

Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, April 4, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 10 voting members, 1 non-voting, and 11 guests, total of 22 attendees. (note: 8 voting members required to meet quorum)

Chairs (3)	Classified Senate (3)	Student Senate (2)
<input checked="" type="checkbox"/> Bruce Griffin (DO CTO) (non-voting)	Christina Davis (CC)	<input type="checkbox"/> Theresa Pedrosa (CC)
<input checked="" type="checkbox"/> Christina Davis (CC Classified Supervisory)	<input checked="" type="checkbox"/> Cathy Gould (DO)	<input type="checkbox"/> Heba Munad (LPC)
<input type="checkbox"/> Jeff Judd (LPC Faculty)	<input checked="" type="checkbox"/> Kat King (LPC)	Guests:
Administration (4)	Academic Senate (4)	Ann-Marie Fisher Kristen Whittaker
<input checked="" type="checkbox"/> Jonah Nicholas (DO)	<input type="checkbox"/> Mona Abdoun (CC)	David Reed William Kossow
<input checked="" type="checkbox"/> Sara Woods (ITS)	<input checked="" type="checkbox"/> Lisa Ulibarri (CC)	Rachel Ugale Erika Dishman
<input checked="" type="checkbox"/> Nathaniel Rice (CC)	<input checked="" type="checkbox"/> Carlos Moreno (LPC)	Trish Avila Chasity Whiteside
<input type="checkbox"/> Stephen Gunderson (LPC)	Jeff Judd (LPC)	Jennifer Farber ReVoyda Starling
College IT Managers (2)	Bargaining Units (2)	
<input type="checkbox"/> TBD (CC)	<input checked="" type="checkbox"/> Debbie Fields (FA)	
<input type="checkbox"/> TBD (LPC)	<input checked="" type="checkbox"/> Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:02am	
1.	Welcome and Quorum Check <i>For information: Quorum met at 9:02am</i>	
2.	Approve Today's Agenda (action item) Tim Druley moved to approve Cathy Gould seconded Agenda approved with 8 yeas/0 no/ 0 abstention	Approved
3.	Approve February 7, 2025 Minutes (action item) VC Jonah Nicholas moved to approve the February minutes. Tim Druley seconded Minutes were approved with 8 yeas/0 no/ 0 abstentions	Approved

4.	<p>Approve March 14, 2025 Minutes (<i>action item</i>)</p> <p>VC Jonah Nicholas moved to approve the February minutes. Tim Druley seconded Minutes were approved with 8 yeas/0 no/ 0 abstentions</p>	Approved
5.	<p>Fraudulent Enrollments <i>For information</i></p> <p>CTO Griffin provided the update.</p> <p>District ITS is working with N2N Services who make a product called Lightleap AI which is a tool that scans for fraudulent actors in three, soon to be four places. Lightleap AI scans applications before they register for classes as well as a module, we license that will scan class registrations. The AI tool will be able to identify a number of students in a class with sequential W numbers or several students with the same address or cell number in addition to other telltale fraudulent identifiers. The tool looks at financial aid and soon a fourth module that will be rolled out soon that will scan enrollments before they get into Banner. That module is important to us because it will prevent bad actors that are definitely fraudulent from even receiving a W number and consequently getting a MyPortal account.</p> <p>Lightleap AI does not eliminate the need for people to actually look at applications, it merely scores the application. Applications with a higher confidence score of being fraudulent or legitimate, we don't need to touch. However, there will always be a number of applications on the margin that will require a human to look at.</p> <p>It is important to reiterate that fraudulent enrollments are once again increasing. The hope was the more we cracked down on fraudulent enrollments, the bad actors would give up and move on but the fact it, the more we crack down, the more they try to find workarounds and that is bearing out with the number of applications coming through CCCApply. The state typically receives 3 million applications a year. We are on pace to double that for Spring 2025 alone as 3 million applications have been received for this semester alone.</p> <p>Lightleap AI also looks across multiple community college systems for patterns, not just for patterns at a college or Community College District.</p> <p>We need to understand fraudulent enrollments are here to stay. It is not going away because the rewards for the bad actors are too great. The pay day for them can be substantial which is why the more we crackdown, the more they will apply which is why the goal from a system standpoint is that this tool goes in front of CCCApply and N2N Services is working with the Chancellor's Office on that so that we can stay ahead of the game.</p> <p>This is no longer just a statewide issue but a nationwide issue for all schools who don't charge application fees which is the only way to stop it. If there's a \$40 administration fee, suddenly the 3 million applications into the system doesn't pan out anymore.</p>	

6.	<p>Accessibility Taskforce <i>For information</i> CTO Griffin provided the update.</p> <p>The Taskforce met on March 31. Among the topics discussed was Training. The state passed AB2821 requiring the State Chancellor’s Office to develop accessibility training by January 2026 and by July 2026, colleges must implement the training as part of their onboarding process on a regular basis. The State Chancellor’s office will be developing training materials for this.</p> <p>Another discussion topic was the work buy a group of outstanding volunteers who are building a district wide resource page that pulls data for content from across the district in a curated way. The page will allow us to point folks who are looking for various common resources to one place. The resource page will be reviewed by the taskforce before the May Technology Coordinating Committee and we’ll bring it back to this committee for review and feedback.</p>	
7.	<p>SSB9/MyPortal Updates <i>For information</i></p> <p>Kristen Whittaker, App Services Manager presented the update to the Committee.</p> <p>a. Enhanced Communication MyPortal Employee module goes live on May 1. Uma Nadkarni worked with that team yesterday and we’ll have new employee cards in MyPortal in the month of May.</p> <p>Current tasks App Services are working on:</p> <ul style="list-style-type: none"> • PRMG is currently redesigning the image on the MyPortal homepage where you logon and see the smiling students with orange and yellow colors. • ITS is working on Okta modifications of how we automate and clean up some account provision and have a workflow of the status of an employee or a student aligned with the policy of how long they can access MyPortal • ITS is also doing some research on additional delivered cards. <p>Class-Web Landing Page:</p> <p>Kristen Whittaker provided a demo of the new landing page for MyPortal/Class-web that is based on Tim Druley’s recommendations. This landing page has gone live and is managed by Amanda Pisani with Apps Services. Click here to view the landing page: https://banssprod.clpccd.cc.ca.us/</p> <p>Key takeaways from the demo are:</p> <ul style="list-style-type: none"> • The page has a banner at the top of the page that says, “This is a temporary page and will sunset on Monday, June 5, 2025 – when the only option to sign in will be through MyPortal. • CLASS-Web is on the right and MyPortal is on the left to help folks become accustomed to using MyPortal. • The links at the bottom of the page will go away on June 5 and App Services is working with the webmasters at both colleges on how they can host some information on a public facing page. We hope to be able to report in May about those solutions. 	

SSB9/MyPortal Updates (cont'd)

CTO Griffin asked about the functionality of SSB9 employee cards. Kristen Whittaker said ITS is not currently completely certain about the functionality as of yet but would be able to do a demo in the May TCC meeting.

Lisa Ulibarri (Chabot Academic Senate) raised the question of the timing of removing CLASS-Web during summer session as it could significantly impact students and faculty. Kristen Whittaker informed her that CTO Griffin has been sharing the date throughout various meetings and ITS has published the timeline for several months. Also, the date of June 5 had the least impact for all parties and PRMG will be alerting the community about those changes.

Kat King (LPC Distance Ed) asked if ITS could add an email option for faculty and staff on the homepage to enter HelpDesk ticket to make it easier to do so rather than having to log into ServiceNow. CTO Griffin said they can add an email option but the preference for staff to enter HelpDesk tickets is via ServiceNow as it allows ITS to measure a number of important metrics.

Kristen Whittaker also reminded the committee that MyPortal has a ServiceNow category faculty and staff can click on to enter a HelpDesk ticket.

MyPortal Resource Page:

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- As CLASS-Web sunsets, there is a need to have one location for information about common resources that is in a standard and consistent format. This resource page is District wide, and available on the district webpage. ITS asks that the colleges do not replicate or duplicate this page but direct their communities to this page.
<https://districtazure.clpccd.org/tech/myportal.php>
- Not Scheduled to move to MyPortal Log In:
Canvas: There is no scheduled timing for Canvas log in to be associated to MyPortal.
Employee Outlook Email: There is no scheduled timing for Outlook email to be associated to MyPortal.

In the April TCC meeting there was a question about a process to move an application through MyPortal and there is a formal process but we haven't determined where on MyPortal it should be posted. Tim Druley suggested adding a button to the main landing page, "Need Help Moving Your Application into MyPortal?" which Kristen Whittaker thought was a great idea and said the button would be added by the end of the day.

Kristen Whittaker reminded the committee that moving from CLASS-Web to MyPortal has been a two-year process and there are currently 29,000 people actively using MyPortal.

Instructional videos for student cards such as Registration, My Class Schedule, etc. will be released in July but we need to know what all the cards are going to be before making the videos.

Kat King (LPC Distance Ed) asked about scrubbing CLASS-Web from the various website pages. Tim Druley said he can run a report that will let know where CLASS-Web is mentioned and he will pull down instruction pages in pdf form but will rely on the district to send out an initial email to instructors to pull their instructional pages down that contain CLASS-Web instead of

	<p>MyPortal. His main focus will be Admissions, Financial Aid, and Counseling as that's where the majority of students go on the website.</p> <p>SSB9/MyPortal Updates (cont'd)</p> <p>Discussion ensued about scrubbing orientation letters and the like and other areas that may need to be scrubbed and edited by vendors.</p> <p>Kristen Whittaker informed the committee ITS was asked not to have this conversation until after summer/fall priority registration period happened because we didn't want to change any workflow of how people log in and get registered. Over the course of two years, ITS has been reminding end users (Financial Aid, Admissions, etc.) to be mindful of their catalog, schedule, etc. to use MyPortal rather than CLASS-Web.</p> <p>CTO Griffin suggested a redirect from CLASS-Web to MyPortal similar to what they did with Banner.</p>	
8.	<p>Adobe Cloud Storage <i>For information:</i></p> <p>There isn't cloud space for students. They have to purchase their own. Christy Davis (Chabot Distance Ed) suggested to Lisa Ulibarri (Chabot Academic Senate) to take this to Faculty Senate about the issues raised by Chabot faculty about the lack of student access to Adobe Cloud.</p> <p>CTO Griffin has already circled back with Thomas Dowrie (Chabot faculty). Adobe renewal doesn't happen until October which gives us some time to vet other options as according to Sara Woods (Network Services Manager) said Adobe Cloud for students is \$99 per student making the product cost prohibitive.</p>	
9.	<p>CVC/OEI Update <i>For information:</i></p> <p>CTO Griffin and Kristen Whittaker provided the update.</p> <p>Work continues on the technical side in order to get to user acceptance testing. Aside from financial modules in Banner, Registration is probably the most complicated process we run in Banner. CVC/OEI has provided strong project management with a clear roadmap and resources we need to be successful.</p> <p>Stacey Followill with App Services team had to rewrite priority registration to consider CVC/OEI students. The CVC/OEI project team is going to be working with A&R in the next three weeks on how to use the Banner screens associated with how they will support student registration. On May 6, ITS re-engages back into this project.</p>	
10.	<p>Electronic Timesheets <i>For information:</i></p> <p>CTO Griffin provided the update.</p>	

	<p>SSB9 has electronic timesheet functionality that will allow us to do timesheets. We need to verify that the functionality that's delivered in SSB9 works the way we need timesheets to work. Sometimes there's business rules locally that don't quite line up with what's available in the software.</p> <p>Electronic Timesheets (cont'd)</p> <p>Another issue is the payroll calendar is very strict. There are times when it is impossible to do anything other than get ready for W-2s or close the fiscal year, so we need to be able to line up both the functionality and availability for our friends in payroll.</p> <p>SSB9 is our first choice because it eliminates the need for double entry. The employee would enter their hours and payroll would check for errors. Any other option we go with such as using Adobe Sign or a third-party product will require double entry as they don't feed into Banner and with regard to a third-party product, will also require paying for the functionality twice; once with Banner and come with the third party that may or may not integrate with Banner. That leaves SSB9 as our first, best option when it comes online but we need to make sure we do it right because it does affect people's pay and nobody wants to get a paycheck corrected one way or the other.</p> <p>LPC does use a third-party product but the timesheets still have to be printed out and sent to payroll just like the paper timesheets and payroll then enters hours from LPC staff and faculty into Banner.</p> <p>ITS uses Adobe Sign to fill out and approve timesheets but they are also printed out and delivered to in person to payroll who then enters the hours into Banner. CTO Griffin mentioned that Chabot could use Adobe Sign as well but the timesheets would still need to be printed out and sent to payroll for entry into Banner.</p> <p>SSB9 timesheet module should be ready by Fall 2025, however there is a great deal of testing and training for ITS, Payroll, approvers and end users. In addition, every approver in every area at each college and at the district will need a proxy who approve timesheets in their absence (vacation, sick, etc.) So, there is a great deal of behind-the-scenes infrastructure that needs to be created and worked out before rolling this out to users.</p> <p>While SSB9 is on the ITS project list, the feasibility for the window of the payroll module is TBD for now.</p>	
11.	<p>District ITS News/Updates <i>Information:</i></p> <p>CTO Griffin provided updates for all of the below listed items.</p> <p>a. WICC (Winter Intersession Compressed Calendar)</p> <p>The technical environment should be done this month which fits our original timeline. This work is being done in a test environment unique to this project. Once this is completed, we can move on to verifying reporting still runs on the new term indicators. There are many processes that need to run with the new term indicators that may involve custom scripts that we've developed as well as getting the dates in and prepping that. To clarify, April does not mean we're done.</p>	

	<p>Once we finish, we roll right into Compressed Calendar with the new dates for that. Compressed Calendar is not as big of a lift for IT, but every course section has to be touched by a scheduler who will go in and change the dates on it, meaning it requires a lot of date entry.</p> <p>District ITS News/Updates (cont'd)</p> <p>It is important to note, this cannot be done by entering the info in a test environment and copying it into production environment. You actually have to set up the calendar or set up the schedule and start touching it in prod, live without a net.</p> <p>Stacey Followill with App Services will be testing the Banner Canvas sync for winter intersession to make sure students will be able to access Canvas during the winter intersession.</p>	
12.	<p>College Technology Committees News/Updates <i>Information</i></p> <p>a. Chabot College: CTO Griffin reported that Chabot IST is currently looking for the best way to appropriately analyze their Program Area Review Requests that come through IST and then push those through to the rest of the process ultimately through the FIT Committee and then for approval.</p> <p>b. Las Positas College No update</p>	
13.	<p>Good of the Order <i>Discussion:</i></p> <p>CTO Griffin instructed Ann-Marie Fisher to add the following agenda item for the May 2025 TCC meeting: Fall 25 -Spring 26 TCC Schedule to include offsets as a result for holidays (Veteran's Day President's Day Friday, and Spring Break).</p> <p>Kat King noticed if Zone Mail or Outlook will be added to Single Sign On and CTO Griffin said it is TBD at this point due to the high risk associated with doing so with personal email and frankly, he is leaning against doing so because if someone falls victim to a phishing attempt, the user will be giving away all their credentials including for MyPortal and Banner access.</p> <p>Kat King also asked about the upcoming Turnitin renewal and if we were not going to renew due to the increase in cost. CTO Griffin said the renewal at this point will go forward. While there are alternatives, they are not as good as Turnitin and Turnitin is offered through the Chancellor's office while the alternatives are not. Christy Davis concurred and added it was too close to the renewal date to get the faculty to test an alternative and make informed decisions on whether or not to renew Turnitin or go with an alternative. Also, changing would mean losing the database of all past papers and being able to compare them to current papers. That said, the Turnitin AI detector does not work as promised but it is not worth dropping either as it is still the best product on the market right now.</p>	

	Tim Druley moved to adjourn Cathy Gould seconded Meeting adjourned at 10:10 a.m. Future Spring 2025 Meetings: May 9 Future Fall 2025 Meetings: Sept 13, Oct 11, Nov 15, Dec 13	