Technology and Telecommunications Advisory Committee

Quarterly Meeting

Thursday, August 29, 2019
California Community Colleges Chancellor's Office, Sacramento

Attendees

In-person: Bill Scroggins, Cheryl Aschenbach, Geoffery Dyer, Craig Rutan, David Kendall, Laurie Vasquez, Rick Snodgrass, Tim Kyllingstad, Gary Moser, Fred Rocha, Joe Moreau, Alex Jekyll, Barney Gomez, Christopher Anderson, Robert Coutts, Steve Duar, Rico Bianchi, Gary Bird, Tim Calhoon, Greg Atkins, Stephan Heath, Bryan Miller, Mojdeh Mehdizadeh, Deb Barker-Garcia, Erin Larson, Russell Grant, Nabil Fares

Zoom: Bill Rawlings, Michael Tuitasi

10:07am – 10:13am | Welcome and Introductions | Bill Scroggins and Cheryl Aschenbach

DISCUSSION

Advisory to Barney and the CO. Worked with staff to create agenda today.

- Add some conversation or discussion on July 22nd court discussion, LA County ADA issues

ACTION ITEM(S)

None

10:14am – 11:02am | TAP Team Update | David Kendall

Onboarded last December to oversee PMO, data governance, info security. Support Ed Tech Portfolio. Baseline using Gartner model.

Currently, PMO focused on standardizing how projects are tracked, monitored, etc. Includes relationship management between CO executives and grantees. Enterprise architecture group working on tools and standards for Barney's review. First one, application rationalization, to give picture of where portfolio stands currently. Can help for plans moving forward. Second, enterprise architecture principles for boundaries around technology. Technology today uses set of tools that are tracked by the industry. Intent is to present to Barney and system. Set of standards that we want to build out as a reference. To help keep the system focused on technology and

Information Security effort lead by Stephen Heath. Five projects and five parts of different grants to measure info security. Get the feedback and then groups can make decisions on profile. He has specific recommendations on how to make us more secure in the future. Data lake, how to build role

based and structure how people have access to data. October 30th, 50 sign ups to walk through simulated bad day – understand steps to think through what to do when something goes wrong.

Data Governance, done within college level. Developing method for data dictionary. Data enterprise strategy and working with the research community. Last meeting, talked about the direction we're going in and starting to focus on the fact that a lot of technical data work that needs to be done. The largest chunk of the work is data governance, managing the structure. Internal data governance meeting. Building structure where data decisions can be made. Formalizing process and structure. Starting with Deans and VCs first, next steps how do the data governance council work with other groups. How to build out policy documents so people aren't doing it independently. TTAC will be one of the primary communication mediums.

DISCUSSION
- Bill Scroggins: hugely important to Chancellor's Office and colleges. Key to running college effectively. Probably not well understood by CEOs.
- David: IT cannot guide decisions. Business people need to make decisions about their business and see how technology can help.
- Bill: Encourage you to talk to heavy technology and process users.
- Laurie V: need help choosing systems.
- David: This group has the opportunity to build that system and to work as a group to make technology decisions.
- Laurie: Looking at modules and accessibility. Need plain English technology terms to help educate others.
- David: Need to talk about the business need and then discuss tech tool to help.
- Barney: As we complete this effort, this group needs to help reach out. TTAC needs to help this effort with ideas for colleges. Instead of colleges creating in silos. Ultimately will lead us to what we need to do for the system. We need to bring things to the CO to help this effort.
- Tim Calhoon: Struggle we've had, the tech folks understand. The key problem is raising awareness with College presidents and trustees with security in their colleges and districts. If this could include presidents, it would help being proactive. They need to be aware of the legal ramifications, following Federal Law.
- Stephen Heath: Designed to have two halves. First half technology piece. Second half, invite executive staff.
- Barney: How can we get to the executives? Looking to Bill Scroggins. So executives understand.
- Bill Scoggins: Coordinate with ACCA. Use legal and budget as a lever.
- Tim Calhoon: A few years ago, we included in the Board packet so the college could adopt an Info Security plan. The League needs to include in the Board packets.
- Barney: For the October mtg we're behind, yes use for future efforts. But for October what would be the best way to get to the executives that we need to get to.
- Bill: Chief Business Officers and risk management people.
- Barney: Informational memo and here are the steps that are really required if this happens.
- Tim: Contact Jeff or Tim for language for memo
- Joe: Trusted champion in the different offices. It's not just the tech folks saying the sky is falling. Its not if we'll be affected its when we'll be affected. Needs to be a peer to peer model. Not CO down.

- David: Program leadership should be in this convo at Barney's level.
- Barney: is there a CEO distribution list?
- Bill: Yes, I could send.
- Barney: Table top exercise for info security. Bryan, use Foundation to help communicate.
- Barney: No easy task to create a data governance for such a large system, with complex data, file formats, etc. We're getting there.
- Bill: that's easier, than decisions on the data validity on variables. Enrollment management. What are we doing about it? Looking at when students want to take classes. Mon-Thurs in the morning. Problem: room utilization. College has the raw data but didn't have the decisions. Student Centered Funding Formula, got our attention on who gets financial aid. What's the data? How many apply? How many succeed? What elements do they not succeed in? We have software that pulls this data but doesn't have data analysis. System that auto pulls data from IRS which was a blocker. 20% of students are undocumented and don't want to fill out FAFSA. Looking at barriers. The systems may have the data but need to learn how to make decisions based on the data. Work with decisions on how to use the data to make decisions.
- Alex: Taking a for profit approach. Agreement on data dictionary. Essential for next question. What of that is useful. Looking at connections of funding formula and metrics so data can be pushed out when they need it.
- Barney: One last thing, part of what the TAP team is doing. How we're managing our grantees. One thing to have RFA with here's what we're going to do. Need to map it back to the business side. Some things have not been in alignment. Started this process with Butte district. Get together with everyone to solidify the workplan vs RFA vs what program really needs. Ensuring everyone is on the same page. Also going to track changes and get initials from all parties. Four documents: charter, budget, plan matrix.
- Alex: Set expectations, changes take time so they can be documented. Adding accountability, rigger, and business requirements from CO. Moving in right direction so that next year we have a clean process that starts in January to set up the next fiscal year.
- Bill: Is this mature yet to send out quarterly updates?
- Barney: Not yet, but once we get through all workplans. 7 Grants included.
- Bill Rawlings: The Board is actively interested in getting measurable updates. Need more metrics and quality measurable updates.

ACTION ITEM(S)
- Information Security Memo to send out to CEO distribution list from Bill Scroggins
  - Include October 30 simulation event
  - Draft from Foundation, Jeff and Tim Calhoon
  - Barney to review at Exec team level

11:03am– 11:45pm | Adobe Sign and ServiceNow Update | Christopher Anderson

CO automated business processes at the CO but will likely be seen at the College/District level.

Adobe eSignatures implemented at CO earlier this year.

- Compliance, Audit trail, efficiency, cost savings
- Demo of tool

ServiceNow

- Preview hasn't launched yet.
- Will be used for IT Help Desk
- Goals: single point of entry, self-serve, visibility into demand, workflows, improve satisfaction
- Launch June-September at CO
- Public facing portal October – December
    o Support things like NOVA
- Using out of the box solution so we can focus on other things
- End user training and live webinars
- 1-2 minute videos for training

DISCUSSION

- Barney: Turnaround time on contract recently was 10 days vs average of 40 days when it was paper.
- Tim K: Who reviewed 508 compliance? We cannot send anything out from CO that is not accessibility.
- Barney: Secretary of State website says it is accessible.
- Laurie: Just because it's on the Secretary of States website, doesn't mean it's correct.
- Joe M: VPAT is not worth the paper it's printed. Need to provide independent documentation from third party certification.
- Tim C: Adobe sign claims AA compliance
- Barney: Looking at putting something in place to track NOVA. This will help. Need to work smarter since we don't have the staff. Pull metrics when we need to build our case for more staff.
- Laurie: You mentioned it might be public facing. When you have different groups creating videos – make sure they're all in alignment with the system.
- Bill: Governance by memo. You really have to read a memo to know what's going on at the CO.
- Barney: Especially tying it back to the security issues we talked about.
- Bill: Turns out, presentation and budget workshops contain directives on how the Student Centered Formula is going to be rolled out. If you didn't go to workshop you didn't get copy of memo. Compressed url, isn't accessible.
- Gary M: Service Now piece, communication around Help Desk variations from college vs TechCenter, etc. Need clarification on the difference between Help Desks. Clear understanding of what the CO Help Desk is used for.

ACTION ITEM(S)

- Potential to include story in Digital Futures once public.

12:00pm – 12:15pm | Lunch

12:13pm – 1:30pm | AB705, CDE MOU, COCI Update | Marty Alvarado, Barney Gomez, and Raul A

AB707: What types of questions does this group have for AB705? Two components, 1. How do we as the state office from a compliance from the intent of the legislation, how do we provide constructive feedback around the plans? 2. How do we build a infrastructure for institutions for continuous improvements? Emphasize this is a learning journey, support peer to peer learning. Ongoing engagement with the data, and continual adaptation. Differentiate communications vehicles based on messages.

We have new data elements that are out. Your institutions have likely been hard at work over summer entered. A lot of diversity around how institutions are implementing. Really need to look at it through a student centric lens. It's not enough to focus on sterile compliance. Need to look at how students are experiencing changes.

COCI: Barney and Deb Barker Garcia worked closely with program, Mary and Raul. A lot of info around COCI. Got feedback on the RFP and refined and released. Shared info publicly at recent Academic Senate Curriculum Institute. Instituted a number of listening sessions, over 100 attendees so far. Helpful to hear from the field. Just because there is an RFP, doesn't mean that we will find a new vendor.

CDE MOU: API set up and should be setup soon. It currently exists, we send them identifying info. Data from CalPass Plus and CCGI and recorded data for CCCApply. Available to colleges to be sent to you. Tim's team is out getting colleges onboard.

DISCUSSION

- Laurie: In the weeds with the students, how can we support the instructional side? Would like to track best student populations somehow. What does that look like? What technical tracking mechanisms are there?
- Marty: I do believe with our new data elements, across many institutions looking at enrollment data and success rates. Ongoing concern around intervention for students who are not successful in our courses. Think about it more broadly. How are we testing? If students are currently not taking a placement exam, we won't have data that says students should not be in this course. Need to focus on how to make students successful where they're at.
- Laurie: Assistive technology on campus needs to be networked not siloed.
- Bill: Students are not passing English 1A. We have our academic support systems. Doesn't the system have some accountability to provide academic support for students to be placed in basic courses.
- Marty: As a system office, should we be requiring institutions on how dollars should be used. Investing in a research agenda. Math and English courses have had success rates. Must continue to press on the assumption that students in those courses do not belong there. If we believe students belong in these courses, we must provide the correct resources. I don't think you want the system office to say what needs to happen in the classrooms. What can we do in partnership about what's happening on the campus level?

- Bill: Are co reqs repeatable?
- Unknown: not at this time
- Marty: We have trends. There are a lot of variables that we must look at. You don't want us at the state office to look into this. Need to understand your students and what needs to be adapted. Be clear where you want CO support. You don't want us to mandate.
- Bill: Resources and regulations are.
- Laurie: Need more professional development.
- Marty: We need that direction. Been working with Academic Senate. A lot is happening on campus all at once. Statewide workshops might not be what campuses need. How do we differentiate PD for your institutions? You can send to me, Barney, the GP listserv, Academic Senate.
- Laurie: Using me as an example. I'm on a PD and tech board. The training needs to allow for the member's role to pick what they need to learn about.
- Cheryl: Not enough seats for the listening sessions. Want to keep them small to manage voice.
- Barney: 20 seats per sessions
- Deb: 5 more happening, I'm accommodating as needed
- Barney: Happy to add more sessions as needed. Need to look toward future to modernize technology.
- Cheryl: Large set of funds for COCI, concern.
- Deb: Can't say who has submitted. 6-7 submissions, review period with stakeholders. Hope to narrow down to about 3 submissions. Demos to collect questions
- Barney: Once we get beyond the review process. It will be a full-blown project, managing delivery dates, etc.
- Laurie: I brought up 508 compliance.
- Deb: Adding someone to review for 508 lenses.
- Craig: If student isn't in CalPASS Plus data base, how do you get student data?
- Tim: Ed Results handles the placement and doing the hierarchy part. What's the most recent of the data available and if not, go with self-reported.

ACTION ITEM(S)
None

12:51pm – 1:24pm | Accessibility: VRC Modules | Laurie Vasquez and Kevin Wutke

This group and many other have done a lot of work on accessibility for the system. It is a core component of an equity agenda. Accessibility training and modules, we want to continue to support and foster. Important and prime opportunity to lean into something. It's easy for the equity agenda to get lost. We appreciate the reminders to reevaluate equity and inclusivity.

As new people come to the CO, it's a constant reeducation. Kevin here to update on accessibility modules. Current state: 16 modules produced over 2 years. Funding split between IEPI and Success. Development managed by Kevin. Dev on first one already begun. Storyboard next week for review. Accessibility Center working group will look at needs of system. End state, all 16 modules organized in a way that's easy for a user to determine which ones make sense for their work.

DISCUSSION

- Bill: Is this a nice to do or mandatory?
- Laurie: Message needs to come from higher level.
- Bill: Seems like Federal issue. Need stronger language. Not an option, must do this. Compliance is mandated due to Federal Law.
- Laurie: Have we finished our state audit?
- Bill: Barney can we mandate executive directive?
- Tim C: We have to have sexual harassment training. Why not accessibility or info security training
- Unknown: Language around DE. Will @ONE courses still be available for faculty?
- Laurie: Yes. We need an additional level of support. How does our system react with an audit?
- Joe M: Part of the challenge is that campus/district is that this is nobody's job. More focused on student support. Might consider a mandate to have a staff member to make sure a position.
- Bill: Need procedural mandates.
- Joe M: who has the authority on campus?
- Unknown: Has to be put in faculty contracts
- Laurie: Do you have an access technology workgroup? Members of committee: IT person, librarian, learning resource person,

ACTION ITEM(S)

- Marty to update memo to fix dead link (email originally sent from Chancellor)
- Rick Snodgrass to create a folder for accessibility documents

1:30pm – 1:45pm | ERP Sub-Committee Report | Tim Calhoon, Gary Moser, Joe Moreau, and Fred Rocha

What should be included in ERP? Talked to systemwide architecture committee. How do determine breakeven point. Environmental scan. Only 2 vendors who can deliver. Looking at Canvas, one cloud-based system. Talking about shared instance, not purchase.

What's wrong with current ERPs. None for California. Each is custom programmed. Each college customized People Soft. ERPs are moving in direction in configurable, cloud based. The problem is they're not mature yet. WorkDay doesn't exist yet. This makes data sharing easier. Governance of updates and patches is a big deal for colleges. Local governance to common representation of governance.

DISCUSSION

- Barney: I'm going to push this to move forward. I don't know that we should reinvent the wheel.
- Gary M: Workday pulled out
- Joe M: every district is funding an ERP. Looking at legislature, to fund 73 district ERP architecture and getting districts from where they are now to get on board. Need guaranteed funding source.
- Tim C: Need to demonstrate commitment.

- Barney: need to get to a point of can we do this?
- Tim: looked at sharing of data and research. Makes it very easy.
- Barney: data lake and warehouse, will make it easier.
- Bill: the MIS data is not comprehensive of all the info we need.
- Mojdeh: and no more MIS reporting
- Barney: we're going to drive this, MIS reporting would change everything
- Mojdeh: It's a minimum of a FTE
- Barney: waiting on MOU for data lake to be finalized at Butte. Canvas data. Need common data repository.
- Bill: didn't mention financial aid. But if we had a system like this, we could notice students who are eligible for Pell Grants.

ACTION ITEM(S)
- Barney to determine how to action a study with the learning from Tim's outline
  - Group endorses moving forward

Roadmap and Needs Assessment | Bill Scroggins and Cheryl Aschenbach

Touched on in ERP discussion.

2:10pm – 2:30pm | Distance Education Guidelines | Erin Larson

Here to discuss Distance Ed guidelines as per legislature, need to get feedback from to 5C and TTAC. Guidelines haven't been updated since 2008. Here for feedback and questions if you have any.

DISCUSSION
- Laurie: On accessibility I need a little bit more time.
- Erin: Still need to go to Consultation Council to get feedback. DTAC needs to agree on version to go Consultation Council. October 2nd meeting.
- Cheryl: A lot has changed, so DTAC will need to review again.
- Erin: For accessibility, we only referenced guidelines.
- Bill: what about courses that don't have instructional hours online but use Canvas. Instruction, but no hours allocated to distance education.
- Erin: category of hybrid courses in new guidelines
- Joe M: upfront must let students know the course has portions online.
- Erin: is the course equally effective
- Joanna: DTAC Chair joined call
- Laurie: VRC comments in DE coordinators
- Joanna: Reminding colleges that it's college and district responsibility

ACTION ITEM(S)
- Erin Larson to send most recent version to Cheryl, Cheryl to disperse

TTAC Charter Update | Barney Gomez

Skip for next meeting

2:30pm – 3:00pm | LA District Lawsuit

Judge layouts for District to comply with. Library Services must be in compliance with millions of journal articles. Access must be provided at same time as sighted as students. 24/7 access to tools that are accessible. No longer good enough to proceed based on a complaint process – judge does not approve. Need to get our hands around this as a system.

DISCUSSION

- Tim K: OCR will say it's the system
- Bill: The state has liability to meet us halfway to implement accessibility at this level.
- Tim C: we've carved out money out of our funds to support accessibility.
- Joe M: What happened with HTC got folded into Accessibility.
- Tim C: Added to the funds
- Laurie: I think Sean (Keegan) did a webinar for web masters
- Tim C: Yes, he does a ton. But there are a lot of colleges and web masters. Challenging to reach all of them.
- Bill: lack of control over web pages
- Tim K: Providing an on-call reader
- Tim C: at a system level, what are we not doing? Providing testing software, guidance, promoting accessibility where we can, what else can we do? Districts need to pickup the rest.
- Cheryl: We need to have more of a directive from above. Many small colleges only have 1 person to handle these things.
- Tim C: Driving administrative policy at the district level.
- Barney: Need to put on agenda for next TTAC
- Laurie: Please review Accessibility Center website
- Cheryl: Barney, please mention this at the Exec level. We all play a role and this needs to be a higher-level conversation.

ACTION ITEM(S)

- Add to agenda for next TTAC – higher level guidance and mandates regarding accessibility

2:45pm – 3:00pm | Recap and Adjourn | Bill Scroggins and Cheryl Aschenbach

Adjournment

The meeting was adjourned on Thursday, August 29 at 3:00pm.