

May 18, 2020

# Telecommunications and Technology Advisory Committee Meeting

Co-chairs: Bill Scroggins and Cheryl Aschenbach



# Welcome and Introductions

Briefly introduce yourself and your TTAC membership role.



# Agenda

10:00 – 10:15	Welcome and Introductions	Bill Scroggins - Cheryl Aschenbach
10:15 – 10:45	DII Strategic Pivoting Priorities	Barney Gomez
10:45 – 11:00	Grant Planning	David Kendall
11:00 – 11:30	Business Continuity	Stephen Heath
11:30 – 12:00	Technology Survey Results	Bryan Miller

Presentation to the TTAC

# California Community Colleges Chancellor's Office: COVID-19 Response DII Strategic Pivoting Priorities

May 18, 2020

Barney Gomez, Vice Chancellor, Digital Innovation and Infrastructure Division  
California Community Colleges Chancellor's Office (CCCCO)



## **REALITIES IN THE COVID IMPACT**

- Budget Cuts
- Continuing Budget Impacts
- Fall Openings
- Probably off the table...
  - Common ERP
  - Common IAM
  - Velocity of change



## **NEW AND EXPANDING PRIORITIES**

- College COVID Support
- College Reopening
- College Virtualization



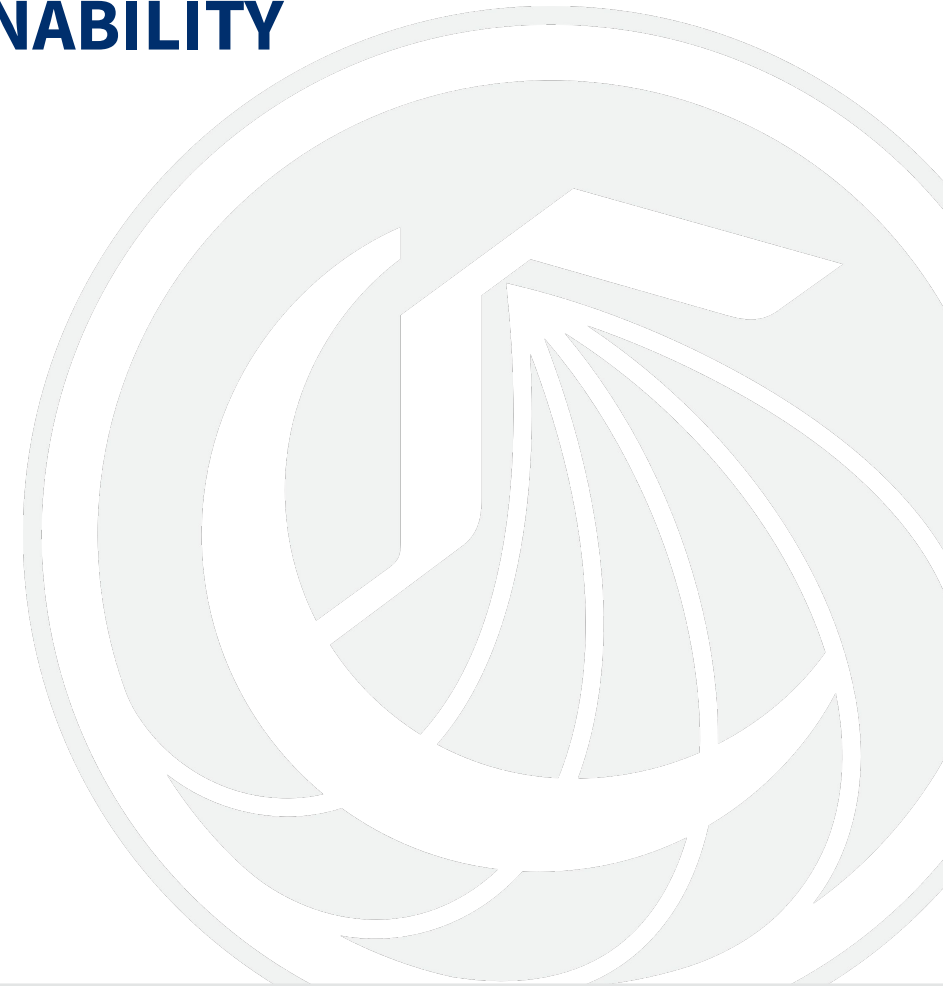
California Community Colleges Chancellor's Office: DII Systemic Pivoting Priorities

# California Community Colleges Chancellor's Office: COVID-19 Response DII Systemic Priorities Impacted



## **OPERATIONAL EFFECTIVENESS AND SUSTAINABILITY**

- MIS System Modernization
- Document Management (iManage)
- Portal Rationalization
- Data Harmonization





## USING DATA-DRIVEN DECISION MAKING TO SUPPORT LEARNERS

- Ed Tech Portfolio (*Note: David Kendall will talk about later*)
  - CVC-OEI
  - DSP
  - DST
  - Core Apps
- Data Lake
- Data Warehouse & Data Visualization
- eTranscriptCA 2.0 (Cradle to Career)



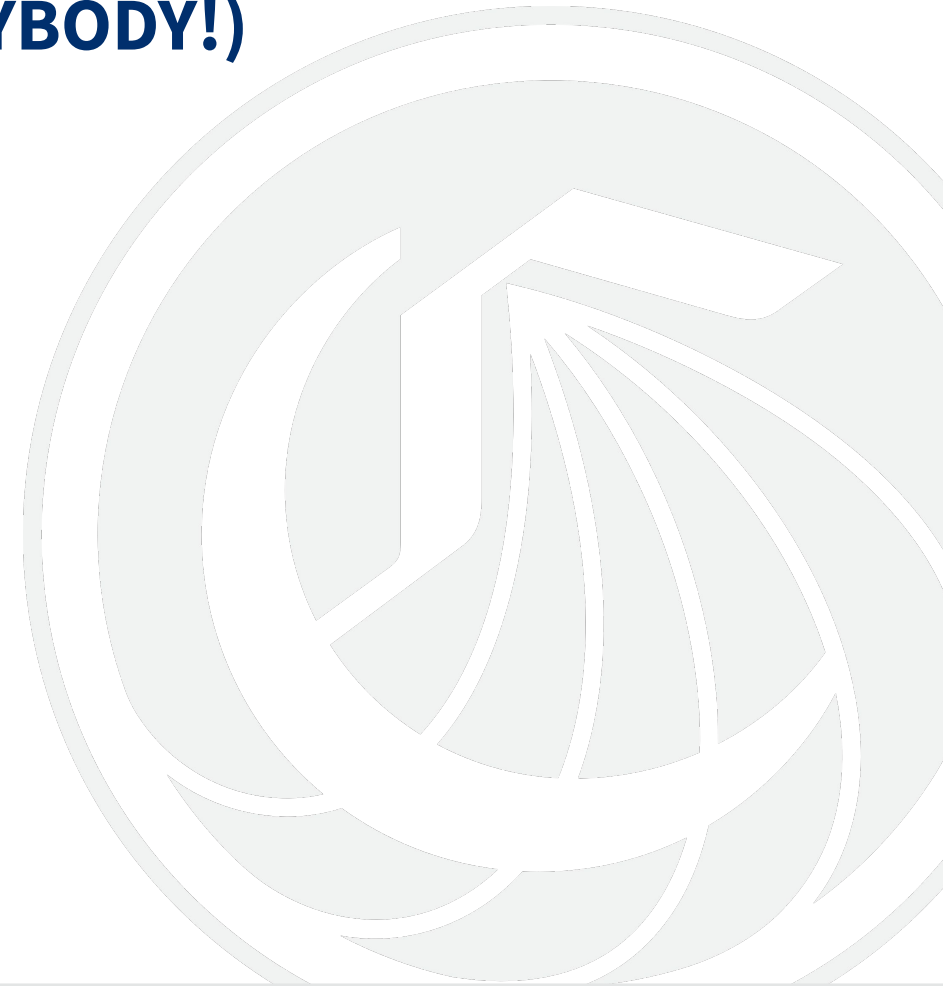
## **BUILDING SUSTAINABILITY AND FUTURE PROOFING OUR PLANS**

- Data Governance Maturity
- PMO Maturity
- InfoSec Maturity
- EA Maturity



## **SYSTEMIC DIRECTIONS (THAT IMPACT EVERYBODY!)**

- Common IAM (Okta)
- Common ERP (Ellucian)
- Student Data Privacy Consortium (SDPC)



# Grant Planning

David Kendall

California Community College Chancellor's Office



California Community Colleges Chancellor's Office: Education Technology Grant Planning  
**FY 20/21 Planning Process Overview**

- CCCCCO/Grantee Pre-planning
  - Grant Review: Initial goals vs. future outcomes
  - FY 19/20 Accomplishments
  - FY 20/21 Themes and Objectives
- CCCCCO/Grantee Meeting Series
  - Reinforce standardized annual planning
  - Consistent process to monitor expected results
  - Intended to achieve shared goals and objectives



## Proposed Grant Planning Sequence

- Digital Science Tools
  - CCCCO Pre-planning complete
  - CCCCO/Grantee Meetings In-progress
- California Virtual College-Online Education Initiative (CVC-OEI)
- Core Applications (CCCCAP)
- Data Services Program (DSP)
- Remaining Grants Based on Leadership Availability



# Business Continuity

Steven Heath

California Community College Chancellor's Office



# Overview

- Business Continuity Defined
- Business Continuity and COVID-19
- Lessons Learned
- Discussion





# Business Continuity Defined

*“Business continuity is the advance planning and preparation undertaken to ensure that an organization will have the capability to operate its critical business functions during emergency events.”*



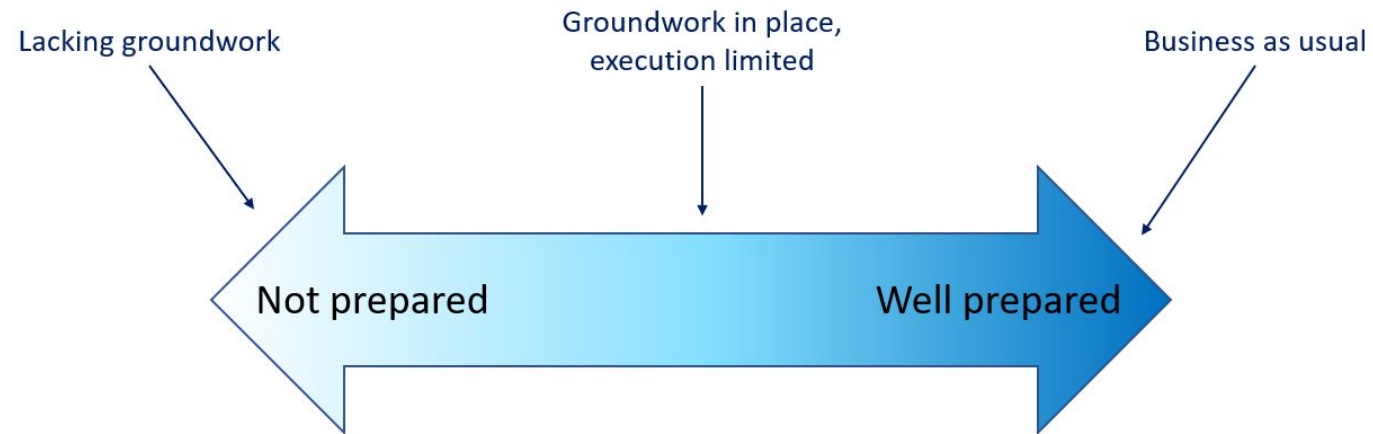
# Business Continuity Defined

*Business continuity is the advance planning and preparation undertaken to ensure that an organization will have the capability to operate its critical business functions during emergency events.*

NOTE - The phrase “information technology” does not appear.



# COVID-19 and Business Continuity



# Lessons Learned

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



# Lessons Learned Discussion



# Lessons Learned



Update  
BCP when you  
get back  
in the office



Update BCP  
before you  
forget everything  
you learned



# CCC Technology Needs and Interests Survey

Bryan Miller and Nancy Pryor  
Foundation for California Community Colleges

INFORMATIONAL ITEM



# Overview

1. Survey Purpose
2. Survey Results
  - a. Current IT solutions and needs
  - b. Perceptions of Chancellor's Office-sponsored technology projects
  - c. Opportunities for additional support
3. Discussion and Takeaways





# Survey Purpose

- Online survey of college staff and faculty to measure:
  - Perceptions of Chancellor's Office-sponsored technology projects and infrastructure
  - Level of support for common IT administrative solutions (SIS, SSO, etc.)
- Questions were vetted by Chancellor's Office leadership and informed by TTAC co-chairs and 6 leading CCC CTOs
- First step in stakeholder engagement for future technology supports to help achieve *Vision* goals



# Survey Distribution

- Sent to approximately 7,500 staff and faculty through Digital Futures, CEO, CSSO, CIO, and Academic Senate listservs, TTAC committees, and subcommittees
- Survey was open from Feb. 26 - March 13, 2020
- Recipients were encouraged to participate if they have familiarity with technology tools, infrastructure and services at their college or district



# Survey Participants

- 415 participants
  - ~50% have been in their current role for over 10 years
- Top 3 roles
  - Faculty member (88)
  - C-level position (68)
  - Manager (62) or individual contributor/specialist (62)
- Nearly all worked at a college
  - 50% in a single college district
  - 41% in a multiple college district



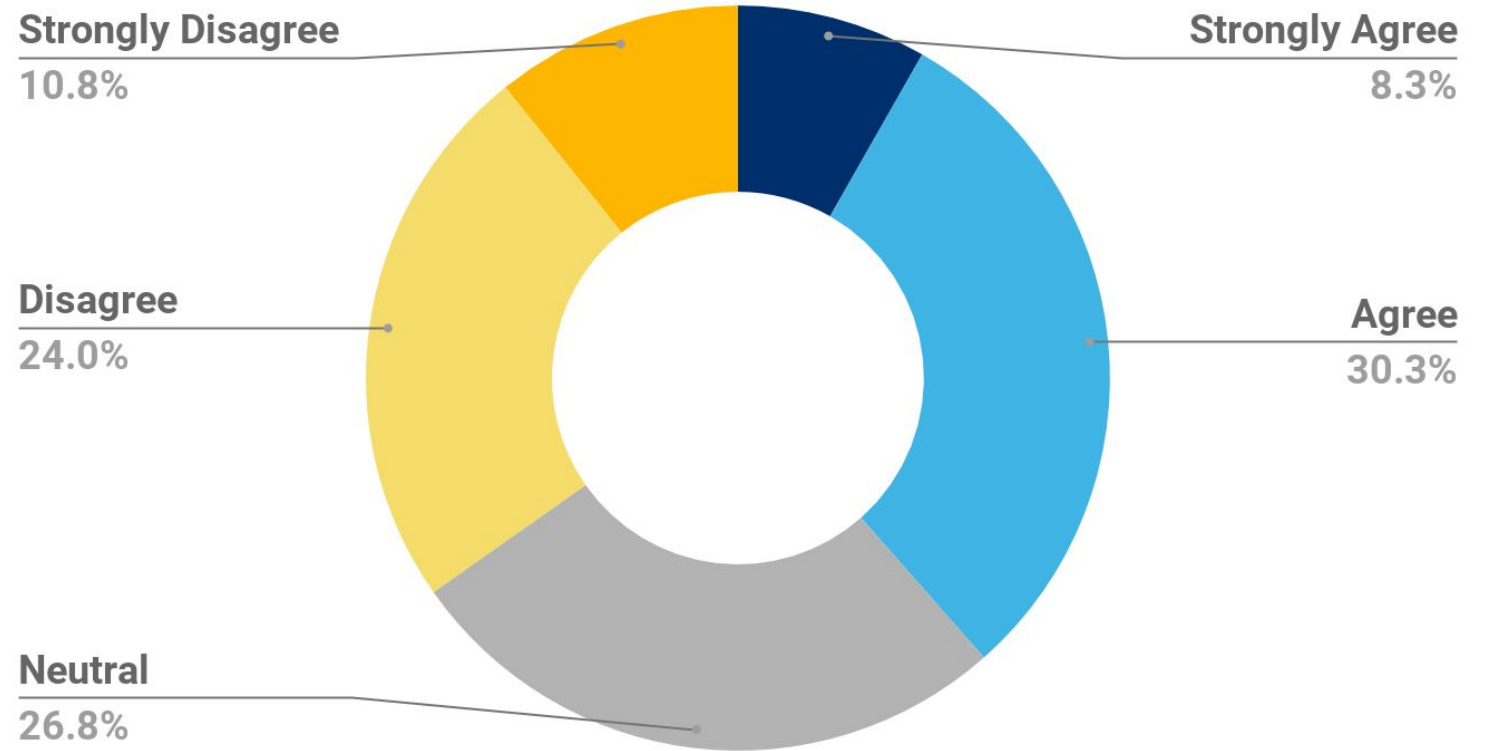
# Survey Results

Current IT solutions  
and needs



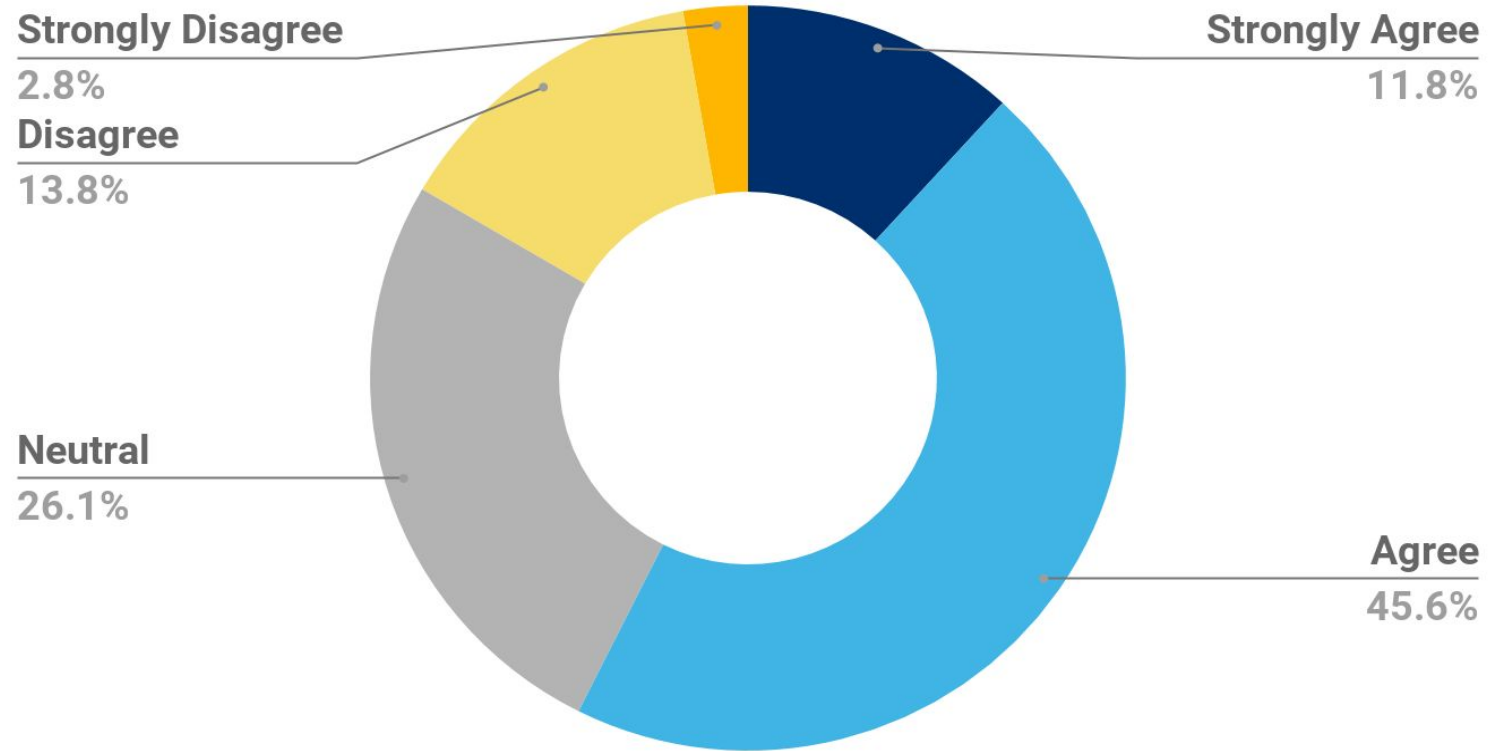
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district current  
IT solutions  
are **innovative**.



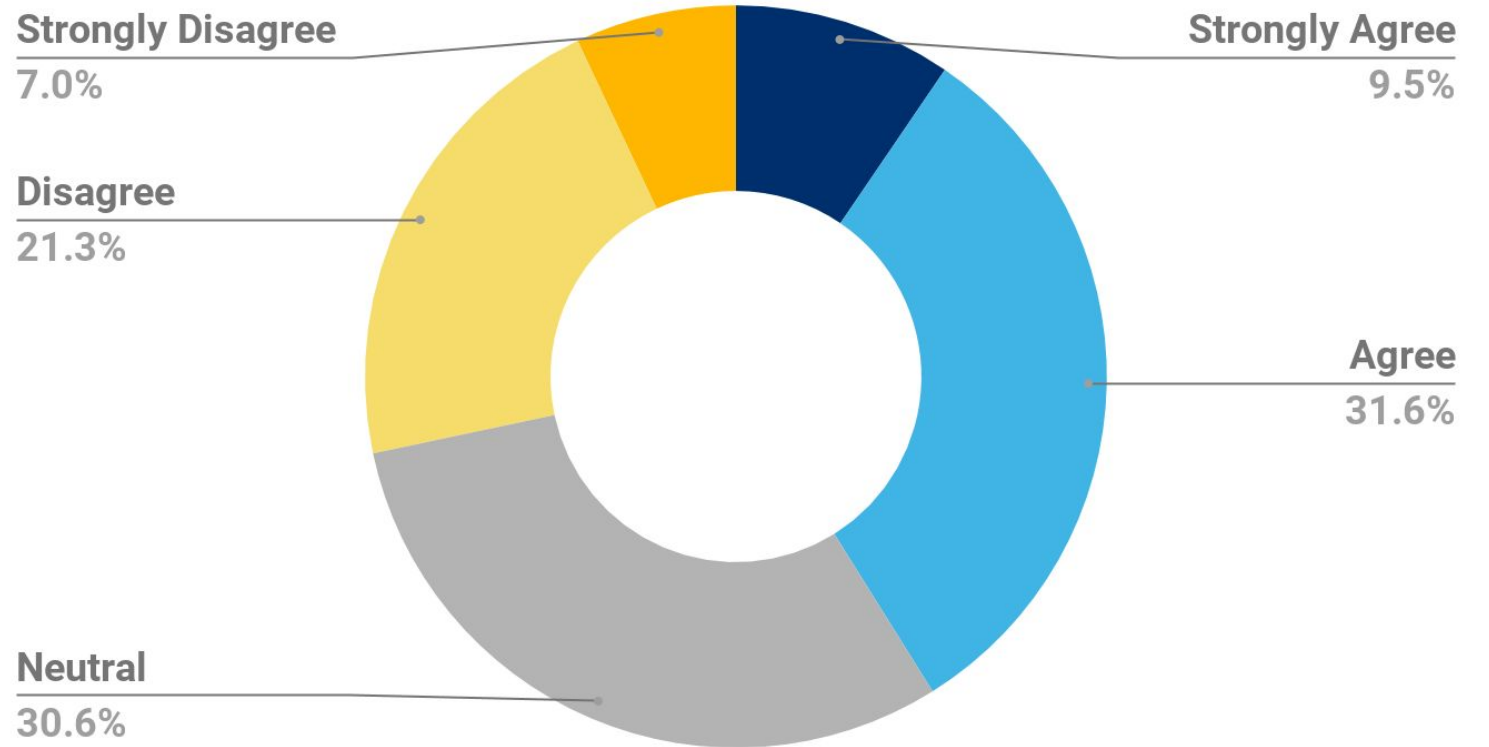
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district current  
information  
technology (IT)  
solutions are  
**secure.**



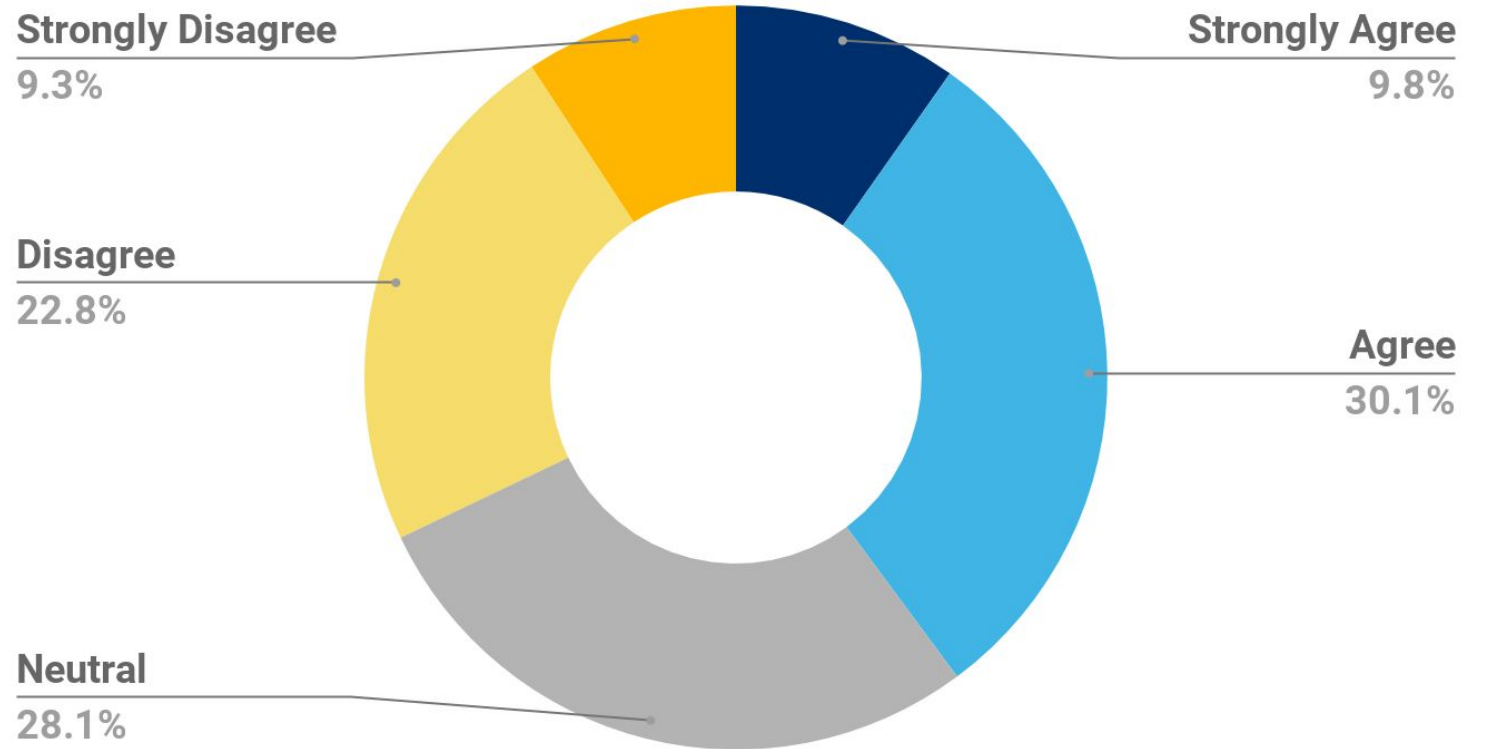
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district IT  
resources are  
**strategically  
focused.**



TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

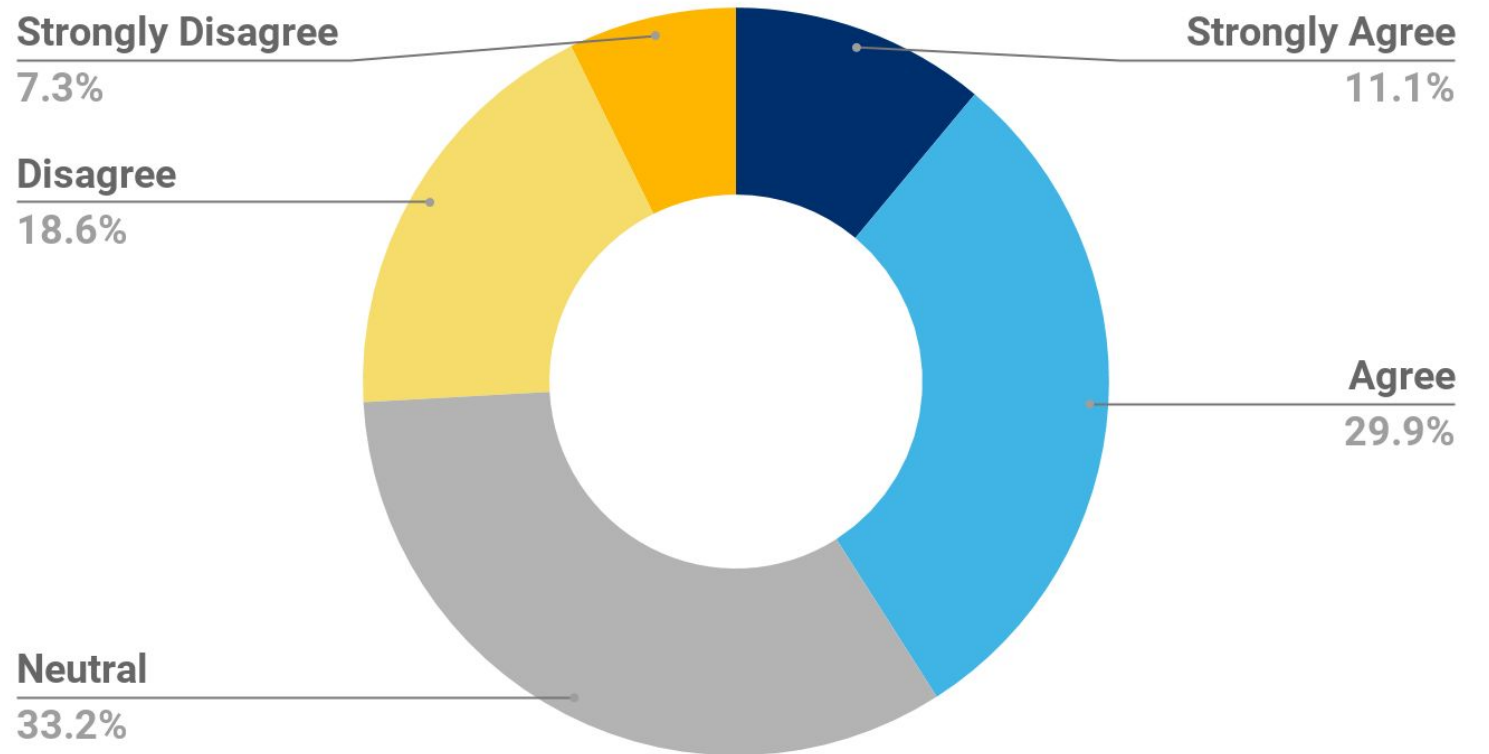
My college/  
district IT team  
is **prepared to  
respond to a  
potential  
disaster.**





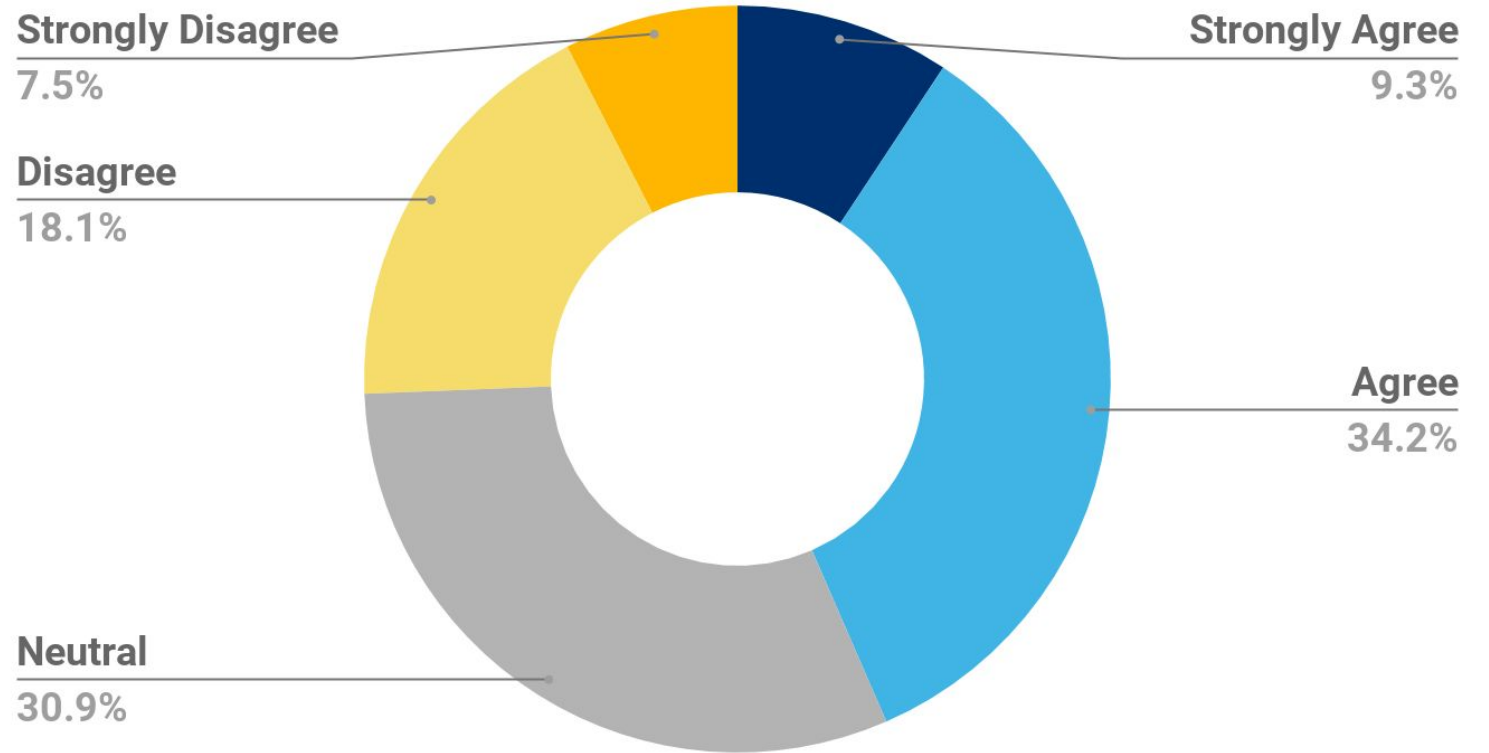
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district current IT  
team has access  
to professional  
development to  
**keep pace with  
a rapidly  
changing  
industry.**



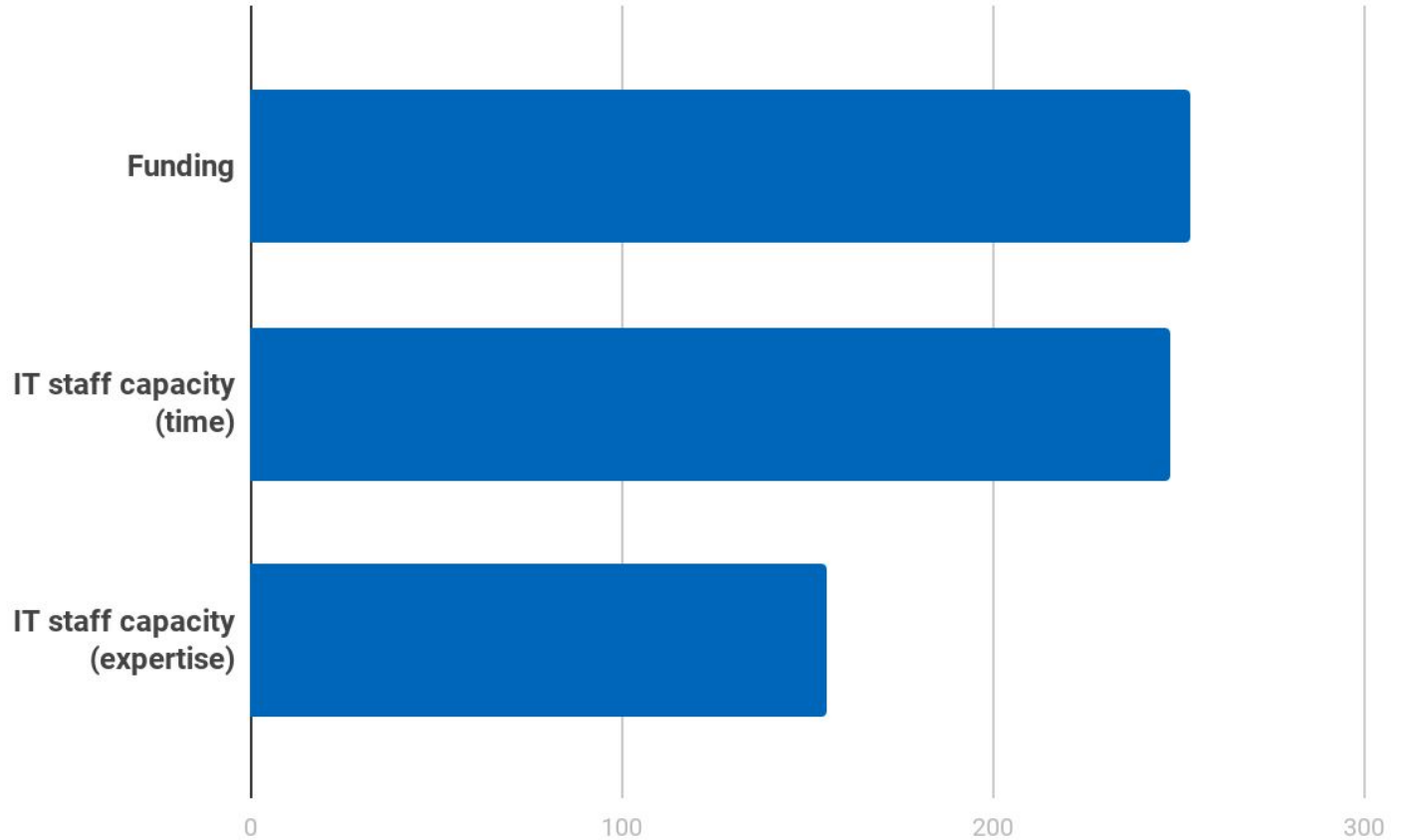
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district IT  
infrastructure can  
**support guided  
pathways  
implementation.**

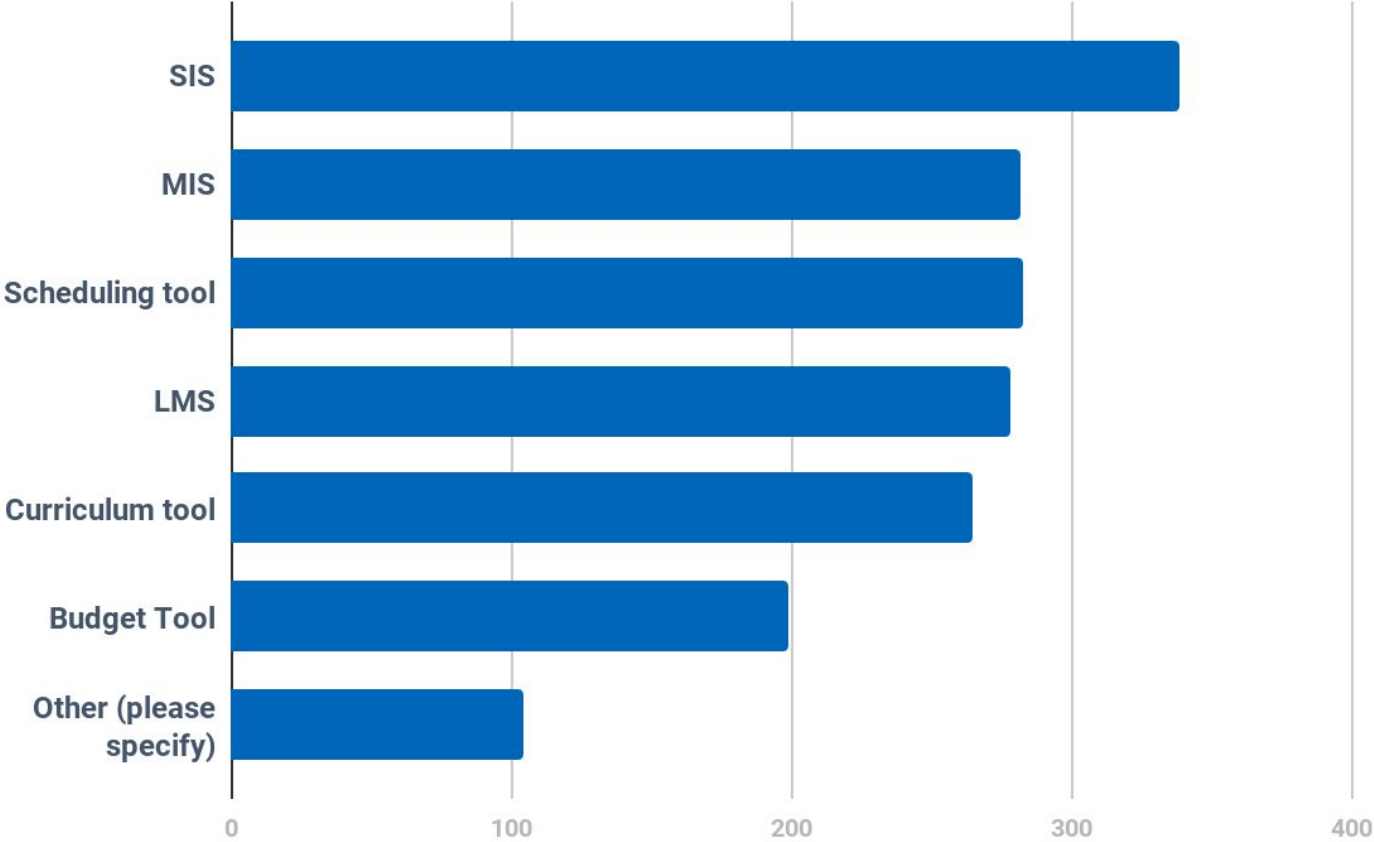


# What are the biggest challenges that your college or district faces related to technology?

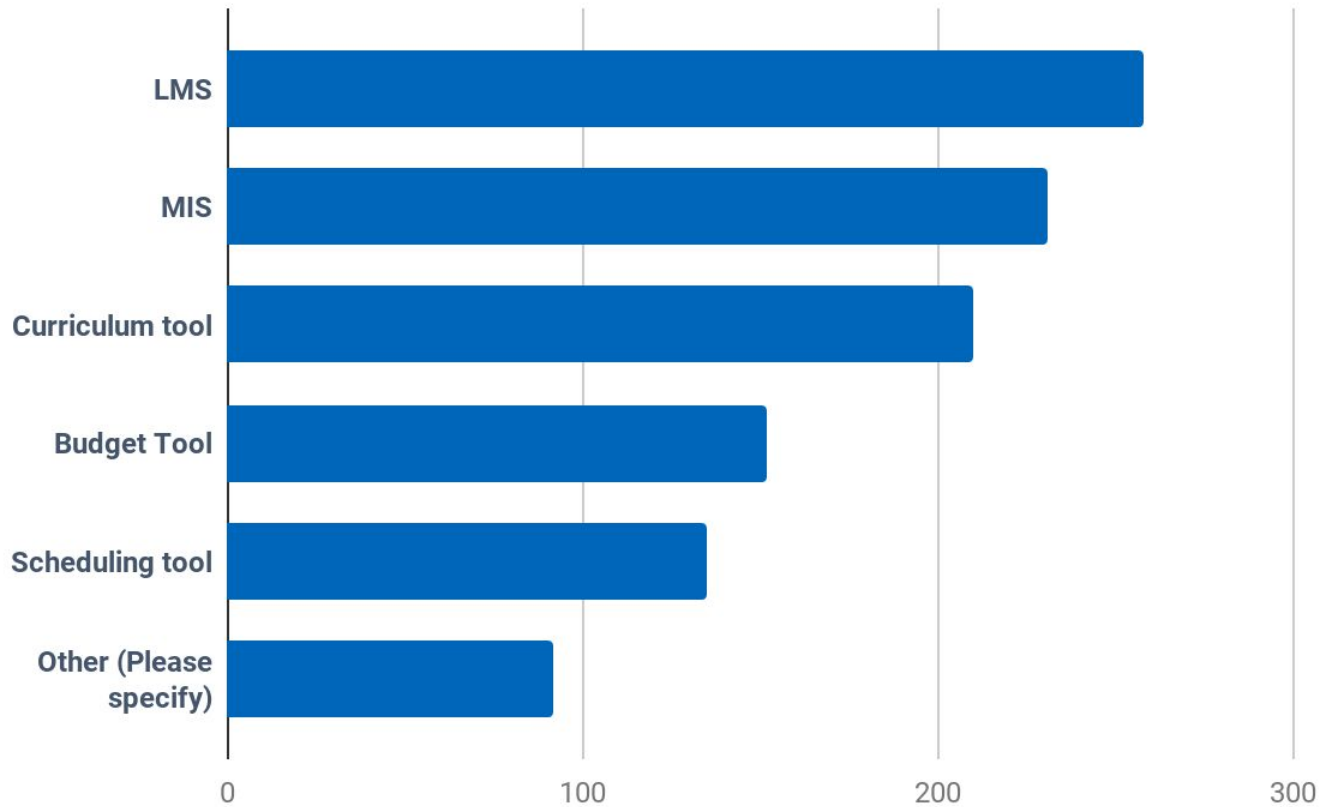
Top three answers shown.



What are key technology functions that you expect colleges or districts to provide?

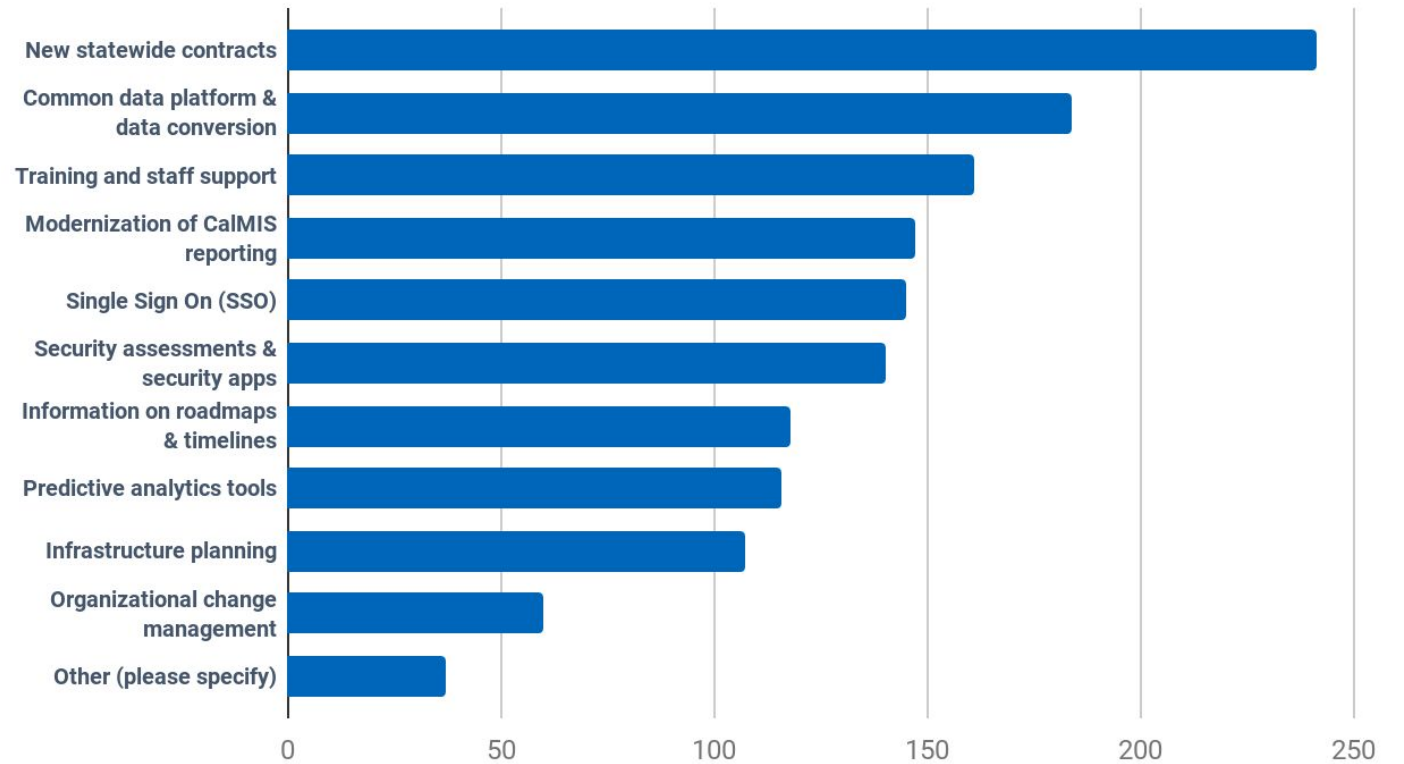


What are key technology functions that you expect **Chancellor's Office-sponsored** technology infrastructure to provide?



# What could Chancellor's Office-sponsored technology infrastructure add or improve to better support colleges ?

Select your top three.



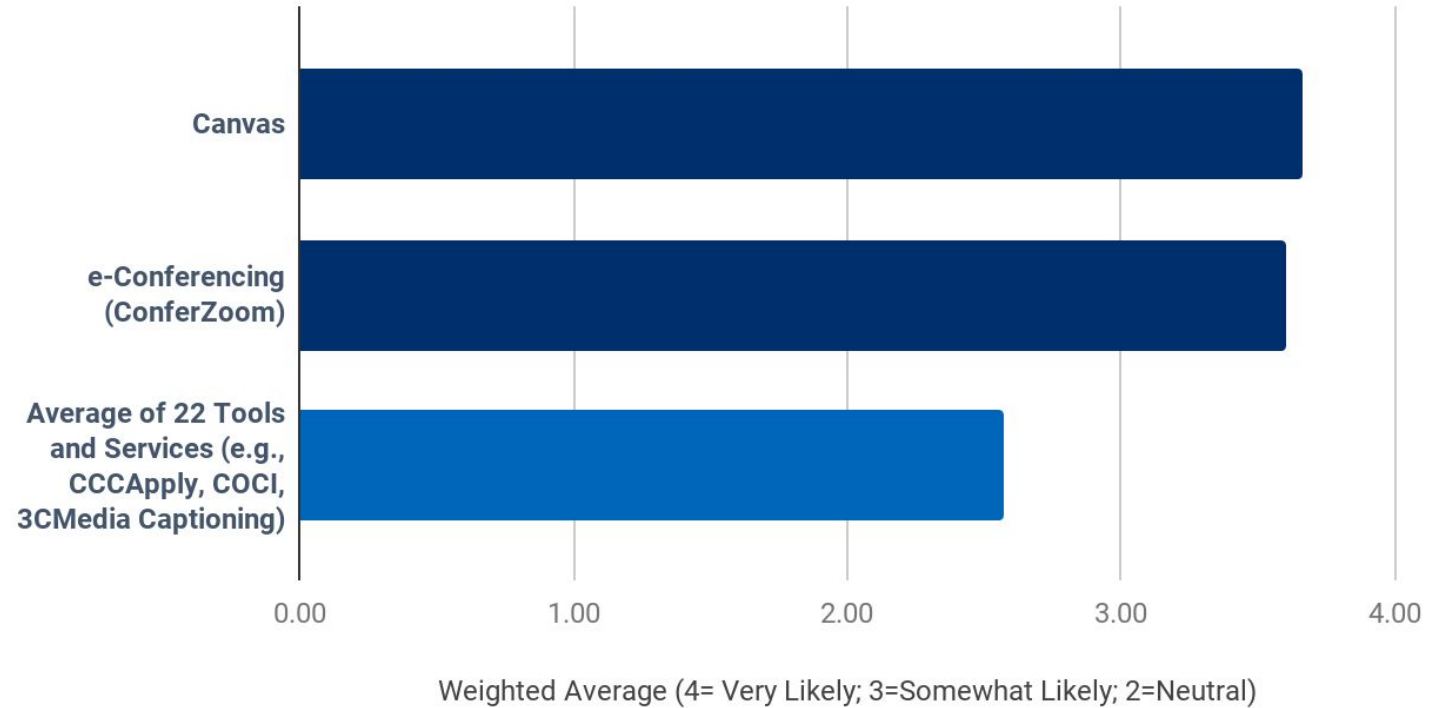
# Survey Results

Perceptions of  
Chancellor's Office-sponsored  
technology projects



# How likely is it that you would recommend one of the following products or services to a friend or colleague?

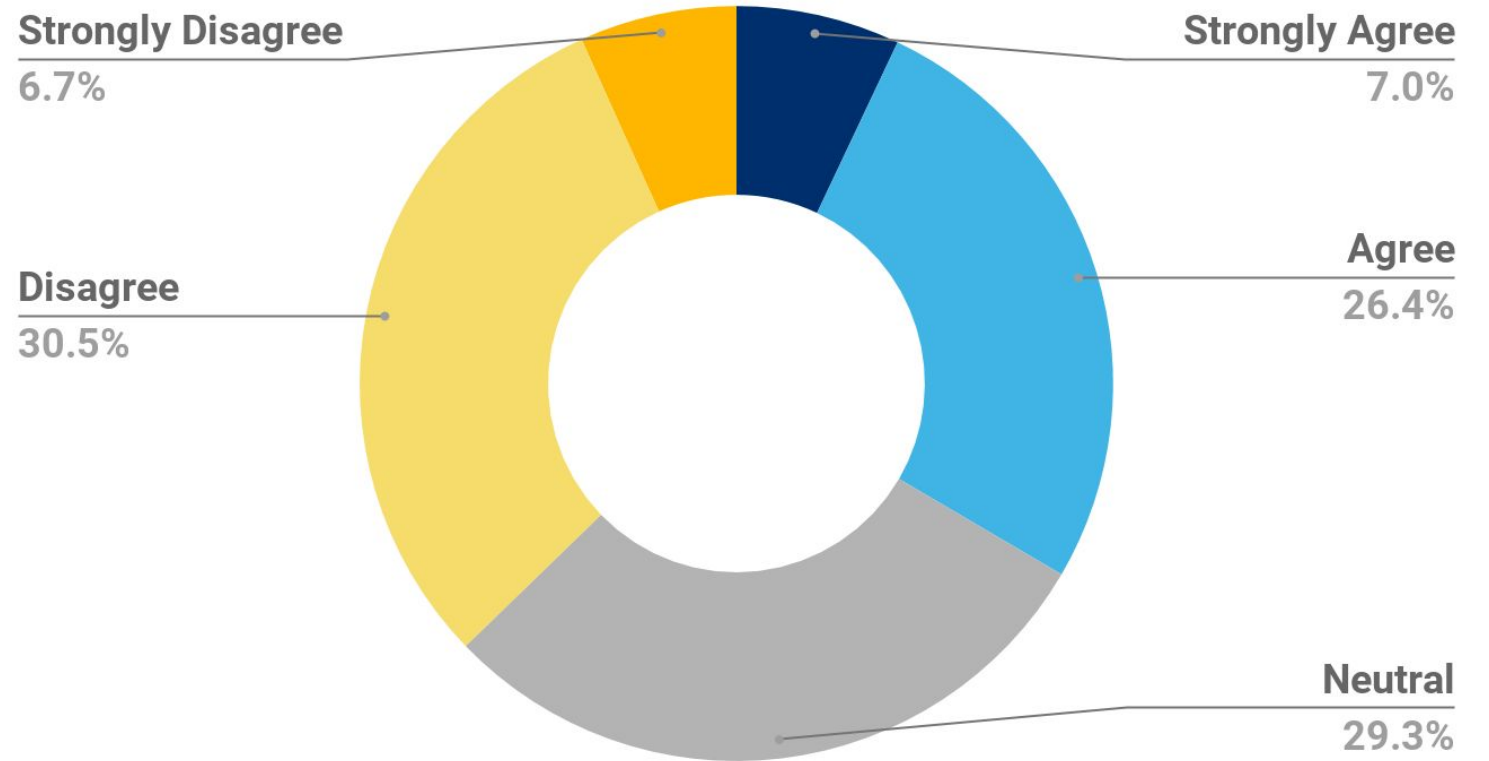
You may skip questions about products or services that you are not familiar with.





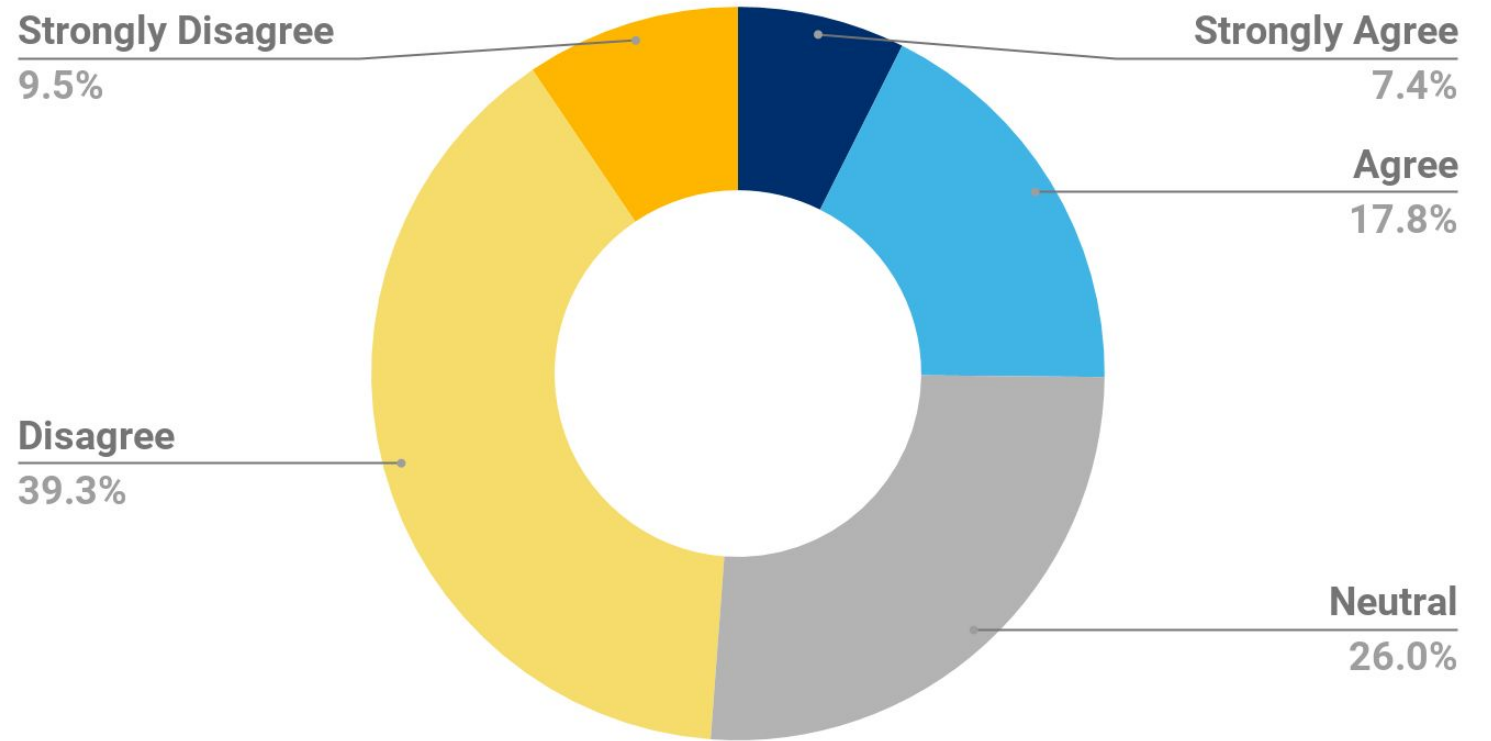
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

I receive **enough information to make decisions** about joining or adopting Chancellor's Office-sponsored tools and services.



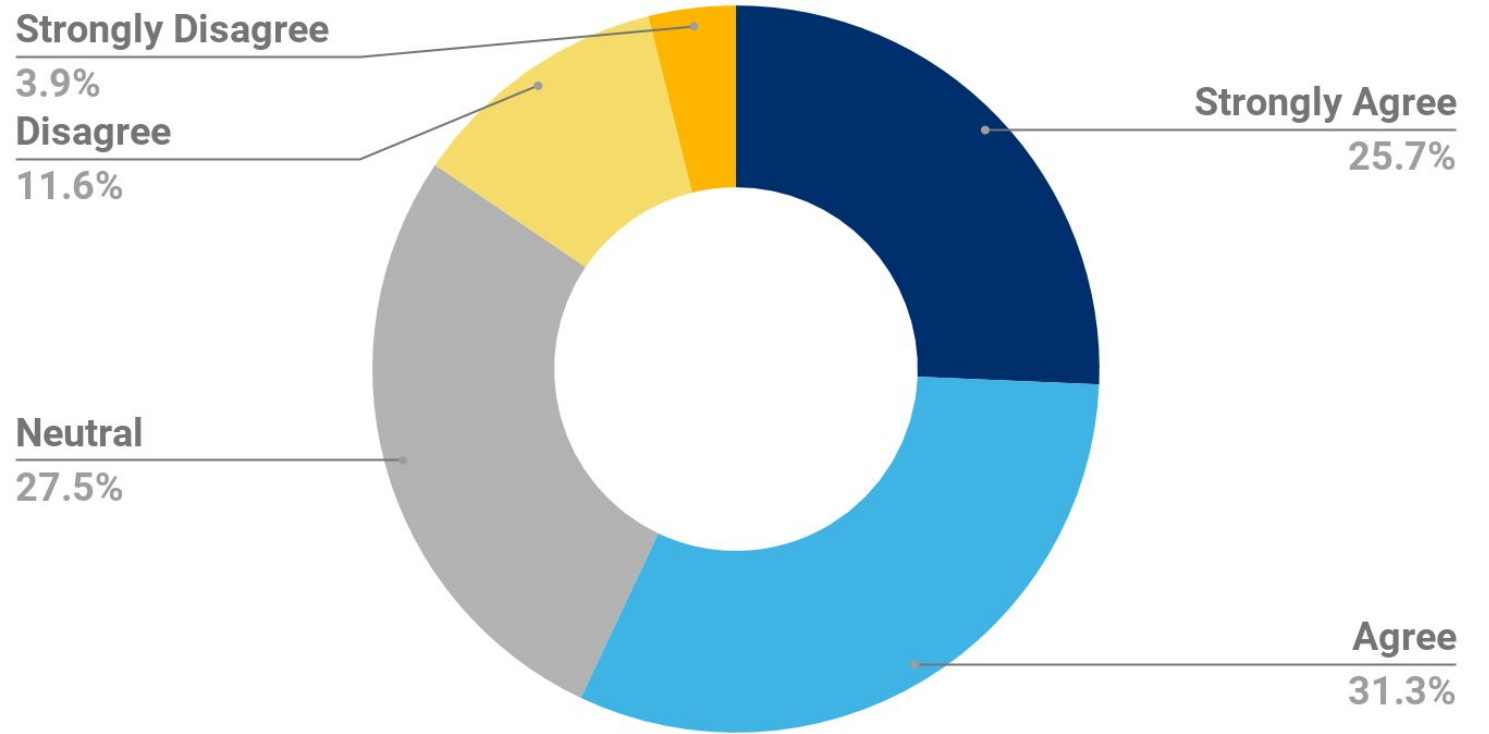
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

I receive  
**sufficient training**  
when implementing  
Chancellor's  
Office-sponsored  
projects or  
technology  
initiatives.



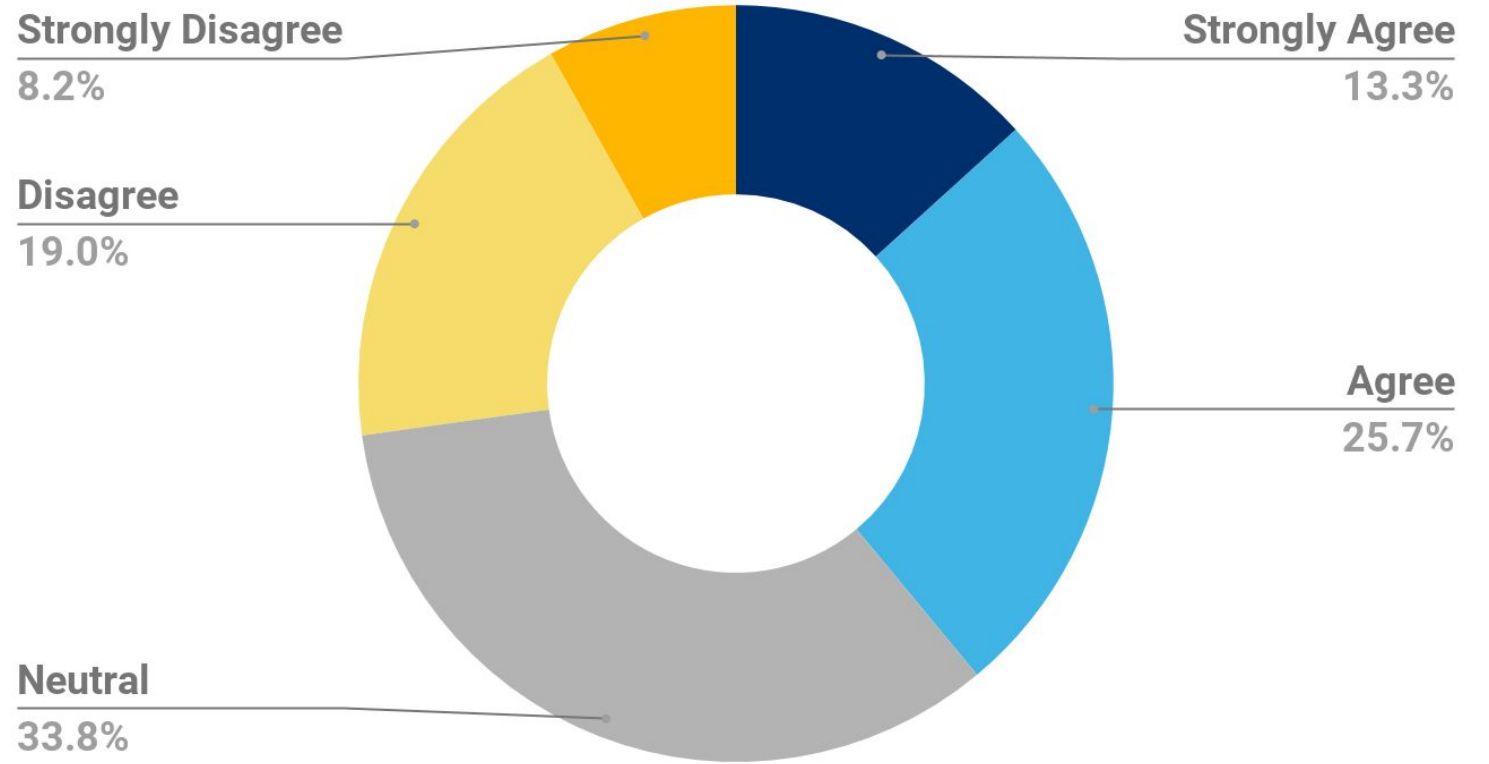
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

The current Chancellor's Office-sponsored technology infrastructure and support is **valuable** to me.



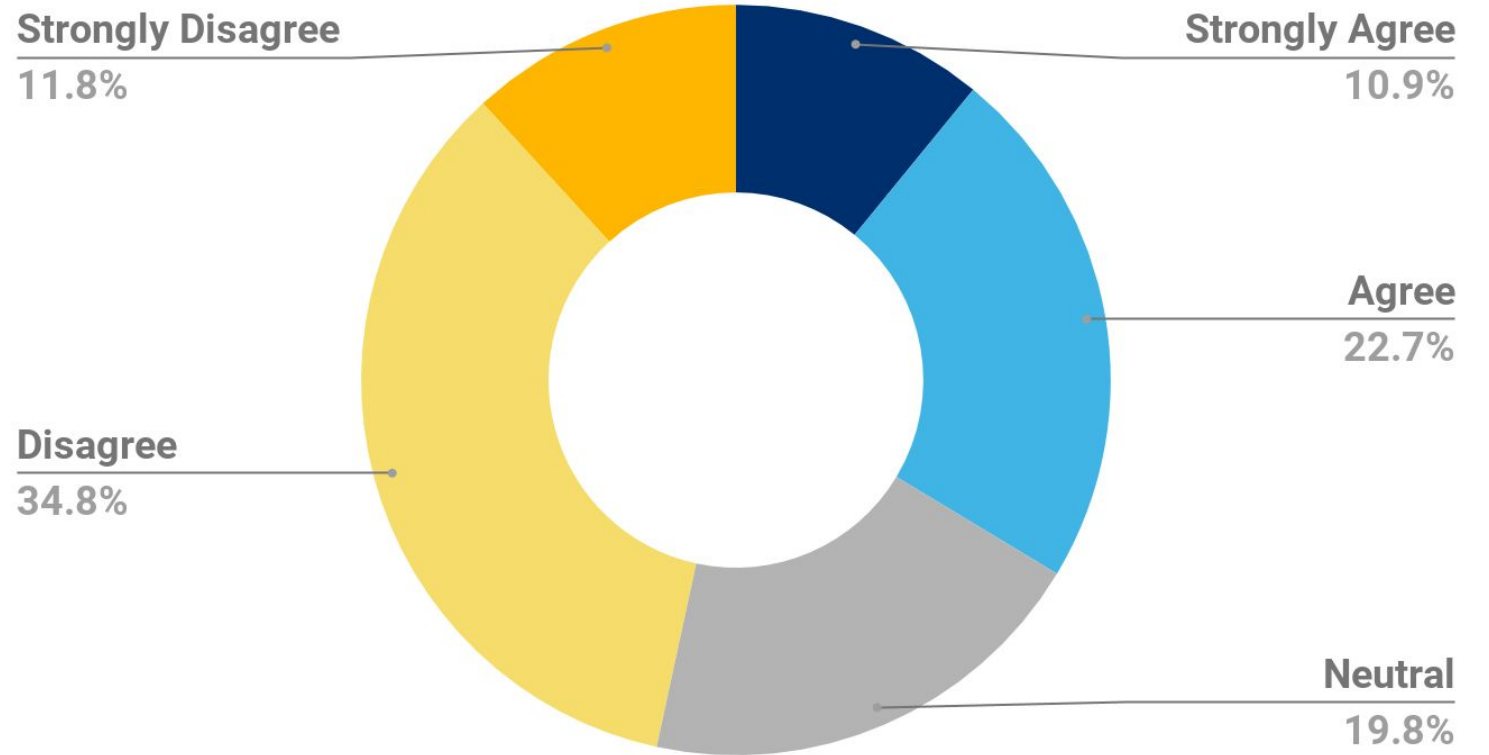
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

Chancellor's  
Office-sponsored  
efforts help  
my college to  
**respond**  
**with agility** to  
student trends.



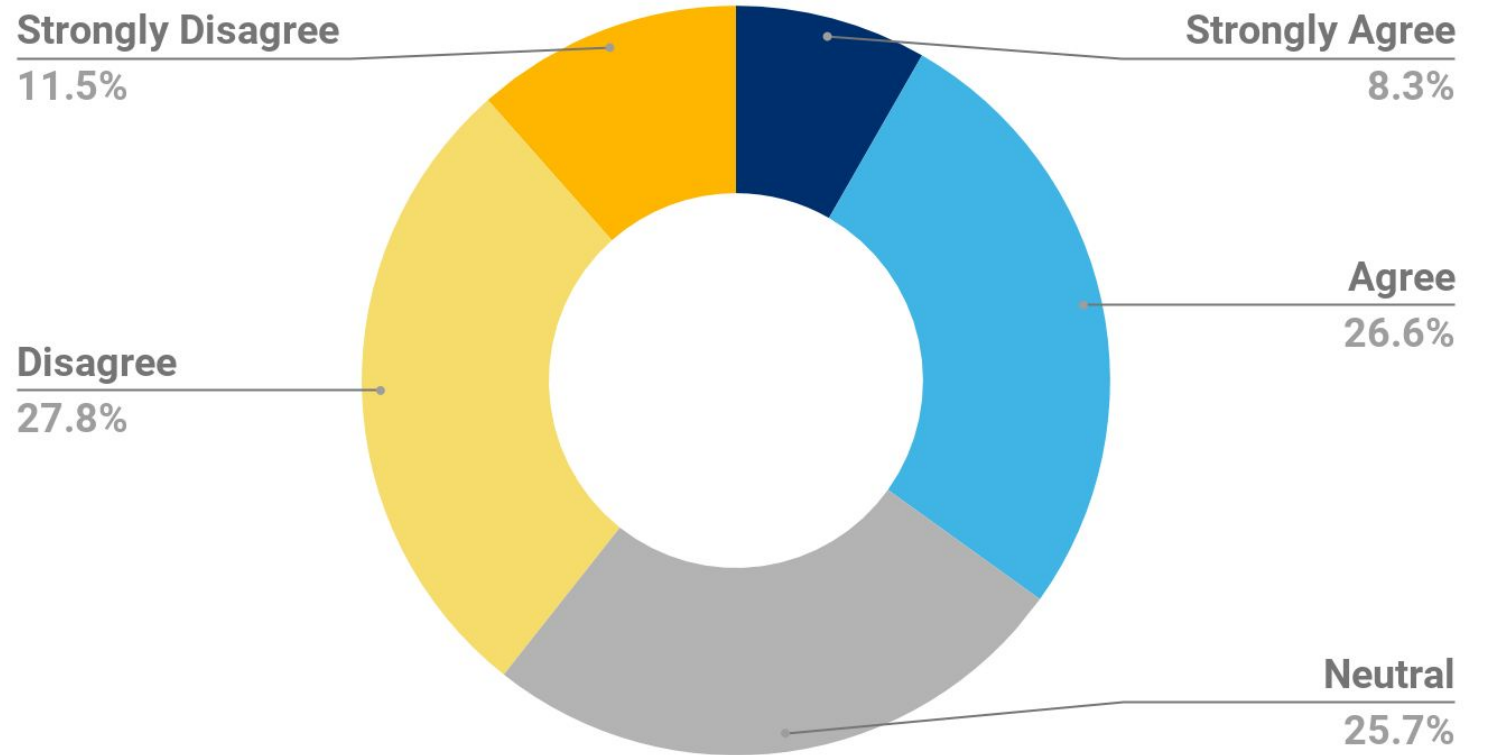
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

**I understand the technology priorities of the California Community Colleges.**



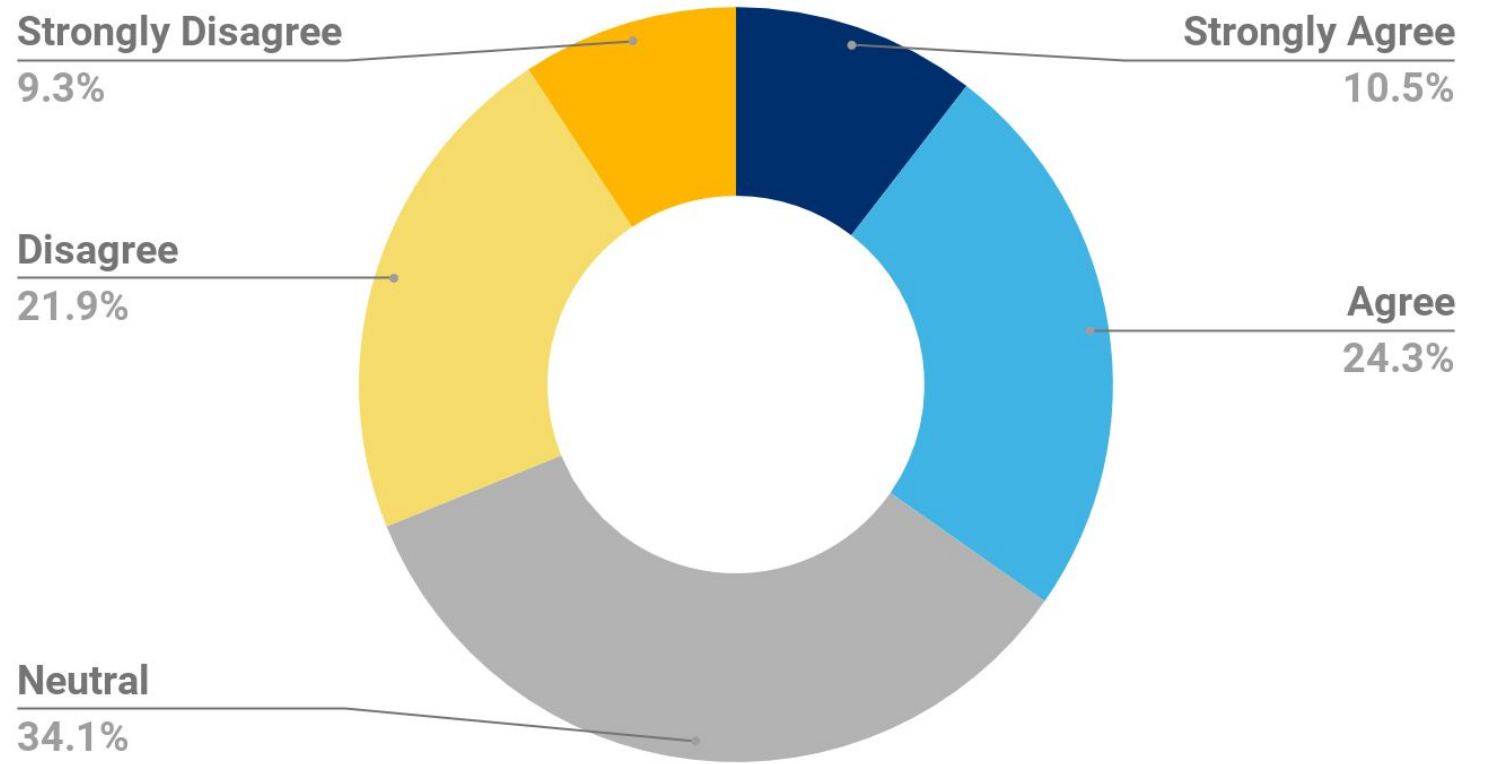
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

**I feel informed** about technology news in the California Community Colleges.



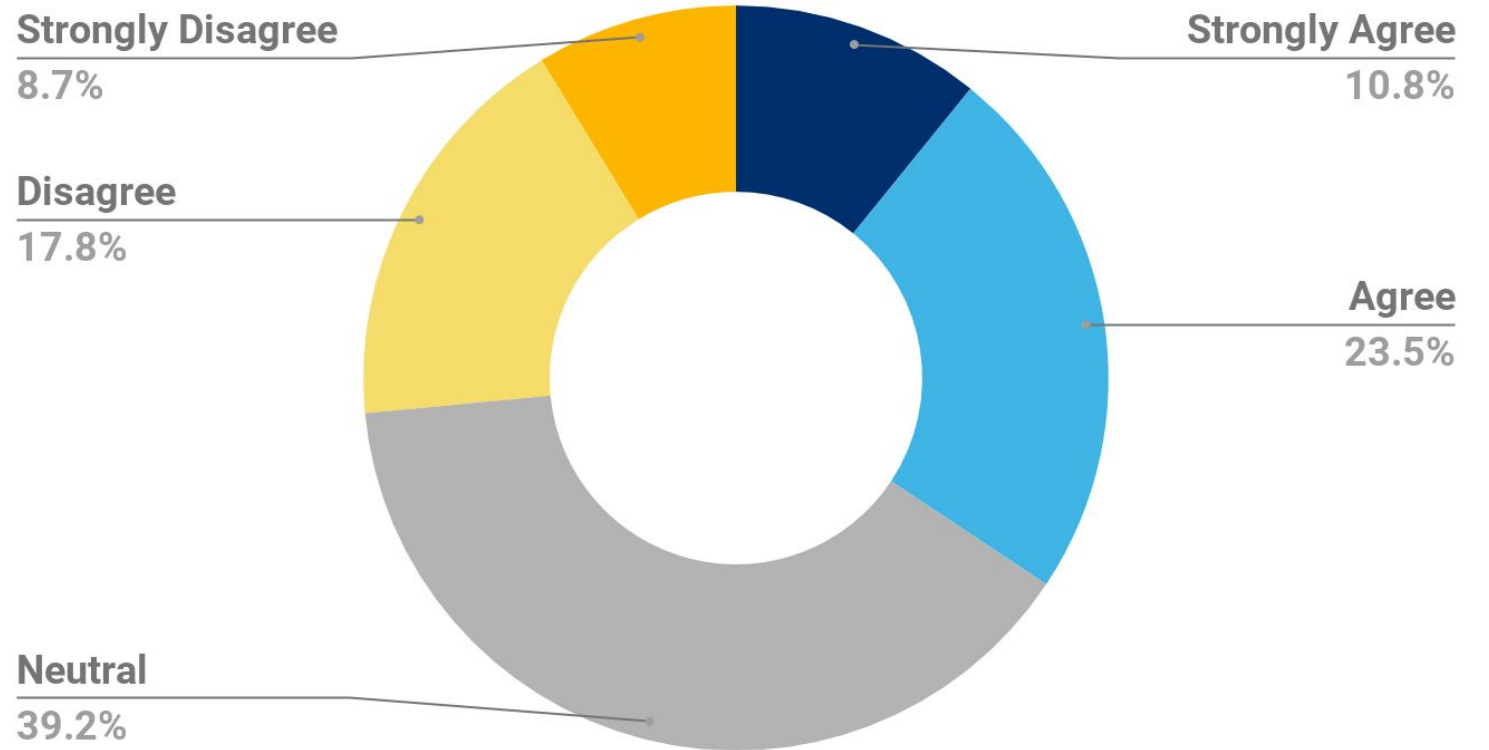
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

Technology project collaborations among colleges and/or districts are **effective**.



TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

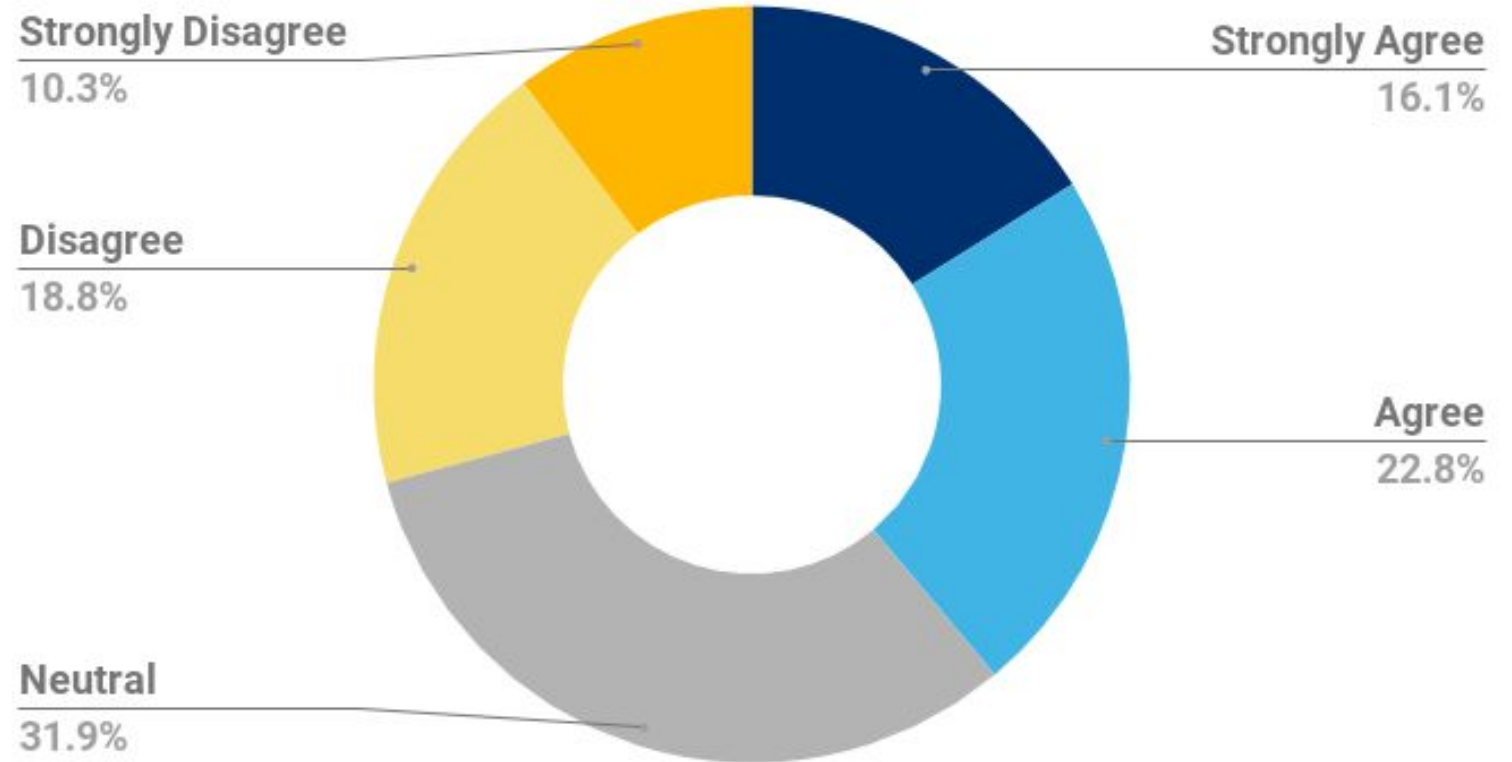
Technology project collaborations among colleges and/or districts are **innovative**.





TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

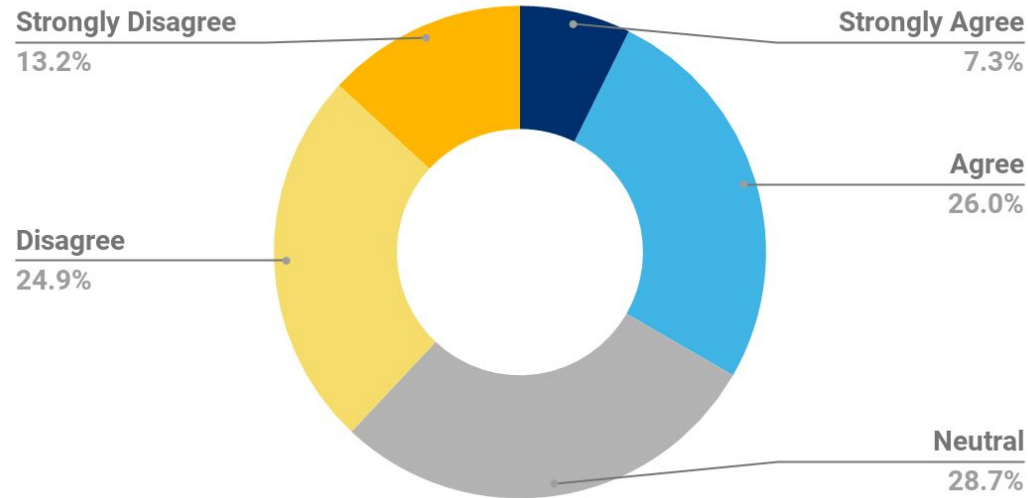
Technology project collaborations among colleges and/or districts **help close equity gaps** by serving colleges with limited resources.



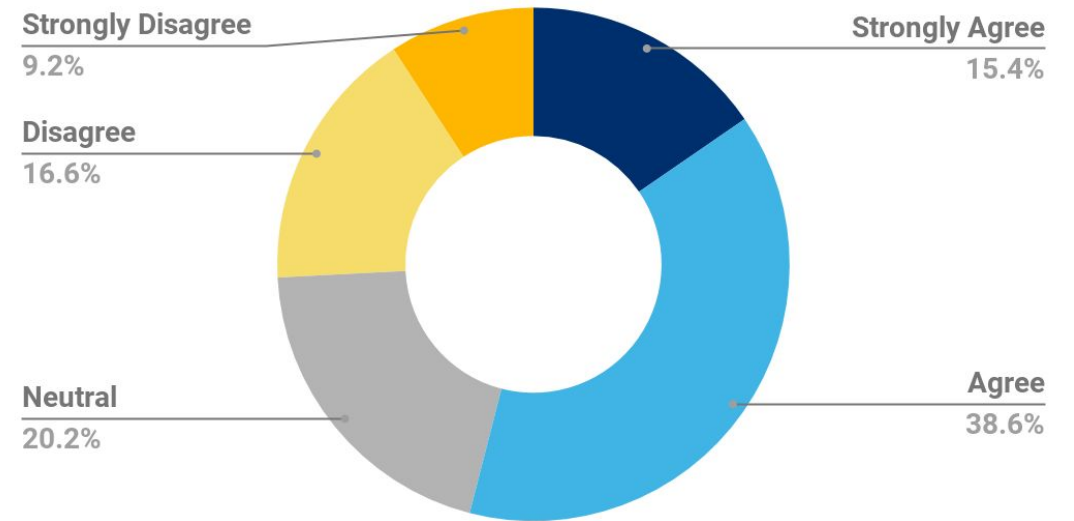
# Student Information System (SIS) Perceptions

Of the respondents, 38% were using Banner, 34% Colleague, 18% Peoplesoft, and 10% homegrown or other.

I am satisfied with my SIS



My college's SIS is integrated with other tools we use



OPEN ENDED

The California Community Colleges have invested in technology platforms like a common course management system and a library services platform to leverage economies of scale. In your opinion, **what other areas might benefit from a collective procurement and implementation approach?**

n=277

- |   |  |
|---|--|
| 1. Student Information System (SIS)<br>70 responses   30.8%                   | 7. Training<br>22 responses   9.6%   |
| 2. Curriculum management<br>37 responses   16.2%                              | 8. Canvas integrations<br>18 responses   7.9%  |
| 3. Data visualization, warehousing,<br>or integration<br>34 responses   14.9% | 9. Security tools<br>15 responses   6.6%   |
| 4. Virtual Lab<br>29 responses   12.7%  | 10. Course scheduling<br>14 responses   6.1%   |
| 5. ERP<br>27 responses   11.8%  | 11. Single Sign-on (SSO)<br>12 responses   5.2%  |
| 6. Accessibility<br>23 responses   10.1%                                      | Others: Improved MIS reporting,<br>plagiarism detection, career planning,<br>ed planning, HR tools, and eSign tools. |

# Voices from the Field

“If possible, having one platform that could handle scheduling, student information, curriculum management, student learning outcome assessment, and program review management. Short of that, fully integrated API.”



# Voices from the Field

“In theory, collective procurement is beneficial. Local business needs and processes make collective implementation impractical and prone to failure.”

“A common SIS would be costly but would solve many of our silo issues.”



# What role could the Chancellor's Office and its technology advisory committee (TTAC) play to help the California Community Colleges?

n=187

“Help predict and plan for changing technology needs and upgrades.”

“Establish best practices, solutions, and technology standards”

“Provide information, support funding”

“Propose, Pilot, and Procure”

“Bring in consultants to help us solve our bureaucracy issues.”

“Liaison with IT committees at each college.”

# What role could the Chancellor's Office and TTAC play? (cont.)

“TTAC seems to focus on back-end integrations rather than front end user”

“Be more familiar with the student experience, from start (application) to finish (take an online course)”

“TTAC should be on top of faculty/instructional trends. They should be analyzing whether CCC faculty have access to the tools that would improve the quality of education in our system and if not, find ways to provide it.”



# Other Themes from Open-Ended Comments

- There are **multiple risks to collective implementations**: capacity of IT staff, technology fluency of some CCC users, complexities of local business needs and processes
- There are **concerns about reliable access to services** with limited funds, or the total cost of adopting tools that were initially low/no cost and changed (e.g., some Hobsons tools, Canvas integrations, closed captioning support through 3CMedia)
- There are **questions about CalBright** and a perceived lack of faith in colleges to provide online instructions and innovation
- Support for **accessibility** and **security** remain top concerns





# Any other comments?

n=69

“The simple fact that this survey has come out gives me hope.”

“I applaud VC Gomez and the CO for distributing this survey. The system needs technology leadership and a clear vision for how to move the needle on student success by leveraging technology and economies of scale. That vision and the associated goals and objectives must also be clearly and regularly communicated to the field through multiple channels.”

# Summary and Discussion



# Key Themes

1. Colleges report **needing funding, IT staff capacity and specific support**
2. **Expected functions** of colleges and the Chancellor's Office **reflect current offerings**
3. System-level **support is valuable**, but perceptions of collaborative **implementations are mixed**



# Next Step

1. Review data more thoroughly with Chancellor's Office leadership to inform decisions and next steps for future planning



# Thank you.



# For Discussion (if time allows)

1. What stood out to you?
2. What holds true in the response to COVID-19? What's changed?
3. If you could work to improve perceptions in one area, what would it be?



# Recap and Adjourn TTAC Meeting - 3:00 PM

Bill Scroggins and Cheryl Aschenbach



California Community Colleges

12:00 Noon

# End of TTAC Meeting

Monday, May 18, 2020

