

Technology and Telecommunications Advisory Committee



Quarterly Meeting

Monday, May 18, 2020

Zoom

Attendees

Zoom: Robert Coutts, Geoffrey Dyer—ASCCC, Gary Bird - Chancellor's Office, JC Sales - Foundation for CA Community Colleges, David Kendall - DII TAP Team PMO Lead, Elaine Kuo - RP Group, Nancy Pryor-FoundationCCC, Guest Presenter with Bryan Miller, Gregg Atkins - rep from Council of Chief Librarians, Christy Coobatis - MiraCosta College Music Technology/Music, Stephen Heath - Information Security on TAP Team @ Chancellor's Office, Gary Moser- Kern CCD CISOA rep, Daryl Lal-InfoSec at CCCCCO Sean Burke - CCCTC Consultant - Program Management, Alex Jackl DII TAP team- Data Governance, Cheryl Aschenbach - TTAC Co-Chair, ASCCC Secretary, Christopher Anderson - App Dev and Network - Chancellor's Office, Craig Rutan - representing ASCCC, William Hackney - TAP team InfoSec @ COSusan , Cheu – Foothill - De Anza Community College, Lou Delzompo - Guest, CCCTC CTO, Joe Moreau - VC of Technology at Foothill-De Anza. Representing CISOA and CVC-OEI, Tim Calhoon - Exec. Director CCC Technology Center - SAC Chair, Bill Scroggins - representing CEOs, Mojdeh Mehdizadeh - Contra Costa Community College District, Jennifer Coleman - CCC Technology Center, Robert Coutts - Programmer Analyst Citrus College Rep CA. School Employees Association, Todd Hoig - Director of Management Information Systems data at CCCCCO, Nabil Fares - Executive Consultant with DII reporting to Barney Gomez, Russell Grant - CCCCCO DII Grant monitor, Lindsay McHugh - Meeting Minutes, Foundation for California Community Colleges, Rico Bianchi, Bryan Miller - VP Communications and Technology, Foundation for CCC, Rico Bianchi - Director CCC TechConnect, SIP Grant, Deb Barker-Garcia – CCCCCO, Howard Irvin -LA Southwest College, William Hackney

10:00am – 10:05am | Welcome and Introductions | Bill Scroggins and Cheryl Aschenbach

10:06am – 10:20am | Update on Systemwide Efforts (Okta, ERP, etc.) | Barney Gomez and David Kendall

Budget cuts and continuing budget impacts

Fall openings

Probably off the table:

- Common ERP
- Common IAM
- Velocity of change

New and Expanding Priorities

- College COVID support
 - o Labster going fairly well – contract through December 2020
 - o CollegeBuys
 - o CVC-OEI effort
- College reopening
- College virtualization

Operational effectiveness and sustainability

- MIS System Modernization
 - o Effort is in place – get people toward Jasper
- Document Management (iManage)
 - o Version control and access
- Portal rationalization
- Data Harmonization

Using Data-driven decision making to support learners

- Ed Tech Portfolio priorities:
 - o CVC-OEI
 - o DSP
 - o DST
 - o Core Apps (CCCApply)
 - Still moving forward with COCI
- Data Lake
- Data Warehouse and Data Visualization
- eTranscriptCA 2.0 (Cradle to Career)

DISCUSSION

Via Zoom chat Joseph Moreau: @Barney, we need WAY more involvement from the field in eTranscripts and ILR efforts.

- Barney: Good point. As we determine where we go, there will definitely be more involvement from the field

Via Zoom chat Bill Scroggins: Will Cradle to Career include skill competences?

- Barney: I'm not sure. I suspect it would be and will bring up in next workgroup.
- Alex Jackl: It's called out in bill.

Via Zoom chat Gregg Atkins: Any thoughts about funding for the Library Services Platform effort?

- Barney: My guess it's in the May revise. Been advocating for it and CENIC.

Via Zoom chat Gary Moser: Common system planning and will be have further discussion? Need to talk about equity throughout the system, but we're going to be expected to have sustainability and equitable technology in future. Would encourage the discussion among this group.

- Barney: I agree, funding or not. The topic needs to remain and discussion needs to continue. I am not giving up.

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10:21am – 10:36am | Grant Planning | David Kendall

- FY20/21 Planning Process Overview
 - o CO/Grantee Pre Planning
 - o CO/Grantee Meeting Series
 - Standardizing the grant planning process
- Proposed Grant Planning Sequence
 - o DST
 - Pre Planning complete
 - CO/Grantee Meetings in progress
 - o CVC-OEI
 - o Core Apps
 - o DSP
 - o Remaining Grants Based on Leadership Availability

DISCUSSION

Gary Moser: Are you going to post these items online somewhere?

Action item: David Kendall to take back to figure out where to share info.

Bill Scroggins: Originally started as single endeavors, part of the restructuring was do address to ability to adjust.

- David Kendall: Agree 100%, when going through DST. Looked at how DSP and DST work together and through specific objectives identify the correct participation at the right time. Integrated view is needed.

10:37am – 11:03am | Business Continuity | Stephen Heath

Business as usual

COVID-19 and business continuity

Lessons learned

- Background
- What went well?
- What went poorly?
- What would you do next time?
- Follow up actions

DISCUSSION

Joe Moreau: A lot of these resources were in place, but prior to crisis adoption was inconsistent. The challenge was training. Over night had to make sure people could work effectively with these tools.

Gary Moser: We have colleges that are rural which causes a challenge.

Bill Scroggins: Agree on training. Included faculty as power users for training. Faculty teaching faculty. More external processes.

Gregg Atkins: LSP needed to be on cloud. As a system, need to look at using cloud more effectively.

Stephen Heath: Thanks to Tim at TechCenter for Zoom analysis about lack of security.

Daryl Lal: For colleges for BCP, are there stats/percentages of cloud/backup solutions?

Joseph Moreau: As things get back to “normal” we’ll see changes of what work needs to be done on campus/in-person. Good opportunity to look at remote work with security/safety – looking at systemwide approach.

Bill Scroggins: Part of our emergency preparedness plan. We updated what work is “essential” to determine who needed to be onsite.

11:03am– 11:47am | Technology Survey Results | Bryan Miller and Nancy Pryor

Survey Purpose

- Online survey of college staff and faculty to measure:
 - o Perceptions of CO sponsored tech projects/infrastructure
 - o Level of support for common IT
- Sent to about 7,500 staff/faculty
 - o 415 response
 - 50% of response were in role over 10 years
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DISCUSSION

Barney: Statewide contracts, I neglected to mention the partnership with the Foundation/CollegeBuys – identity access management tool. I do want to say, CollegeBuys is in place and OKTA is in place for colleges to use.

Bill Scroggins: Did you see any themes between different role types or location?

Nancy: Saw differences in role type response not necessarily location. Will continue to dig deeper.

Barney: David, tech standards need to get posted. Once we get through some of these efforts especially during pandemic – I’d like to retain this info and moving forward continue to do the survey so we can see if we’re making progress.

- Joe Moreau: I think this would be a great baseline. I had a challenge answering some of the questions – maybe in those neutral response we can drill down a little further.
- Bill Scroggins: This is a great survey. Important to be able to manage from a CEO perspective.
- Barney: Key themes around needing funding, staff and capacity. Might need to look at centralizing the district offices as the hub and colleges and the spokes.

Gary Moser: I like the themes a lot. Would be interesting to see themes by role type.

Rick Snodgrass: In terms of universal SIS, do you have a take on how many colleges or who liked the idea or not?

- Bryan: Respondents might not understand how it could help student experience.
- Bill Scroggins: This is a repeating challenge. Our role is to provide guidance to colleges to create solutions for problems that are not addressed at the local level. We have colleges who do not want help.

Bryan Miller: We will share report with CO and once they have the data it'll be at their discretion.

- Nancy: Rick does the confluence have the PPT included?
- Rick: No, but would love to add it there.

Bill Scroggins: Governor's May revise, mentions technological resources

Via Zoom chat Timothy Kyllingstad:

Accessibility or Equity – However people choose to view this imperative.

The CCCO still has Acrobat Sign – a program that is not Section 508 Compliant, imbedded in their business process and as such others see that as a nod to going ahead with programs that are not be available for use by all users.

Document management, the unified portals, library databases must be Section compliant or they fail. How will the Chancellor's office, Foundation, and the CCC system going to ensure going forward that all programs are accessible to all or fail?

Closed Captioning for Zoom or Teams does not have a standard or consistent means for meeting this need.

This is not a responsibility of the CCC Accessibility Center. The Chancellor's office needs to lead this effort not react when it fails.

11:47am – 11:51am | Service Now | Chris Anderson

Launched internally at the CO for help desk. Grantees lack support. Public facing portal to login. Allows you to register to receive updates on your request, allows you to get to a knowledgebase. Standing up in development environment with a goal of launching in June. Soft launch in July to encourage use instead of emailing CO staff directly. Will help give us visibility of status of projects.

11:51am – 11:55am | Wrap Up/Comments/Announcements

DISCUSSION

Bill Scroggins: Parts of the state need access to broader access. If you talk to Chancellor or Governor's office, please advocate for this.

- Barney: Yes, definitely will.

Barney: Thanks to everyone, I know it's been a tough time. I will continue to advocate for economies of scale. These are the times not to cut IT and will continue to try and get things done. Thank you for participating on survey.

Adjournment

The meeting was adjourned on Monday, May 18 at 11:55am.