACTION** – Gonzalez
4. Technology Update – Colleges
 - SACTAC – Steffens (10 minutes)
 - SCCTEC – Rodriguez (10 minutes)
5. Student experience with technology:
 - SAC Student – Angel Michael (10 minutes)
 - SCC Student – Jacob Bereskin (10 minutes)
6. Accessibility and Data Privacy recommendations adoption (5 minutes) **ACTION** – Gonzalez, James, Kushida
7. Approval of TAG Minutes – April 14, 2022 (5 minutes) – **ACTION**– Gonzalez
8. Review forecast contract renewal costs for next Fiscal Year (5 minutes) – Gonzalez
9. Presentation on Multi Factor Authentication (5 minutes) – Clacken
10. Technology Project listing, April 2022 (5 minutes) – Howard

Next TAG Committee Meeting: September 1, 2022

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.

20-21 ID #	ITS Districtwide Initiatives 2021-2022	Total Projects June to December	Proposed for FY 22-23
21-22*01	Implement and improve technologies to support enrollment management	2	Keep
21-22*02	Support technology solutions that help improve efficiencies and automate manual processes	78	Keep
21-22*03	Online Education Initiative (OEI) Implementation	2	Keep
21-22*04	Improve overall data quality for reporting needs	51	Keep
21-22*05	Optimize student onboarding process	5	Keep
21-22*06	Implement student case management solution with early alert and predictive analytics	11	Keep
21-22*07	Abide by technology replacement cycle for hardware	33	Keep
21-22*08	Refresh or replace end of life software	76	Keep
21-22*09	Standardize Electronic Content Management (ECM) and digital workflow solutions	0	Remove, can fall under 21-22*02
21-22*10	Expand use of APIs for system integrations	0	Keep, ensure proper tracking and reprioritize
21-22*11	Improve overall data quality for reporting needs	0	Remove, duplicate of 21-22*04
21-22*12	Self-Service Implementation	1	Implement technology that improves self-service usability and capabilities
21-22*13	Support library technology implementations including Touchnet Integration and EZ Proxy	1	Keep
21-22*14	Support, improve and expand usage for single sign on (SSO) authentication solution for better user experience	13	Keep
21-22*15	Support and improve web Content Management System (CMS)	11	Keep
21-22*16	Deploy SCCM, JAMF centralized solutions for computer and mobile device management and support	6	Keep
21-22*17	Implement and improve technologies that help ITS provide better support	16	Keep
21-22*18	Employ data, cloud, web, mobile and infrastructure technologies to support Guided Pathways	1	Keep, consider breaking down projects further
21-22*19	Implement and maintain security solutions and processes to comply with the Gramm-Leach-Bliley Act (GLBA)	4	Keep
21-22*20	Implement solutions and processes to support Business Continuity (BC) and Disaster Recovery (DR)	3	Keep
21-22*21	Develop Standard Operating Procedures (SOPs) that define and streamline functions and services across ITS teams and external technical resources	0	Keep, ensure proper tracking and reprioritize
21-22*22	Support technology solutions that help facility construction projects	9	Keep
21-22*23	Improve district website mobile experience, update website's design and improve web platform stability	6	Keep
21-22*24	Standardize and upgrade classroom mediation systems	1	Keep
21-22*25	Provide business process documentation for districtwide technology solutions	6	Keep
21-22*26	Document technology planning standards and ITS project prioritization procedures	0	Remove, can fall under 21-22*25
21-22*27	Schedule ongoing cybersecurity awareness training sessions.	1	Remove, can fall under 21-22*19
21-22*28	Develop training materials and schedule training sessions for districtwide technology solutions	0	Keep, ensure proper tracking and reprioritize
21-22*29	Improve Siteimprove accessibility scores for district websites	0	Document, standardize and communicate ADA related processes, maintain website accessibility, update accessibility tools.
21-22*30	Foster base system utilization and improve stability while reducing customizations within Ellucian Colleague	2	Keep
21-22*31	Deploy technologies that support TRI and return to office	3	Deploy technologies required to support student and employee needs as a result of the pandemic
	Provide technology to ensure students attain class resources and college information in a timely manner.		New
	Provide documentation and technology resources to support students who take part in participatory and student governance.		New

Accessibility Statement

In recognition of long-standing needs related to accessibility, the Technology Advisory Group (TAG), along with the Santa Ana College Technology Advisory Committee (SACTAC) and the Santiago Canyon College Technology Committee (SCCTEC) recommend that the district establishes a multi-campus, multi-disciplinary workgroup to review the [ADA Self-Evaluation Plan and summary report from 2019](#), and create a formal plan to identify, prioritize and address accessibility gaps.

Recommendation	Reasoning	Description	Stakeholders	Status	Target Completion Time
<p>1 Establish workflow, roles and responsibilities, timelines for accessibility: Voluntary Product Accessibility Template (VPAT)/ Canvas Learning Tools Interoperability (LTI), Data Privacy management, exemptions as it relates to digital content and publishers for faculty</p>	<p>There is no formalized established process to assess accessibility, data privacy, of digital publishers with roles and responsibilities.</p>	<p>It would be ideal if the repository of VPATs can be filtered by category to streamline the process. – Searching by metadata would be ideal. Ensure the process establishes prioritization criteria. Potentially adding links on curriculum system (e.g. Ellumen /Meta) that can point to the repository of VPATs and any issues identified. Ensure timelines are established to inform people of how long processes will take. Consider looking at rubrics for evaluation of technology tools such as this one: https://teaching.uwo.ca/pdf/elearning/Rubric-for-eLearning-Tool-Evaluation.pdf Refer to https://www.cdacanada.com/ as a reference as well</p>	<ul style="list-style-type: none"> • TAG Taskforce to consult with: <ul style="list-style-type: none"> • Bookstore • DE • DSPS • ITS • Curriculum committees at the colleges • Academic Senates 		
<p>2 Produce a list of publisher VPATs that have been reviewed for public internal consumption for Faculty, the Bookstore, consideration</p>	<p>When publishers digital content is used due to curriculum requirements and their products are not accessible, there is no option to consider alternative requirements</p>	<p>If the Bookstore (central point for issuance of materials) is aware of this, they could raise flags about deficient content from the list. Ensure the faculty is aware as well and DSPS to provide feedback when the product is less accessible than what the VPAT states. It would make sense for the list to be in the same place that Purchasing keeps list of other VPATS approved. Consider adding additional information to support the accessibility of the product as well (e.g. Vendor roadmaps for resolution, accessibility studies from other schools, own internal screenings by DSPS or others)</p>	<ul style="list-style-type: none"> • To produce the information: <ul style="list-style-type: none"> • ITS • Purchasing • To update information with comments: <ul style="list-style-type: none"> • DSPS • Distance Ed • ITS • Purchasing 		
<p>3 Start educational/training campaign with</p>	<p>Faculty may not be aware that content that is chosen from publishers may be not accessible,</p>	<p>PD week should have opportunities to educate faculty on publishers and accessibility, FERPA and Data Privacy.</p>	<ul style="list-style-type: none"> • To craft training: <ul style="list-style-type: none"> ○ ITS ○ Distance Ed 		

	Faculty regarding the use of publishers and the need to comply with accessibility and data privacy standards	including Canvas LTIs and other digital content. They may also not be aware that vendors will require access to non-directory data to function. Faculty at times have students procure their own resources from publishers and those may not be accessible. Faculty needs to be aware of compliance requirements as it relates to publisher content.	At SAC there are SAC lunches where this information can be conveyed as well. Recommendation number 1 is a predecessor for this recommendation to be executed. The process needs to be established and conveyed before training can occur.	<ul style="list-style-type: none"> ○ DSPS ○ PD Team ● Audiences: <ul style="list-style-type: none"> ○ Faculty ○ Deans 		
4	Reach out to CCC Accessibility Center to see if there is a way to collaborate with the CSUs to have a joint repository of VPAT and accessibility information. This type of collaboration was done successfully for alt media in the past.	It doesn't make sense for each CA CCD to assess VPATs one at a time per location per district to identify information. CSUs already have a list of VPATs that have this information available that may be able to be shared with all CA CCDs	There are four components to consider when assessing product VPATs: Features (Items that work, because they have to and additional capabilities that go above and beyond to make the product accessible), Current Gaps, Plans for resolution, Workarounds. All this information has already been identified by the CSUs and all their campuses rely on it. However, the CA CCD system needs to reach a certain level of maturity with accessibility practices that is similar to the CSU to ensure collaboration is worthwhile to them. This may be a predecessor.	<ul style="list-style-type: none"> ● To reach out to find out options: <ul style="list-style-type: none"> ○ TAG Taskforce on Accessibility and Privacy 		FY22-23 (Long Term)
5	Review recommendations on Section 504 report, refer and assign accordingly.	Determine what recommendations in the report apply to ITS, Distance Education and come up with a plan to execute and resolve.	There were several recommendations in the section 504 report that apply to areas that are members in TAG. Progress needs to continue to occur and be reviewed periodically.	<ul style="list-style-type: none"> ● To determine next steps: <ul style="list-style-type: none"> ○ TAG Taskforce on Accessibility and Privacy 		
6	Assess list of Canvas LTIs in Canvas to determine their accessibility and privacy	When we went from Blackboard to Canvas, we made a conscious decision to grandfather in all the technology - LTIs, APIs. There was no	Assess what Canvas LTIs are actively in use, assess them for accessibility and data privacy and publish into VPAT list from recommendation 1 accordingly. To be done after recommendation 1 is implemented. Makes sense to address net new	<ul style="list-style-type: none"> ● To assess: <ul style="list-style-type: none"> ○ ITS ○ Distance Education 		

		review for data privacy and accessibility for these past technologies.	purchases/renewals first. Determine a point in time from which the new process will be effective.			
7	Assess list of Publishers being actively used by Faculty to determine their accessibility and privacy	This has not been done in the past and similar to the Canvas LTI assessment needs to be considered.	A conversation with the bookstore needs to occur and a determination on how to identify the most recently used content. The digital content then needs to be assessed for accessibility and data privacy and the results published into VPAT list from recommendation 1 accordingly. Makes sense to address net new purchases/renewals first. Determine a point in time from which the new process will be effective.	<ul style="list-style-type: none"> • To assess: <ul style="list-style-type: none"> ○ Bookstore ○ ITS ○ DSPS ○ Distance Educaton 		
8	Assess accessibility and data privacy for library subscriptions	The library subscribes to several sources that are available to faculty/staff/students. The content may be digital and not assessed for accessibility and data privacy compliance.	It makes sense to contact the CCC Accessibility Center to see if there are already centralized resources to inform CA CCs on this topic. Makes sense to address net new purchases/renewals first. Determine a point in time from which the new process will be effective.	<ul style="list-style-type: none"> • To determine next steps: <ul style="list-style-type: none"> ○ TAG Taskforce on Accessibility and Privacy ○ Libraries 		

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

Meeting Minutes for April 14, 2022

Voting Members Present: Robert Bustamante, Jesse Gonzalez, Scott James, Cherylee Kushida, Adam Morgan, Sergio Rodriguez, Pat Weekes, Jacob Bereskin – SCC Student

Voting Members Absent: Tammy Cottrell, John Steffens, Angel Michael – SAC Student

Supporting Members: Thurman Brown, Dane Clacken, Jorge Forero, Adam Howard, Tara Kubicka-Miller

Guests: Annebelle Nery, Mark Turner

Discussion

1. Call to Order
 - Meeting was called to order by Mr. Gonzalez at 2:31 PM.
2. Technology initiatives for next Fiscal Year first reading.
 - Mr. Gonzalez conducted the first reading and overview of what's being proposed to keep and remove from the 2022-2023 list. He expressed that he is very pleased to see initiatives proposed directly by students being added for the first time. The group provided feedback and brought up several projects to verify if they are considered new initiatives or fall under existing initiatives. Mr. Gonzalez asked the group to consult with their constituencies for further feedback since we plan to bring this for approval in the May TAG meeting.
3. AR 3720 Information Resource Use updates first reading. Mr. Gonzalez provided updates and shared the markup version of the document.
 - AR 3720 is about information resources acceptable use of technology which is applicable to students, faculty, staff and anyone who uses district technology resources. The current version does not provide enough guidance on proper use of technology, hence the need for an update.
 - The majority of the language changes took place through the guidance of the League of California Community Colleges (subscription by the district), which partners with the law firm Liebert Cassidy Whitmore to vet and recommend required Board Policies and Administrative Regulations. The language also came from the California Community Colleges Information Security Center guidelines and templates for administrative regulations/policies.
 - Overview of all the components. The group provided feedback regarding the electronic email messaging application and district supported technology. Discussions further ensued on several concerns including access on personal mobile devices via Exchange server.
 - Mr. Gonzalez will make revisions based on the feedback received and asked the group to consult with their constituencies or reach out to him for additional changes.
 - Recommendation for approval will occur in the May meeting.

4. Technology Update – College

- SACTAC: Mr. Morgan shared the Mediation for 2022-2023 presented at SACTAC. SACTAC unanimously approved the motion to recommend the funding request of \$285K to Planning & Budget. The Integrated Technology Plan was presented for informational purposes at this time and no action was taken. Plan to share details of the Technology Plan upon approval.
- SECTEC Mr. Rodriguez shared that SCC will be assessing the retention alert product available in Colleague if it's an alternative to Starfish.

5. Student experience with technology:

- SAC Student – Angel Michael was not present to provide update.
- SCC Student – Jacob Bereskin:
 - Mr. Bereskin shared the discussion that took place on his one on one with faculty. They requested if a representative from TAG can attend the May 19th ASG meeting to conduct Teams presentation. Mr. Gonzalez welcomed the recommendation and will have an offline discussion on scheduling.

6. Adoption of Accessibility Statement first reading: Mr. Gonzalez presented the first reading. The accessibility statement was modeled after the SACTAC and SCCTEC Accessibility Statements which was presented at previous TAG meeting. After approval in the May TAG meeting, Mr. Gonzalez plans to present to District Council to ensure we achieve districtwide support. Thereafter, we will coordinate execution and address the findings and disparities.

7. Accessibility and Data Privacy recommendations first reading: Mr. Gonzalez provided a brief background on how this effort was initiated and as a result, a taskforce was formed. The taskforce has been meeting bi-weekly.

- Establishing a proper workflow was the first recommendation which is currently a gap.
- Mr. Gonzalez, Mr. Turner and Ms. Kushida spoke on the process that took place. It was noted that this is a good starting point for strengthening our scope and approach.
- Mr. Brown shared information received during an accessibility session at CISOA conference he attended.
- As a subject matter expert on accessibility, Mr. Turner spoke on several critical areas. Section 508 is agnostic with respect to how technology is obtained or being used in our institution. The moment we adopt a product or service, we inherit the burden of addressing, through accommodation, accessibility gaps. Mr. Turner offered to discuss on Section 508 further as required.
- Mr. Gonzalez strongly recommends sharing this with constituencies and be ready to be recommended for approval in the May TAG meeting.

8. Approval of TAG Minutes – March 3, 2022

- Mr. Gonzalez called for a motion to approve the March 3, 2022. A motion to approve the minutes was made by Mr. Bustamante, seconded by Mr. Bereskin and approved unanimously.

9. Technology Project Listing, February 2022. Mr. Howard provided an overview.

- SCFF (EPIC): In progress: Redefining how FTES is being calculated. ITS is working on generating the first report so we can validate the data.
- COVID-19 Vaccine Requirement for Students (EPIC): Assigned. Still working with our vendor in getting pricing information on pandemic management packages.
- Vaccine Status – EHIN Report: Completed and in production March 28.

- CCCApply Noncredit (EPIC): In progress. To schedule noncredit A& R staff training on CCCApply admin interface and Colleague admissions processing, to be coordinated with the college credit staff. Target completion by the end of spring semester.
- Starfish Implementation (EPIC): Cap 7 Cohort to exclude Fire & Criminal Justice in UAT; identifying students that are near completers - working on validating the results.
- Comevo-to-Colleague import file: Comevo API configuration has been setup and working on the system integration to pull data to TSUM in Colleague.
- CVC Implementation Phase 2 (EPIC): Scheduled to meet with the Chancellor's Cabinet on April 25th.

Informational Handouts

1. 2022-2023 Technology Initiatives Draft
2. AR 3720 Information Resource Use Draft
3. Accessibility Statement
4. Accessibility and Data Privacy Draft
5. Top 10 Technology Project Listing - March

Next Meeting Reminder: May 5, 2022 via Zoom

Adjournment

The meeting was adjourned at 4:00 p.m.