

## District Consultation Council Technology Subcommittee

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### MEETING SUMMARY

Friday, February 4, 2022

**9:00 a.m. – 10:30 a.m.**

Via zoom

Dr. Andreea Serban (co-chair)	Cheryl Chapman (co-chair)		
Fred Rocha	Dr. Jodie Butler	Rupa Saran	Tim Rigney
Dave Thompson	Dr. John Taylor	Kevin Harrison	Minesh Lakhani
Norlyn Capitulo	Pratik Solanki	Lee Gordon	Pete Bouzar
Daisy Segovia	Patty Gilyeart	Hatice Aydin	Matt Kliman

#### 1. Meeting summary for the November 5, 2021 meeting

#### 2. Discussion of draft objectives for the 2022-25 Districtwide Strategic Technology Plan

Dr. Serban stated that a subgroup of the subcommittee has met to start work on the draft objectives for the 2022-25 Districtwide Strategic Technology Plan. We will spend this meeting and the next meeting to finalize the draft objectives. Once the Subcommittee has been completed a solid draft, it will be shared with the various participatory committees at the colleges for feedback.

Dr. Serban went through each draft objective:

***Objective 1. Clearly define and implement the total technical support model for students district-wide. Enhance the student-centered technical support structure district-wide that ensures that students receive immediate assistance and solutions to their technical issues.***

*Note: clearly define what we support for students.*

Dr. Serban stated that objective #1 from the previous plan should be carried over as it still needs to be completed. The language on the new draft objective was condensed.

***Objective 2. Increase direct training and support for faculty in the use of various technologies in the teaching and learning environment.***

*Note: create a course in Canvas (make it public) available to all faculty district-wide to list all technical resources and tools available to faculty, including training resources*

Dr. Serban stated that for objective #2, the faculty might recall that there was a debate on the meaning of direct support. Dr. Butler noted that the original objective was not clear as it could just mean a video is posted. Dr. Serban replied that it was intended to have a combination of in-person training and online training, not just a website that hosts resources. Dave Thompson noted that in the new objective it should be clarified who will be offering the training: will it be offered by the District, colleges or vendor. Dr. Serban replied that the training would be a combination of internally and externally provided training. Rupa Saran stated that she does not think it is

necessary to have it so detailed in the objective. That can be saved for when each objective is mapped out on how to complete it.

***Objective 3. Regularly review and enhance the internal adoption and utilization of existing data analytics related technologies to enhance the timeliness and approachability of data for users to inform decision-making and support student success.***

Dr. Serban stated objective #3 is a carryover from the previous plan with a revision to the language to give it a more specific focus as it relates to existing data analytics such as reports, dashboards, and Argos. It has been a challenge to get users across the district to utilize them in a consistent way. Daisy Segovia stated that she likes the part in the objective about being consistent in order to have standardized practices with obtaining data. She will bring the objective back to the college researchers and see if they have any additional suggestions.

***Objective 4. Establish a formal comprehensive data governance and standards process.***

Dr. Serban stated that objective #4 is also a carryover from the previous plan as there is still a need to do it. The word *formal* has been added in order to update the objective to establish structures and creating standards.

***Objective 5. Enhance the internal adoption of the platform and process for prioritizing IT projects. Establish a clear process for funding IT projects.***

Dr. Serban stated that objective #5 is being carried over, but with some reworking of the language. The IT prioritization platform has been created a while ago but is not being used. There will still be a push to use the platform.

***Objective 6. Dedicate support to ensure accessibility and usability of district instructional and operational content.***

Dr. Serban stated that for this objective, the problem is lack of funding to establish the position in order to ensure ADA compliance. Dave Thompson replied that it is still a good idea to market accessibility as the responsibility of the employee creating the content. It should not just rely on staff to clean up the content after it has been created. Dr. Serban replied that adding that type of language would be a good idea such as the adoption of best practices related to accessibility. Dr. Taylor added awareness and adoption would be a better way to state it.

***New objective to replace 2019-22 objective #7***

***Objective 7. Develop the practice and procedure for decommissioning unused and unsupported technologies.***

Dr. Serban stated that this new objective will replace the old one as it seems practices and procedures need to be developed to figure out how to better manage unsupported technologies.

Dr. Serban noted that objective 8 from the 2019-22 plan has been removed as it is not needed anymore as a result of the mobility project which is underway.

*Possibly keep as an objective that still needs to be worked on.*

***Objective 9. Ensure a sustainable and environmentally aware replacement cycle of computing equipment (e.g., computers, printers, projectors) and infrastructure as informed by the Technology Condition Index.***

Dave Thompson stated that he is not sure if this objective is needed as long as the colleges have set aside funding for equipment and are being proactive. Kevin Harrison suggested keeping the objective to make sure it is a priority moving forward districtwide. Fred Rocha noted that this might be a good item to be discussed during the DCC Budget Subcommittee meetings. He will talk with Dr. Dunn to have it added. Dr. Serban stated that this item will always be a challenge in terms of funding. It might be a good idea to keep the objective as something that needs to be worked on.

***Objective 10. Optimize use of tracking/inventory control systems to optimize software licensing, replacement, utilization, and supporting infrastructure to ensure productivity, accountability, efficiency, and cost effectiveness.***

Note: still needs some rewording

Dr. Serban reminded the Subcommittee that this topic has been discussed in the past - certain software and hardware not being used consistently across the District. There is currently no comprehensive tracking of all software applications used across the District. Dave Thompson agreed that the objective is still needed but the language should be revised. Fred Rocha noted that he and Rupa Saran are working with Ellucian to find a Banner report that can help identify purchased software or services to help keep track of inventory. The first challenge is to know what the District already has in place. Rupa Saran stated that it is important to connect this piece with the budgeting piece in order to get the bigger picture.

***Objective 11. Continue to incentivize sustainable training models for various constituencies – faculty, students, staff (functional users), and IT staff - to ensure timely and ongoing training of and communication of updates to faculty, staff, and students in current and new technologies, where applicable, in conjunction with dedicated associated funding.***

Dr. Serban noted that objective #11 is basically the same from the previous plan with a few minor changes. With many new training methods being implemented, the new objective will state that the District will continue to incentivize sustainable training models. There is never enough training and it is always needed, so it is an important objective to have.

***Objective 12. Continue to implement Banner 9 and Banner 9 Self Service to maximize support, and enhance and modernize the user experience. Increase awareness of Banner and Banner Self Service functionality to maximize utilization district-wide.***

Dr. Serban stated that a revision of the previous objective is to continue implementing Banner 9 as there are still many modules that have not been implemented and modules will continue to be released. There has not been enough time or resources to fully implement all the modules available. This is an important objective as it involves all users from students to faculty to staff.

***Objective 13. Identify, select, and implement a Customer Relationship Management platform to be used district-wide that integrates with Banner and other required enterprise systems.***

Dr. Serban stated that objective #13 will eventually get done as the District has just acquired Slate so it will be completed.

Dave Thompson noted that objective #14 from the old plan has been completed.

***Objective 15. Regularly review and enhance digital solutions for students across the District to improve the student experience.***

Dr. Serban noted that objective #15 has been updated. She noted that much has been done in this area over the past few years, so the update is to review and enhance regularly. Fred Rocha stated that the challenge behind this type of objective is to replicate student services, and instructional resources at physical locations. There have been some valuable lessons and practices put in the place with the pandemic, so the idea with the updated objective is to review solutions and see if they can be enhanced. Dr. Butler noted that some of the terms used in the objective, such as Digital Solutions, seem vague. Dr. Serban replied that some of these terms can be put in the glossary of terms section of the plan.

***Objective 16. Coordinate and integrate technologies and platforms district-wide to support student success initiatives and provide for seamless and consistent student experience across the District.***

Dr. Serban stated that objective #16 from the previous plan will carry over to the new plan. It is always important to have it.

Lee Gordon asked if the objective is intended to have the IT services more centralized at the District office. Dr. Serban replied that the intent is to provide a consistent the student experience across the District no matter what college(s) students are attending. Lee Gordon asked if the DCC Technology Subcommittee would be able to answer questions about IT centralization. Dr. Serban noted that IT has been consolidated since 2012-13 with support for each college under the centralized IT structure. Dr. Serban asked Lee Gordon to clarify what he means by IT centralization in the current structure, which is already centralized.

Pete Bouzar stated that objective #16 seems to lean towards more centralization. There are faculty who use different software to align with the subject they are teaching. Kevin Harrison replied that the objective leans more towards a basic baseline of platforms and software. There is an understanding that different software will be used for specific courses. The point is to be as consistent as possible. Dr. Serban stated that the objective is not about centralizing or taking away software that faculty use in order to teach effectively in various disciplines. The objective is intended to make sure students do not have to go on different platforms to do the same thing at each college. Pete Bouzar stated that it makes sense from an IT support services perspective for baseline software, but there will be specialized software at each individual college. If things are too centralized, it can be problematic. Dr. Serban reiterated that this is not the intent of this objective. Dr. Serban noted that there might need to be a discussion at a different time which includes IT staffing, available resources, etc.

Lee Gordon stated that a decision was made to centralize IT more recently which impacts instruction. He is unaware where this topic needs to be addressed, but he assumed it would be in this Subcommittee. Dr. Serban replied that this can be discussed first outside of the Subcommittee to clarify what Lee Gordon means by recent IT centralization, and then discuss

during a Subcommittee meeting, possibly at the next meeting. It may be good to start with the Academic Senates to determine what are the specific issues of concern. Lee Gordon replied that he will have it agendaized at the next OCC Academic Senate meeting. He has looked at past OCC Academic Senate Meeting minutes to find where the plan to centralize IT was agreed upon and he has not been able to find it. His assumption was this could be discussed in this meeting. Dr. Serban replied that she can have this added to the agenda for the next Subcommittee. Pete Bouzar noted a recent issue with the new OKTA deployment. Employees had to go through the centralized IT help desk and there was not enough help to get the issues resolved in a timely manner. Dr. Serban replied that the issue with that was not centralization as much as a combination of factors: 1) many users waiting until the last minute to login, having issues, and calling the IT help desk, and 2) limitations on the number of IT staff available to answer the calls.

**Action Item:**

- Dr. Serban to add IT support concerns as an agenda item at the next meeting.

**3. California Community Colleges Technology Center deployment of the new Student Account System January 28-January 30 as part of the Student Success Suite (SSS) 1.0 Production Release**

- The update of the CCCApply had a problem; as a result, we paused the applications for summer 2022

Dr. Serban stated that the State Chancellor's Office deployed a new Student Account System which includes an update to CCCApply which has caused some significant issues. Rupa Saran stated that last Friday there was an update and patchwork done on January 28 to CCCApply which has caused an issue with social security numbers. Without the social security number being available, it becomes harder to differentiate between students based on just their names as there are many students with the same first and last name and may not use middle initials. As noted on the agenda, until this issue is resolved, applications for summer 2022 are not being imported into Banner. The State Tech Center has been contacted and it has been escalated. Spring 2022 applications are still being accepted and the Admissions and Records staff are manually evaluating each new application.

Rupa Saran noted that the State Chancellor's Office is implementing SuperGlue. SuperGlue provides a secure, robust framework for data exchange between the systemwide products and our local systems. Fred Rocha added that this helps with identifying fraudulent applications and block those applicants systemwide.

**4. California Community Colleges system fraud mitigation updates**

Tabled until next meeting.

**5. Update on current or upcoming projects – standing item**

No updates.

**6. Cyber security – standing item**

Fred Rocha stated that at the next DCC Technology Subcommittee meeting, Marc Santos, the new Senior Director, Chief Cyber Security Officer will be in attendance as he starts this coming Monday. He has a rich background in remote and local work forces. He is a great addition to the District.

**7. Reports and items from the Colleges and College Technology Committees – standing item**

No report or items from subcommittee members.

**8. Other**

Dr. Butler stated that with the new multi-factor authentication, it seems we can only use our work emails to authenticate it. She asked if that is the case. Minesh Lakhani replied that work emails should not be used, there are other options such as a Google authenticator app or an email outside of the Coast email. These options cover those who do not have access to a smart phone.

Dave Thompson stated that the District is transitioning application packages. One package allows for the operating systems to be installed on all computers and then the second would be to put in applications on computers. This helps with every computer having the same operating system, allows for updates on all computers, and simplifies security.

Dave Thompson reported that the District has been backing up email on Microsoft 365 on a Cohesive Network which was very expensive, but Cohesive has come out with another network to allow for more management of emails, which includes Sharepoint and Teams.