RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
Website: Technology Advisory Group

Agenda for March 3, 2022
2:30 p.m. - 4:00 p.m.
https://cccconfer.zoom.us/j/94554895244

1. Combating fraudulent student applications (15 minutes) – Howard, Gonzalez

2. Review actual technology contract renewal costs for current Fiscal Year (10 minutes) – Gonzalez

3. Technology Update – Colleges
    - SACTAC – Steffens (10 minutes)
    - SCCTEC – Rodriguez (10 minutes)

4. Student experience with technology:
    - SAC Student – Angel Michael (10 minutes)
    - SCC Student – Jacob Bereskin (10 minutes)

5. Computer replacement plan recommendations discussion: Updates and establishing timelines (15 minutes) **–** Gonzalez

6. Technology Project listing, February 2022 (5 minutes) – Howard

7. Approval of TAG Minutes – February 3, 2022 (5 minutes) **– ACTION**– Gonzalez

Next TAG Committee Meeting: April 14, 2022

	Recommendation	Reasoning	Description	Responsible Parties	Status	Target Completion Time
1	Develop an aging report for computing devices, including AV equipment, covering the full replacement cycle, districtwide	• 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 Missing, outdated information for administrators who oversee a specific area for computers inventory has been found at times.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.	• 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: ○ 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	• ITS	In progress	
2	Ensure funding is centralized at each	• The RAR/Tech request process doesn't make sense for computing replacements.	• Consider that funding for computing/AV replacements sits on its own budget line	• SACTAC • SCCTEC		

	college for logistical ease	• Some years will have reserve funds due to peaks and valleys in the aging report.	item under the Budget Offices at the colleges.	• SAC Budget Committee • SCC Budget Committee		

3	Institutionalize the computing device replacement process	• 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.
			• 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:
			   ○ 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
				• 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.	• 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.	• 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.	• ITS • College Operational Workgroups • TOW	In progress	Summer 2022
5	Educate stakeholders districtwide on the importance and details regarding the computer replacement plan.	• 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	• 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.	• SACTAC • SCCTEC • TAG • TOW • College Operational Workgroups		

| | | for funding computer replacements with savings. | • Communicate how the budget funding process works
• Communicate the following elements and how the drive the computing lifecycle:
 ○ 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 | | | |

Voting Members Present: Robert Bustamante, Tammy Cottrell, Jesse Gonzalez, Scott James, Cherylee Kushida, Adam Morgan, Sergio Rodriguez, John Steffens, Angel Michael – SAC Student

Voting Members Absent: Pat Weekes

Supporting Members: Thurman Brown, Dane Clacken, Jorge Forero, Michael Hoang, Tara Kubicka-Miller

Guest: Noelle Dassler
Discussion

1. Call to Order
   - Meeting was called to order by Mr. Gonzalez at 2:32 PM.
   - Mr. Gonzalez introduced Adam Howard, the new Director of Enterprise Applications System. Mr. Howard has a total of 19 years of experience working in the community college system.

2. Technology Project Listing, January 2022
   - Mr. Steffens made a motion that the January 2022 Technology Project Listing be placed at the bottom of the agenda, seconded by Mr. Bereskin and approved unanimously.
   - Due to time constraints, Mr. Steffens made a motion to table the Technology Project Listing discussion for the next meeting, seconded by Mr. Rodriguez and approved unanimously.

3. Mid-Year Report Presentation: July 1, 2021 to December 31, 2021
   - Mr. Gonzalez provided a general 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.
   - Personnel updates: Mr. Gonzalez announced that Media Teams at both colleges are now part of ITS through a recent department reorganization. Establishing A/V technology standards will be forthcoming.
   - The report highlights the top ten initiatives per the 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 also expounded on the roles of each area by using the "house" analogy to establish better visual perspective and understanding.
   - There's a total of 342 completed projects (lengthier process) and 8,024 total tickets closed (break/fix issues). The directors reported on the different metrics of their designated areas as follows:
     - Enterprise Applications: Adam Howard/Jorge Forero – (104 projects completed)
     - Infrastructure and Security: Dane Clacken – (113 projects completed)
     - Web: Thurman Brown– (24 projects completed)
     - Helpdesk: Dane Clacken– (9 projects completed)
     - SAC Academic Support: Michael Hoang/Thurman Brown – (34 projects completed)
     - SCC Academic Support: Thurman Brown– (58 projects completed)

4. Establishing the taskforce to review and update the Strategic Technology Plan Goals for 2021-2024
   - Mr. Gonzalez announced that the STP goals are due to expire at the end of 2022. Although it is still early in the year, he emphasized the importance of initiating the review process early.
   - Mr. Gonzalez proposed that we start to form a taskforce with at least one representation from each constituency; Administrator, Classified, Faculty and Student at SAC, SCC and District. Mr. Gonzalez reaffirmed that volunteers are not limited to TAG members only. Mr. Steffens recommended a SAC classified representative and will provide the name at a later date.
   - Taskforce volunteers as follows:

	SAC	SCC	DO
Administrator:	John Steffens	Scott James	Dane Clacken
Classified:			
Faculty:			
Student:		Jacob Bereskin	

5. Technology Update – College

   SACTAC – J. Steffens:
   - SACTAC did not meet in December.
   - Web Project: Spring launch date will not take place. This delay is related to the implementation of SharePoint 2019. This version is not designed to auto-migrate the web content from the old to the new website. SAC is looking at possible solutions such as CMS replacement but hoping a more cost-effective alternative. New launch date to be determined.
   - Mr. Gonzalez reaffirmed that we do need to have a CMS upgrade. However, this is a districtwide project requiring a substantial effort and as such, this would be a difficult alternative to migrating the content. Mr. Gonzalez noted that proper planning is key. Discussions ensued.
   - Starfish project update: Guardian Scholars to pilot this spring. Outreach and Assessment Center will also be piloting the Success Plans as part of their onboarding process.
   - Ed Plan: Two-thirds of the students registered for the spring have current Ed plans.
   - Mr. Steffens reported the achievements and commended the steadfast support of ITS in this implementation.

   SCCTEC – S. Rodriguez
   - SCCTEC did not meet in December.
   - Single Sign On (SSO) and TouchNet Payment Center districtwide successful implementation.
   - Outreach and Counseling staff plan to update their training materials in support of early registration. This will be a challenging effort to complete as gaps still exist in Self Service such as inability to look up registration dates and parking link and the like. Mr. Gonzalez suggested that we need an updated list of the missing components to further review and prioritize accordingly. Discussions further ensued among the group which included a brief explanation by Ms. Weekes on the parking link and why it's currently unavailable.
   - Student Bus Pass: OCTA has transitioned to a different vendor which will require a new App for students. They are providing marketing to keep students/users up to date on this transition. Students will be required to download the new App.
   - In response to the student vaccination mandate, the VPs are working on an AR. Phase I will entail the restriction of unvaccinated students from taking on campus courses and Phase II would be prohibiting unvaccinated students access to student services.
6. SCC experience with technology
   - SCC Student – Jacob Bereskin:

- o Mr. Bereskin reported that he shared an LA Times article with Mr. Gonzalez related to identity theft which involves hacking into the junior college systems.
- o Mr. Gonzalez provided context on this issue and reassurance that it is the institution and not the students being targeted by these threat actors. Mr. Gonzalez proposed to discuss the topic further at the next meeting.
- o Mr. Bereskin shared an upcoming meeting with Mr. Dane Clacken regarding the Wi-Fi issue being experienced at SCC. He shared that he conducted his own walk through at a couple of buildings to test the signals so he may be able to provide a first-hand perspective.

7. Approval of TAG Minutes – December 2, 2021
   - Mr. Gonzalez called for a motion to approve the TAG Minutes of December 2, 2021 meeting with the update provided by Mr. Steffens. A motion to approve the minutes was made by Mr. Rodriguez, seconded by Mr. Steffens and approved unanimously.
   - Update to the minutes of December 2, 2021: For the first time, Planning & Budget fully funded the technology upgrade plan submitted by SACTAC.

Informational Handouts
1. Mid-Year ITS Annual Report
2. Top 10 Technology Project Listing
3. Ellucian Cloud Hosting Proposal

Next Meeting Reminder: March 3, 2022 via Zoom

Adjournment
The meeting was adjourned at 3:57 p.m.