

Telecommunications and Technology Advisory Committee (TTAC) Minutes
California Community Colleges Chancellor's Office
April 16, 2019
10:00am to 3:00pm

Physically Present: Dolores Davison (Co-Chair)(ASCCC), Bill Scroggins (Co-Chair)(CEOs), Barney Gomez (CCCO/DII), Russell Grant (CCCO), Gary Bird (CCCO), Jennifer Coleman (Tech Center), Ben Seaberry (CISSOA), Gregg Atkins(CCL-CCC), Geoffrey Dyer (ASCCC), Timothy Kyllingstad (CAPED), Rico Bianchi (Tech Center), David Kendall (TAP Team), Stephen Heath (TAP Team), Alexis Kalman (TAP Team), Nabil Fares (TAP Team), Rhonda Mohr CCCCO), Daniel Kaufman.

Present Via Zoom: Char Perlas, Laurie Vasquez, Alex Jackl (TAP Team),

1. **Welcome and Introductions.** Dolores Davison indicated that she has reached out to CIOs, CSSOs, and the RP Group about increasing participation and conveyed that TTAC can expect to see some additional faces at the forthcoming retreat.

Chancellor's Office Update. Barney Gomez reported on the Longitudinal Data System, stating that an MOU with the Department of Education exists. **Gates Foundation-led effort (Educational Round Table) is looking to establish an MOU. Pilot Effort from CSUs and UCs working in third group.** Gomez said that there is a need for a third party to manage. **CPEC2 or a whole new effort?** **Dolores shared the ASCCC views and concerns on SB2 and SB3.** Bill Scroggins asked if workforce data were to be included and indicated that [proposed trailer bill language](#) includes \$10M for data tracking. Geoffrey Dyer asked whether the Longitudinal Data System would incorporate nationwide transfer data. Gomez indicated that Clearinghouse data might possibly be included. Scroggins asked who will represent that Chancellor's Office in terms of research information. Gomez answered, Omid Pourzanjani. **TAP is working on the day-to-day project management expectations and requirements, using contractors because CCCCO doesn't have enough people. Gomez stated that DII is about technology; it does not do dashboards or scorecards. CCCCO web site does not reflect the current state of the CCCCO as discussed.** Gary Bird announced that a website is slated to be up on July 1.

Rhonda Mohr said that she is now acting as a sponsor of Core Applications and CVC-OEI. She asked how existing business requirements have been developed and whether they should come to TTAC. Scroggins said they should. Mohr said she wants a group to assist her in developing a process to ensure that the projects she is sponsoring are headed in the right direction and conveyed that CVC-OEI is working on a broad range of tasks. **Review of the TTAC purpose and charter and history was discussed, and the project processes which have been out of alignment with the charter and past practices. The siloing of projects and the confusion it has caused have fostered concern and anger in the field. Members also discussed the resolutions recently passed in the ASCCC Plenary meeting and the topics that needed to be looked at during the retreat.**

Laurie Vasquez asserted the need for a Technology Plan.

- 2. TAP Grant Assessment Executive Presentation.** Stephen Heath, Alexis Kalman, Nabil Fares, David Kendall and Alex Jackl presented the assessment results (see .ppt) and facilitated discussion. The assessment focused on information security, project management, enterprise architecture, and data management. They reported that organizational maturity, on a scale of 1-5, is classified as 1. They suggested that in 3 years, organizational maturity might improve to a score of 3 with the help of a three-year roadmap to be supplied by DII Vice Chancellor and revised annually.

The TAP Team said that the assessment revealed a need for a system portfolio management framework, enterprise-wide design, architecture, and standards. The assessment revealed misaligned expectations between the Chancellor's Office and grantee organizations and a lack of organization-wide, risk-based decision-making processes. Bill Scroggins offered a historical perspective, citing eTranscripts California as a successful project which TTAC had enabled. Nabil Fares responded that the example illustrated the need for comprehensive standards, and Stephen Heath offered that the assessment revealed a lack of strategic input. Scroggins cited practices of providing funding, including financial aid, without vetting projects or agreeing to standards. David Kendall suggested that a commonality of standards in a standardized framework would contribute to organizational maturity.

Scroggins suggested that a standards discussion be integrated into the forthcoming TTAC retreat. Barney Gomez was amenable to this suggestion and referenced Gartner's project management framework. Scroggins proposed that considerations of mission creep and overlap be addressed to avoid duplicative outcomes. Alex Jackl offered that the TAP Team hopes that a solid foundation can be created and pointed to the assessment's recommendation to integrate planning. Scroggins and Gomez concurred that requesting specific funding from the legislature could contribute to consistency. Gomez voiced his desire to approach improving organizational maturity by designing enterprise architectures and **using application rationalization. Business should be driving IT, not IT trying to drive business.**

- 3. Accessibility Workgroup Update.** Laurie Vasquez provided a historical perspective, beginning with a visit of the Office of Civil Rights to the Chancellor's Office in [1998 \(see pg. 16\)](#), which mentions the OCR visit and Accessibility for Persons with Disabilities, the OCR's subsequent assertion that accessibility guidelines were needed, and continuing through the May, 2018 approval of the [Information and Communication Technology and Instructional Material Accessibility Standard by TTAC](#). Vasquez reported that the ASCCC adopted resolution [9.04 S19 Ensure the Accessibility of Educational Materials](#) and that she referenced the ICT standard in the resolution. New CCLC templates for BPs and APs on accessibility are expected this month, a major victory. **Daniel shared that the Associability Working group is doing a session at the Online-Teaching Conference about Institutional Responsibility is doing workshops and creating targeted videos for 15 types of users. The workgroup is examining use of tools and training and having conversation with IEPI on funding.** Bill Scroggins proposed that a potential strategy improving accessibility could require that evidence of accessibility is provided each time the system distributes funds. **The strategy's five points are as follows: 1. Policy imperative from the**

top – with strength 2. Local policy and procedures with teeth. 3. Tools and knowledge to use them, 4. Staffing for institution 5. Local imperative from the top for Looking to change the culture at the enterprise level. TAP view is that AB434 states that if vendors are not meeting accessibility requirements, state should be looking at blocking their sales to state entities. Accessibility is the right thing to do. Next big point is finding funding to promote and push this out keeping the momentum.

Lunch Break

4. **Data Governance and the Role of TTAC/CCCCO (Vision/Equity/GP).** Barney Gomez explained that the “impetus around data governance was MOUs” and the need for “governance around them.” Alez Jackl said that “TTAC needs to work hand-in-glove with the data governance council.”

Dolores Davison and Geoffrey Dyer shared ASCCC resolution 7.01 S19 and related it to the Longitudinal Data System project Gomez had described in the prior item.

Bill Scroggins expressed that data published by the CO have contained inconsistencies, lack of definition, and lack of contextual information relating to the data’s intent. Gomez explained that the data are coming from the colleges. Scroggins pointed out that the CO has the ability to validate data and conveyed the COs responsibility to dictate what kind of data are required. Alex Jackl offered that the TAP recommendations include a data dictionary—a set of processes and a set of rules. Scroggins offered that self-reporting of data necessitates oversight, citing the number of full-time faculty, 50% expenditures, full-time/part-time ratio, and curriculum elements as critical, self-reported data. Scroggins acknowledged the size of our system as a consideration which may preclude the approach used in Utah.

5. **TTAC Charter.** Dolores Davison refreshed the committee on the existing charter’s approval in 2017 and review at the 2018 retreat. Jennifer Coleman has notes from last year’s retreat capturing conversations about ways to improve the charter. Bill Scroggins suggested that charter work during upcoming retreat be partially devoted to building a “bike rack” to hold additional potential areas of focus or “bikes.” Scroggins suggested that Heather Hiles be invited to the retreat. He referenced the statute creating the COCC and its language about relationship between the COCC and our system’s technology and educational services. Davison concurred that Hiles should be invited to the TTAC retreat.
6. **RFP Processes.** Dolores Davison referred to ASCCC Resolution 11.02 S19, which requests that the CO use transparent, inclusive, and competitive processes for procuring systemwide technology.

Bill Scroggins observed that RFP process was modified to a 15-month process. Gary Bird noted that quarterly reports are due and the end of April. Scroggins requested information about existing RFPs.

Davison and Geoffrey Dyer shared ASCCC Resolution 7.04 S19. Gomez was interested in the response from faculty to [Memo ES 19-08](#). Gomez asked if all CCCs are currently using COCI. Gomez assured TTAC that he would review the ASCCC resolutions provided by Davison and Dyer and that he took the faculty perspective seriously.

7. **TTAC Retreat Planning.** The committee agreed to a two-day retreat in the Sacramento area on May 16 and 17. Dolores Davison suggested that a neighboring college may be able to accommodate the retreat in the event that meeting rooms at the Chancellor's Office were unavailable.

Bill Scroggins suggested that the retreat focus on the following topics:

- TAP recommendations, including standards
- Data governance
- TTAC Charter
- RFPs

Laurie Vasquez asserted that the field wants information about technology to support student services. Interest in a handout for Gartner's project management framework was expressed. Gomez insisted that the retreat be meaningful and productive. Davison suggested that a facilitator, perhaps Jennifer Coleman, could help promote outcomes of the retreat. Gregg Atkins suggested that the retreat incorporate means to better facilitate TTAC working with the CO going forward. In closing, Gomez spoke to the need for collegiality and decorum.

--respectfully submitted by Geoffrey Dyer, Laurie Vasquez, and Timothy Kyllingstad