



Telecommunications and Technology Advisory Committee (TTAC)

Meeting Notes and Summary

September 21, 2023

1:30-3:00 p.m.

Action Items

- Prepare TTAC Charter for revision in upcoming meetings.
- TTAC to review final version of Vision2030 and propose a strategic direction for integrated technology so TTAC efforts are in alignment
- Review change management in further detail/meeting and decide how to proceed
- Draft a full year of meeting dates for calendar holds - Co-Chairs will be meeting to choose dates for the remainder of the year

Meeting Notes / Summary

Attendees (via Zoom):

- Chancellor's Office Members:
 - Valerie Lundy-Wagner, Gary Bird, Catherine McKenzie, Russell Grant
- SAC Committee Members and Guests:
 - Jennifer Coleman, Char Perlas, Carlos Guerrero, Bridget Herrin, Jason Schmidt, David Kendall, Marina Aminy, Gary Moser, JC Sales, Jory Hadsell, Susan Cheu, Bryan Miller, Bill Rawlings, Don Lopez, Kathy O'Connor, Sandra Morales, Elizabeth Long, David Martin

Overview:

- The meeting covered system-level technology support, Vision2030 to be rolled out and reviewed by end of calendar year, snapshot of CCCApply Task Force, Accenture work on Common ERP, and the current standing of the Course Exchange and yearly goals. A report out from SAC and items that may be brought to TTAC were discussed for future meetings, which included an ID Proofing timeline. Discussion ensued of moving forward with TTAC meetings either hybrid or zoom, perhaps alternating options.
 - ***Agenda Item Headings formatted in BOLD Italics***

Welcome

- New Member Intros

- Elizabeth Long attending in support of Course Exchange
- David Martin - new member CEOCCC
- Review TTAC Charge
 - Charter - document was shared pre-meeting, and it was noted that it is out of date. In the future we need to relook at this with leadership from co-chairs. This review will provide a fresh look at what TTAC is doing and how it relates to happenings within the system, including Vision2030. Review will include analysis of the organizations that focus on Tech and are not yet included, as part of a complete membership review.
- CO updates - these short updates will occur at each meeting to track progress on some systemwide initiatives. Intended to be quick regular updates rather than a long presentation. Discussion is allowed.
 - Vision 2030
 - Crafting of the new Vision is happening now, in the information gathering stages. Release schedule: Sept 2023 beta version going to BOG as an action item. Webinars have been and will take place for the remainder of this calendar year. Dec 6th will be year end reflection and close out the research piece. Jan 22nd final version of Vision2030 presented to BOG as a report.
 - Consider having TTAC review the final version and come up with a strategic plan to synchronize with the vision 2030 effort
 - CCCApply
 - Current process is to “Reimagine Apply”
 - Activities to date have included:
 - Detailed mapping to support baseline of application flow
 - Reached out with a survey to 72 districts - 141 respondents - 50% of colleges represented. Variety of college demographics
 - Interviews with respondents - in process
 - Task Force - kick off Nov 2023, Meeting monthly through May 2024
 - Deployment of “Reimagined Apply” is beginning of 24/25FY
 - Group question: Has there been analysis on what and when questions can be asked?

- Yes, review of questions is part of the Task Force process, with the key questions to be asked to get students enrolled.
- Common ERP
 - Overall effort focused on gathering data and info in three main areas - people, process, technology
 - Currently focus on people and process at this time
 - ERP survey response
 - 24 interviews with IT, finance, HR and SIS
 - Creating a contact list to interview from various constituency groups
 - 41 districts provided contacts, 529 total contacts received

ACTION ITEM:

1. Prepare TTAC Charter for revision in upcoming meetings.
2. TTAC to review final version of Vision2030 and propose a strategic direction for integrated technology so TTAC efforts are in alignment

Course Exchange

- Vision and current state
 - Launched about 5-6 years ago, allows students to find courses outside of home college - a shortcut to online courses
 - Helpful for colleges to fulfill enrollment management and recovery (FTES)
 - Incentivize students
 - Went over Key Performance Metrics (see slides)
- Actions taken (lessons learned)
 - Course Exchange implementations are highly customized by college
 - Acknowledged understaffed IT - with many competing priorities
 - Financial aid offices expressed concerns about workload and audit risks
- Goals for FY23-24
 - Increase to 115 colleges supporting
 - Increase to 65 teaching colleges
 - Increase to 15,000 cross enrollments

- Repurpose consortium committee to Teaching College User Group
- Resolve product and production errors, deploy advancements
- Release streamlined financial aid integrations and trainings
- Participants requested examples of larger tech infrastructure and their gaps.
 - If the course has a prerequisite, allow students to upload a photo of transcript to review - due to technology sometimes transcripts sit in a queue. The Course Exchange team has created a manual process to remind colleges to review. There is a lack of technology for automation.
 - Financial aid - teams have to manually review and approve and move through cycle
 - E-transcript gap dependent on SIS, which dictates level and cost for college to implement/develop data extract

Systemwide Architecture Committee (SAC)

- ID Proofing: Go live 12.1.23
 - Expect communication plan to go out in next week or two from CO
 - Members had a question(s)/concern(s) on rolling out ID verification. Does this mean added lead time for students? How will it be addressed for outreach programs? Have heard the selected tool is not ADA compliant. What about incarcerated students? How are they supported?
 - ADA compliance review/webinar waiting on final sign off. Should not be an issue
 - Student testing - foundation did validation testing on landing page language. Still reviewing process with survey. Overview will be part of upcoming webinars.
 - Time to complete - currently it takes about 4-6 min for initial sign on with ID.me. This is separate from the OpenCCC account creation process.
 - Students in special populations or with no ID available can opt out. Will not slow down the process. Workflow/language is being worked out.
 - Student services have been involved

- Can upload docs, video chat or select from in person options
- College pilot testing window scheduled for end of October to end of November - expect to see invitation to participate
- Foundation did some initial testing which was positive. Worked with prospective students and undocumented students who were able to complete faster
- IT/Tech staff impacts
 - What are colleges doing to attract talent for IT?
 - Look at remote work policies and continue with discussion at TTAC, possible recommendation to CO
- Change Control
 - What might this process look like for features and requests?
 - TTAC decide if they want to review or send to SAC for deeper dive

ACTION ITEM:

1. Review change control in further detail/meeting and decide how to proceed

TTAC Meeting Survey

- Survey overview
 - Some participants thought the hybrid meeting option was good, and that in person is better for discussing strategic goals. Requests were made for longer lead times for calendar invites - preferably with a schedule done annually.
- Meeting options include Zoom, in-person, and hybrid
- 2023-24 Meeting Calendar
 - Would like a retreat
 - Full calendar of meetings - hold the whole day for in-person options as needed, then it can updated as we get closer for zoom/hybrid meeting times
 - Perhaps hybrid 1-2 a year and zoom in between
 - One specific request for summer in person meeting

ACTION ITEM:

1. Draft a full year of meeting dates for calendar holds - Co-Chairs will be meeting to choose dates for the remainder of the year