

Telecommunications and Technology Advisory



Committee Retreat

Thursday and Friday May 16 -17
The Workshop, Sacramento

Attendees

Barney Gomez, Bill Scroggins, Cheryl Aschenbach, Gregg Atkins, Deb Barker-Garcia, Rico Bianchi, Gary Bird, Tim Calhoon, Robert Coutts, Dolores Davison, Geoffery Dyer, Barney Gomez, Russell Grant, Tim Kyllingstad, Sandra Mayo (Zoom), Bryan Miller, Gary Moser, Joseph Quintana, Ben Seaberry, Laurie Vasquez, LeBaron Woodyard, Craig Rutan, Rick Snodgrass, Alex Jekyll, Greg Stoup, Mike Tuitasi, Howard Irvin, Stephan Heath, Christopher Anderson, Jennifer Coleman, David Kendall, Bill Rawlings.

Welcome/Setting Context

The meeting was called to order at 10:30 am. Bill Scroggins welcomed everyone in attendance and asked them to introduce themselves as well as share their connection to technology. Bill explained that the work put into this TTAC retreat will provide an action plan for the coming year. During the retreat we will identify opportunities and barriers that we are facing to better support students through technology, creating roadmaps and develop core applications. Discussions will conclude with action items and commitments.

Agenda Overview

Jennifer Coleman leads the review of the agenda and reviews the meeting objectives.

Online Education Initiative Update

Presentation is led by Joe Moreau, Cheryl Aschenbach, and Geoffrey Dyer. In response to the renewal RFA, they broke up the RFA plan into 14 project clusters. After sitting down with the folks at the Chancellor's office and consolidated the RFA plan into five project clusters. These include CVC Exchange, Online Ecosystem, Program and Course Quality, Leadership, and Operational Strategy.

WEBSITE TRAFFIC

The website for the CVC OEI project has been converted to cvc.edu. Numbers show exposure is growing. There are 75 ADT programs and 44 online certificate programs.

CANVAS

Canvas has been a success. There are 1.1 million active users, 87 thousand active online courses in Canvas – this does not include the way faculty is leveraging Canvas for on campus classes. Bill Scroggins questions if there is an opportunity to learn effective practices that will serve students who are getting more of their content through canvas without the online development tools. Cheryl explains that Canvas is supporting professional development because it is available to all students, not just online students. Grades and messaging are more transparent. The topic of Accessibility is brought forward. It is important to note that all content kept in Canvas needs to be accessible.

Students are asking their school to use Canvas. The Open Education Resource course shells tightly link to the vision for success by reducing instructional material costs. Joe mentioned that there are conversations happening between UC and CSU to create a unified contract with Canvas in order to provide a seamless transition for all public higher education students

Jennifer notes that she is hearing themes of needing communication regarding what is coming out of our initiatives, user statistics, and data to back them up.

ONLINE ECOSYSTEM

There are currently 56 consortium colleges, meaning these colleges have signed the CVC OEI Consortium Memorandum of Understanding. Every year there is a new round for colleges to sign on. Pronto and Easysoft are getting positive feedback from cohort schools, especially those with nonnative speakers.

ONLINE CTE PATHWAYS PROJECT

There are 94 Colleges that have submit letters of interest, over 87 colleges have submitted formal proposals. In June, colleges awarded will be notified, and work will start July 1. There are 25 reviewers from across the state will evaluate and determine the projects awarded.

FINISH FASTER ONLINE

It was a great experience partnering with CSU last summer, and it was unanimously agreed to continue the partnership this summer. This is a great resource for CSU students to complete the lower division courses at a community college. Finish Faster has been very popular amongst students. In April alone there were 600 new applications.

COURSE EXCHANGE

Currently in production with Foothill and De Anza. Cabrillo and Los Rios are in the pilot program but are not far from being in production. The timeline is about four months behind. However, the work that was done during this time will smooth the process. The student experience is almost identical to Finish Faster, having positive feedback from students. Phase 2 will include onboarding, technical documentation, feedback from TAP, and functional documentation. Bill Scroggins inquires if there is a component that helps students become effective online learners. Cheryl confirms that Quest takes students through modules to prepare them to be an online student, and the data shows that students who have gone through this training do perform better. LeBaron Woodyard speaks about the 3-stool approach to success that OEI has determined to ensure student success. This approach includes a well-designed course, well-prepared faculty, and well-prepared students. Quest has been a critical part of online student success. Barney Gomez wonders where the connection is between Education Services and OEI and argues that better processes need to be developed. Colleagues have been leaned on for guidance, however leadership changes have made it difficult to get a grasp on all projects. Barney states that there needs to be a communications plan in place. Joe shares an opportunity that may be out of scope, but he believes is worth considering, that includes extending Course Exchange to CSU campuses.

ACTION ITEM(S)

1. Updates on communication with the Board of Governors, specifically to the technology subcommittee.

2. Additional coordination with the Lead Communications Director for CVC OEI and the Chancellor's office team.
3. Look into how we can overcome scheduling barriers.

Education Planning Initiative Update

Discussion is led by Tim Calhoun. Tim presents PowerPoint and identifies Tech Center projects.

CCC APPLY SUITE UPDATE

CCC Apply now has 42 colleges that are either live or signed up to go live, 19 colleges have international applications, 16 of those are live. The CCC Standard application has 111 colleges. On average, it took 14 minutes to complete the application in one sitting. The updated application has improved Skip Logic, changes to the language regarding social security numbers, improved race and ethnicity selections, and 3 pages have been removed. MyPath can collect the information that is not included in the application. Jennifer mentions that they are working on creating advisor structures that will assist colleges with collecting data that will trigger other actions. Bill Rawlings brings up click through rates regarding CCC Apply and inquires if they have improved. Tim believes that they will get better. Jennifer states that they will have metrics to show this data. Craig asks if there is a single application for credit and non-credit. Tim clarifies that for non-credit they use skip logic to remove questions that pertain to credit. Craig also inquired if non-native speaker has tested the non-credit application. Jennifer informs that they are taking steps that will improve application for non-native speakers and are looking into live chat support options. Colleges have been advised to wait to give students email addresses until after registration. The upcoming charter will include further integration between CCC Apply and MyPath. Bill states that the sooner the integration is implemented because it will benefit onboarding and the multiple measures placement.

MYPATH UPDATE

32 colleges have adopted MyPath, and 27 colleges have adopted Career Coach within MyPath. Getting students to provide documents has been a challenge. To combat this issue, MyPath will allow students to take photos of the documents on their phones and upload them directly to MyPath. Barney mentions that they need to investigate the governing process when it comes to providing medical information. Bill Scroggins notes that MyPath has a great selling point of not just being a great tool during application, but also can be a great tool for career advising and helping students to define their major. Tim would like to see the CCC Apply website replaced by MyPath so students can start their journey in a structured sequence. Joe would like to have a conversation on where MyPath and Course Exchange can be integrated this year.

Action Item(s)

1. Discuss the integration of MyPath and Course Exchange.

eTranscript Update

eTranscript California was released in 2007 and it built out the Electronic Transcript Standards for California. CSU and UC and private universities have worked with eTranscript. Currently, there are 69 community colleges that directly use eTranscript. All other colleges use Credentials, which has adopted the California Electronic Transcript Standard. 1.6 million transcripts have been exchanged through eTranscript. They are working to increase community college participation, continue evolutionary development with Xap, and identify business requirements to leverage existing projects.

They are working on Ed Exchange, a project that will exchange transcripts with other networks. They are picking up the pieces to replace the legacy system, which is running off technology from 2007. Craig asks if it supports non-credit transcripts. Tim believes it would be noted that courses are non-credit. Alex mentions that the new standard will include co-curricular and non-academic fields.

CID System Update

They have been working with the Academic Senate on updating the CID System. The focus is on wrapping up parody of legacy system. Bill inquires if there is collaboration with CSU on the CID system. Tim says the collaboration would be with Assist. The new Assist system is live, but it is not complete.

Scenic Fiberoptic Network Update

Each college has two circuits that go out to the fiberoptic backbone. There is always redundancy, so if one circuit goes out the college is still covered. During the recession the colleges were asked to cover a quarter of the cost of the second circuit. They refused and were running off one circuit. Working with the Chancellor's Office, they were able to secure funding for the additional circuits. The mission was to make these circuits future proof. There have been 280 upgrade circuits, 327 are in production, and 69 are on order.

OpenCCC Update

OpenCCC is the systemwide student account. Currently, there are 6.5 million active student accounts. They are working to update and streamline system interface, and opening OpenCCC accounts to staff and high school students. Also investigating ways to lessen or eliminate the need for a social security number and find other ways to streamline authentication.

Multiple Measures Update

Working with the Chancellor's Office, Education Results Partnership, and CCGI, for about 15 months on a technology solution in support of AB705 requirements for the Multiple Measure Placement using high school transcript data. Jennifer states that they have developed a service that takes multiple transcript sources, runs them through the decision tree that was developed by the AB705 committee and MMAP teams, and provide recommendations to colleges for individual student placement. Data is pulled from multiple places, starting with verified sources. The live version includes CCGI, CalPass, and self-reported data. Future versions will include some form of CDD data. Data will include the recommendation, GPA, name of course, and grade in the course. It does not include ESL placements. Data goes directly to colleges not students. There is a date noted when data was extracted. Bill Scroggins mentions that this opens a great opportunity for future research to understand and improve placement.

CCC Data Update

Canvas, CCCApply, MyPath, and Multiple Measures data has been moved into the data lake and data warehouse. MIS and CalPass data will be next to move. The MIS data will allow for prediction. Timeline is an estimated three to six months. The topic of allowing colleges to store their data to the data lake or warehouse was brought up and will be discussed and possibly added to the roadmap. Barney states that we currently have three integration platforms, but it may be best to consolidate to one

integration platform. Tim believes that they are on track to participate in the Longitudinal Integrational Education Database system.

CCC Information Security Center Update

The CCCSecurity Center currently has over 50 districts that are using the trainings and certifications it has to offer. The key challenge that they are facing is that the team has been able to access root level information, so there are trainings in place to assist the colleges with this.

TechConnect Update

There are three projects: Confer Zoom, OTI, and CVC. Confer Zoom was transferred from Blackboard to Zoom. OTI with Canvas is working on how to measure the connection it is having with students. CVC solutions is providing more interactive video tools. Bill Scroggins reiterates the importance of these tools. Rico announces that the Online Teaching Conference will be held June 17-19. More information can be found at onlineteachingconference.org

Library Platform Update

Gregg Atkins leads discussion on Library Platforms. Libraries are trying to standardize their operations. The Machine-Readable Cataloging was developed to create a file in a database to replace traditional library information cards. Google, variety of devices, variety of platforms, and storage have changed everything for the library system. The State gave 6 million dollars to develop a universal system. CSU developed this system 3 years ago. They came up with an RFP and picked a premier vendor. Eleven colleges have gone through all the steps but have not switched on the new system. In February, 110 colleges identified the profile they want to exist in the new system and will then working on data extraction. Each college will have an opportunity to test out their profiles. Stage two will begin in October. They will reload a revised and updated profile, there will be a second extraction, and a production file will be created. A Network Zone will be created so that everything we own will be in one place. Each institution will have a subset file of their records. Training will begin in Fall. The new system will go live December through January. The old system will turn off in June. This will be a great experience for students as CSU already has this system and that is where most students transfer to. As part of this project there has been creation of a governance committee, and 10 working groups that will develop ways to make people more informed.

Discussion: TAP Recommendations, Including Standards

David Kendall leads discussion, opening with a presentation. This is about students first. There needs to be standards in place to be successful. The first thing TAP did was an assessment to develop a baseline to work from. They identified that we must find strategies to build loosely coupled functions that use common standard to work together. All four domains use the Gartner standard. This gave them a maturity model that gives an opportunity to implement change over time. They created a questionnaire to share with all four domains. This allowed teams to talk in a common language and gave them a reference model. Teams are doing great work; the challenge is that the teams are asked to work to operate in an old school manner in a new way. Coalition is going to help improve project management. The big goal is Change Control. Expectations are misaligned in the Ed Tech portfolio. TAP is focusing on building a coalition around good ideas. When changes happen, we need to do it consciously. TAP defines a risk-based approach as keeping our heads up and anticipating what is coming. There needs to be a process in place so that when decisions are made, they are made by the right people at the right time. Having common principles is a critical part in ensuring that authority is

not making all the decisions. A great way to do this is by empowering decisions from the lowest level appropriate and then offer an escalation path. It is noted that current decisions are being made very reactionary. The proposal is to have incremental advancement over the next three years and improve maturity levels from a one to a three. This is a challenge but achievable. Barney expressed that this is an aggressive timeline, we may not make it with all four discipline, but we will make strides. Bill Scroggins discusses innovation management, and how it can push change forward. Joe questions what our strategy is to reconcile tensions. Alex hears a willingness to take on a new innovative model, it will require a bit of faith, but we are at a point that we can do it with the right infrastructure. Bill Rawlings adds that the innovation model needs to be resilient; the Chancellor's Office will never have enough recourses for what is needed, and no one knows if another recession is coming. Delores provides her experience with Foothill, having forgiveness as part of their mission has made one of the most innovative colleges in the state. David reiterates the theme is togetherness and shared values. David introduces where the TAP team is going, including project management portfolio standards, service delivery governance framework, enterprise architecture, conducting data strategy and policy, security, and asset inventory. Bill Scroggins discusses that technology is moving from a one-off to a utility. TAP's next steps include setting up a reporting structure, monthly outreach to grantees and report on progress, and go to the Chancellor's Office to discuss progress quarterly. Bill questions where the quality control comes in. Quality starts where analysis starts but would like to discuss with the group.

ACTION ITEM(S)

1. Regular reporting, working consistently, building environment of standards.

Discussion: Data Governance

Discussion is led by Alex. The commitments were to look at the standards and perform an assessment. Gartner, Stanford, and a business model were used. The TAP team performed their assessments independently. When results were compared, they were all within .02 of each other. The assessment included only grantees and the Chancellor's Office. Strategic recommendations include construct enterprise strategy data, establish data strategy, establish data sharing management templates, rationalize data visualization tools, create change management processes. Bill notes that there needs to be a data standard that Chancellor's Office communicates to the Legislature. There is discussion that there needs to be a data dictionary to identify the metrics Legislature should use. The current Data Governance council is internal to the Chancellor's Office. They have started work to put together a team that creates policy documents. The next step is discussing how to build a Data Governance Council infrastructure that includes feedback from data and policy representatives from the colleges. There is a challenge in understanding who owns data, and what consent is needed for it. Quality of data needs to be determined. Alex recommends that each college have a Chief Privacy Officer. Data Governance has a policy aspect, legal aspect, data aspect, technology aspect. Alex believes TTAC might be the right group for the policy aspect. Bill mentions that those who will be using the data should be involved. Alex agrees, but as we are becoming an enterprise system, we will be building a data lake, and will then need appropriate control over the data. We need to decide who makes the rules regarding this control. To break up the governance, Alex thinks that we need groups that handle the different layers where data is being used. Tactical recommendations include developing an enterprise data dictionary, creating data management process automation, establishing data dependency rules, build policies for data privacy management, and data harmonization. Bill inquires if we have anything to learn about privacy from personal health data. Health is about 4-5 years ahead of education. Health has contract language that education is using. Tim discusses current restrictions

on MOUs with Chancellors office and suggests there should be three levels including restrictive, automatize, and publicly available. That is a policy decision at a high level. Alex reiterates that we need to build a foundation and put the right process in place. We need to have the guidance and sustainability before we jump into new things. We are going to move slowly so that the foundation can be maintained.

ACTION ITEM(S)

1. Explore how to institutionalize a data dictionary.

Jennifer opened the second day with topics to focus on going forward. These include technology for student success, maintenance, ongoing enhancements, end of life research, replacement tools, and filling gaps.

Accessibility Update

Discussion is led by Laurie. Accessibility needs to be in line with the technology we use. In 2016 TTAC retreat set goal to define accessibility standards. Goals are to define accessibility operational standards in plain English, identify best practices, administrative procedures, communicate to faculty, purchasing guidelines. Long term goal is to create compliance of third-party products to meet standards, create 100% compliance, build systemwide working group. CCC Accessibility Center is now Butte Technology Center. Laurie presented a list of project milestones and accomplishments. On the Horizon: Develop accessibility training modules, drafting FAQs for HR and IT, Developing in person trainings. They will be receiving support from the Foundation to have trainings on Vision Resource Center. Challenge will be aligning with the Chancellor's office site. Tim inquires if it would be valuable to have an accessibility person on the TAP team.

Discussion: Last Year's Priorities

DEFINE ACCESSIBILITY STANDARDS AND IMPLEMENTATION

Laurie believes we are not done with this effort. 2019 – 2020 will focus on local implementation and measuring success. The committee would like to see tools for measuring success. Leverage EEO success. Develop vendor guidelines, RFPs, and consistent vendor management. Tie accessibility to accreditation standard 3. Deliverables: Checklists for campus accessibility compliance, and vendor compliance. Recognizing economies of scale. We need an IT Fusion piece.

SEAMLESSLY INTEGRATE ALL TECHNOLOGY TOOLS

We don't have a good sense for interoperability. We can pay more attention to that in our contracts. We do not have a governing body. We need to develop approval standards. Consider empowering SAC to be a governing body. If standards are easy to choose, people will do it. All technology should go through Barney to see if it works for everyone. All seem to be in favor of adding a TTAC section in the Digital Futures newsletter. Build codes for IT. We need to reset and use consultants to establish standards. Need to get new people up to speed quickly. Reach out to colleges to see what their pain points are. Get the inventory and then collect feedback around the inventory. We need to identify what's out there and if it really works. When information is gathered different groups of users need to be surveyed.

IMPLEMENT A SYSTEMWIDE DATA GOVERNANCE EFFORT

It needs to be a statewide model not just the Chancellor's Office model. Chancellor's Office need to make this a priority. Encouragement to build relationships with consultants.

Technology Inventory / ERP Switch discussion

Need for an IT inventory, Foundation's FUSION model. The challenge is software turnover. Districts may say it's not worth the investment. Colleges have chosen products that work for them not statewide. There are many different add-ons being used. This is a more operational process. Software does not have as high turnover as you think. Switching an ERP is not buying a new product, it is a shift in the functional structure. Possibly, we can start the inventory with major products. This effort would allow for centralized purchasing. There needs to be policy standards for technology we are using. We need an environmental scan. Start conversations with CSU. Programable vs. configurable. Long term project but understand short term impact. Don't lose sight of human cost.

ACTION ITEM(S)

1. Start an inventory of things that plug into the ERP
2. Find a platform to report the inventory that everyone can see.
3. Form an Accessibility subcommittee to report out on tool recommendations: Tim Kyllingstad, Joe Moreau, David Kendall, Craig Rutan, Mike Tuitasi, Greg Stoup, Joseph Quintana (or representative).
4. Form a subcommittee to report to the Chancellor's Office that TTAC would like to see an environmental scan: Gary Bird, Cary Moser, Tim Calhoon, Craig Rutan, Mike Tuitasi, Robert Coutts (or representative).
5. Regular reporting. Rick will be setting up a confluence page.

Discussion: RFP / RFA

One of the major changes is the restructure of the contracts and the impact that has on student service. The nature of the contracts has changed. By next retreat we would like to recognize the work that's being done, have a technology plan, and budget request reviewed by the vice chancellor. Bill Scroggins mentions that technology planning and budget development processes have been lost and he would like it to be restored. The budget process has become more formalized. It is important to have a voice to sign off on these budgets. Barney will be this voice, but he needs a roadmap. Barney ensures that he is changing the process and projects will be reviewed by the group. The Chancellor's Office is going to be collaborative.

TTAC Charter Alterations

- Add a reference to data for recommendations
- Add Data Governance Council
- Change CCCSSAA to CSSO Board
- 3 Student Representatives
- 1 CAPED representative
- 1 Council of Chief Librarians representative
- 1 CSEA Representative
- Ask Council of Classified Employees/Federation of Teachers if they would like to continue involvement
- 1 Chair of System Architecture Committee representative

- Add DEETAC/TTAC liaison
- Addition CO staff as appropriate to agenda
- Academic Senate Term is 1 year
- Replace quarterly meetings with four meetings a year
- Take out 'certain' from amount of work between meetings

Adjournment

The meeting was adjourned on Friday May 17 at 1:30pm.