Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, March 8, 2024, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 10 voting members, 1 non-voting, and 9 guests, total of 20 attendees. *(note: 8 voting members required to meet quorum)*

Chairs (3)	Classified Senate (3)	Student Senate (2)
☒ Bruce Griffin (DO CTO) (non-voting)	☐ Christina Davis (CC)	☒ Theresa Pedrosa (CC)
☒ Christina Davis (CC Classified Supervisory)	☒ Cathy Gould (DO)	☐ Brody Price (LPC)
☒ Tim Druley (LPC Classified)	☒ Scott Vigallon (LPC)	**Guests:**
Administration (4)	**Academic Senate (4)**	Ann-Marie Fisher Billy Delos Santos, Jr.
☒ Nathaniel Rice (CC)	☐ Mona Abdoun (CC)	Heather Oshiro Heidi Ulrech
☐ Stephen Gunderson (LPC)	☒ Lisa Ulibarri (CC)	De Ana Anderson Chasity Whiteside
☒ Kristen Whittaker (ITS) (non-voting)	☒ Carlos Moreno (LPC)	David Reed Adria Anderson-Kelly
☐ Sara Wood	☐ Jeff Judd (LPC)	AJ Malaca
☐ Bruce Griffin (DO)		
College IT Managers (2)	**Bargaining Units (2)**	
☐ Rahman Abdul (CC)	☒ Debbie Fields (FA)	
☐ Stephen Gunderson (LPC)	☐ Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:03am	
1.	**Welcome and Quorum Check** *For information*: **Quorum met at 9:05am**	
2.	**Approve Today's Agenda** *(action item)* Motion to approve by Theresa Pedrosa Seconded by Nathaniel Rice 6 yeas / 0 no / 0 abstentions	**Approved**
3.	**Approve February 9, 2024 Minutes** *(action item)* Motion to approve by Theresa Pedrosa Seconded by Nathaniel Rice 5 yea / 0 no / 1 abstention (Scott Vigallon)	**Approved**

4.	**Ongoing Project Review & Updates** *Information:* CTO Griffin provided the updated. CLPCCD will be part of the State Chancellor's office Security Penetration test in April. The State Chancellor's office will send a device to try to penetrate our network in order to see what they can get to. This also includes a security documentation review that will fully document what we're already doing. This test goes hand in hand with a pilot program which will provide a single place for documentation and findings to remediate any omissions we may have or address any issues. We hope to keep it beyond the pilot program as it will eliminate chasing multiple spreadsheets, making it a more efficient way to manage yearly security surveys. The other big project is the firewall replacement which is completed. Oracle Migration Project: A big thank you to Kristen Whittaker and her team. This project forced a lot of folks out of their comfort zone and they put their heads down and worked through some new technology we have not used before and it has been amazing to watch to see them do so successfully. The migration will take place March 15 – 18. This is the first planned outage during CTO Griffin's tenure, but we see it as an investment in eliminating a lot of those sources of downtime we've had in the past. Those who work on the backside of things will notice the improvement in the systems. Oracle is better at hosting servers than those who are currently doing so. That is not a slight against the folks that are currently do that for us. Oracle happens to have more people working on hosting our servers than we have at any given moment. Hosting servers is their specialty.	
5.	**Software Acquisition** *Information:* Kristen Whittaker presented the Software Acquisition form to the committee. The current process results in duplicating software purchases (two instances instead of one). We want to integrate a lot of software in MyPortal, but can only integrate one instance, not two. We also have a prioritization issue in that people go out and purchase software that has to integrate with Banner, so now, to install it, it goes into the queue of items to integrate into Banner. This ties us to another agenda item, the Technology Accessibility Task Force. From a security and accessibility standpoint, we need to do a much better job of reviewing software purchases. This will allow us to check the box for asking vendors if they have third-party vendor management security protection as we ask vendors for security documentation. From and accessibility standpoint, we need to make sure software is equitable for people with accessibility challenges prior to purchasing software. This form assesses software acquisition from a security perspective but also includes both colleges and the District. Also, this form was created prior to the creation of the Technology Accessibility Task Force, and we are happy to include an Accessibility Assessment to this form. Key Points of the form: • Submitter needs to provide information on how the software supports students and/or staff, the colleges/District mission and strategic initiatives, the colleges/District DEIA and Student-Centered Funding Formula (SCFF) metrics	

Software Acquisition (cont'd)

- Financial Assessment
    - Initial cost
    - Ongoing cost & funding source
    - CTO Griffin will take to SLT
- Technical Assessment
    - Who will manage the software: Vendor or ITS?
- Security Assessment
    - Insures vendor is HECVAT and FERPA compliant and our PI (personal information) is safe

Once the form is submitted, Kristen will take it to the management team and CTO. From there, Sara Woods and her Network Services team will assess security. Then, the Application Services team will assess compatibility with our applications and then the LPC ITS and the Chabot ITS managers will assess the software from the college end. We will share the Software Acquisition Workflow once its finalized so people can know what to expect and the steps involved with this form.

Following the presentation of the form, a discussion ensued corroborating the need for an Accessibility Assessment to insure compliance of HECVAT is adhered to. Regarding how DEIA and SCFF metrics are tied together, CTO Griffin assured the committee that when the form is taken to leadership, it would be helpful if the requestor presented at SLT and can provide quantifiable information to Leadership such as the idea of the software acquisition is to better advertise financial aid to students.

This form is not pass/fail but rather to be able to go to leadership and discuss what the software does, how it advances our mission at the District for accreditation purposes, and how it supports the colleges and the District's missions and strategic initiatives. Section B is accreditation focused and item 6 of Section B helps with SLT. This comment raised the concern that SLT will be more concerned with whether the software will enable the District to make money more effectively over software that supports student learning.

Meanwhile, the need for the form to be electronic for tracking purposes was mentioned and Kristen Whittaker and CTO Griffin were clear the form would likely be available digitally via Adobe Sign which has a built-in workflow and tracking ability.

Wing Kam suggested a separate worksheet should accompany the form to better capture the level of priority and priority assessment process.

Software
Acquisition Request

6.	**Technology Accessibility Task Force Recommendation (***action item***)** The committee reviewed the attached recommendation and after Scott Vigallon suggested item number three should be broadened to include any software purchase which Christina Davis supported. CTO Griffin that item three should be left as is but number four should be broadened, and Wing Kam suggested Software Acquisition should be added to item two. Changes to the recommendation were made in real time. Nathaniel Rice made a motion to approve as amended, Christina Davis seconded and the recommendation was approved with seven people voting yes, zero no votes. CTO Griffin will take the recommendation to the Chancellor and then to SLT. 📄 PDF Technology Coordinating Comm	**Approved**
7.	**MyPortal Update** *Information:* **No update was provided**	

8.	**Guided Pathways News/Updates**
	Information:
	   a. **Chabot College & Las Positas College**
	     Chabot College: Heather Oshiro provided the update. Chabot has embarked on a proactive campaign in anticipation of April priority registration. As registrations increase, drop-in appointments and ESARs increase as well. With our current campaign, we wanted to send emails to nudge students who already have an SCPA but to not yet have an SCPC to come in now and make an appointment. Heather reported she used CRM Advise for this and wanted to bring an issue to the attention of the TCC. Currently, only Zonemail is configured within CRM Advise and due to students mentioning they never check their Zone Mail, Chabot Guided Pathways is asking if personal email can be added to CRM Advise report for Guided Pathways.
	
	     Kristen Whittaker informed her the TCC that due to the fact MyPortal will have a Zone Mail card, it was decided personal email addresses would not be added to CRM Advise. Also, by only having CRM Advise, it supported the colleges to communicate with students via their Zonemail.
	
	     Lisa Ulibarri believes we are missing an opportunity if we do not allow for personal email however, CTO Griffin explained if personal email addresses are allowed as a communication tool between them and the colleges, students don't have a reason to log into their Zonemail on a regular basis and tend to forget their password thus creating an endless loop of password resets. Additionally, there is a FERPA issue because we cannot confirm if they have given up their personal email or someone has taken over their personal email and by using Zonemail, we maintain tighter control versus communicating with personal email.
	
	     Kristen Whittaker also pointed out, the ultimate solution will be getting everything into MyPortal and then they'll see their email via MyPortal when it becomes the exclusive place to log in.	

Lisa Ulibarri asked if there is an option to add text communication but that is harder to set up according to CTO Griffin.

Heather Oshiro asked if there was a more efficient way to send 2,000 students a mass email. She had to send the email in batches of 100 and is concerned she may be in jeopardy because of it.

CTO Griffin assured her she did it correctly to send in batches of 100 as it prevents logarithms (such as the Google's) from thinking she was up to no good and blocking them from being sent. The ultimate solution will be to get the communications plan together and David Reed and Kristen Whittaker and her team are working on getting that rolled out.

Heather Oshiro mentioned ESARs is in need of updating and not everyone who needs access has it nor does she know how to provide access, but she said they need to identify who can provide access and also figure out why ESARs is not working properly. She has looped in Chabot ITS but fears they do not have the bandwidth to fully resolve the issues and she wanted this opportunity to elevate the issue in this meeting.

Additionally, after Spring Break, they will have 30 – 40 students in the their lobby waiting for their appointments and was wondering if a system could be put in place which is similar to DMVs system which allows a person to check in for the appointment and then texts them when its time to be seen. This would allow the students to have 1 – 2 hours to go about their day as opposed to filling up the lobby of the counseling center.

CTO Griffin said they can address these issues (ESARs and text alerts for counseling appointments) in their meeting with Chabot ITS manager Rahman Abdul.

Las Positas College: No update
b. **District, CRM Recruit, CRM Advise, & Degree Works**
CRM Advise: CTO Griffin provided the update. Work continues on getting communications together. Smart Post is now activated which is the email tool that is used for that. Communications are really necessary if you want to start using case management and some other broader tools as well.

Work is also continuing on additional dashboards. CTO Griffin did not have details on the new dashboards, he did know the dashboard are starting to get much more program specific as well as rolling in one for Financial Aid and another for the EBCAN project.

Degree Works: CTO Griffin provided the update. The merger is underway. The vendor has a copy of the databases and is looking to merge them and there is quite a bit of work to do. It won't be as easy as hoped, but progress is being made as the work continues.
CRM Recruit: CTO Griffin provided updated. The team continues to work with Ellucian to look at the communication planning piece which is complicated, but is being worked on concurrently with communication plans with CRM Advise.

9.	**District ITS News/Updates** *Information:* CTO Griffin provided the update. ITS needs an updated technology planning and the hope is to have that to this committee for the April meeting. He will be reaching out to the colleges as well for updates to their plans. This is merely an update, not a formal creation of a plan so aside from making a presentation, we likely won't need to run it through shared governance.	

10.	**College Technology Committees News/Updates**
	 Information
	     a. **Chabot College:** CTO Griffin provided the update. Chabot Technology Committee did meet and have started their prioritization stamps process as well as continuing to review some products from vendors, particularly one that deals with automating some of the grading process as well as integrating that with Canvas. After a product review, the committee had some questions as to whether it was a good fit.
	
	     b. **Las Positas College** Tim Druley said there was nothing of note to report.	

11.	**Open Discussion** *Discussion:* CTO Griffin wants an item added to next month's agenda: Academic Integrity with AI. He is working with a faculty member who is doing some work we want to share and discuss where we might go with regard to next steps as students continue to leverage AI in their studies.	
12.	**Good of the Order** *Discussion:* Kristen Whittaker asked everyone to use ServiceNow to put in tickets for ITS. ServiceNow allows for tracking and insures tickets are routed to the correct person. Christy Davis asked if we could make the recordings of the TCC meetings public and CTO Griffin didn't see a problem with that.	
	Meeting Adjourned at 10:21am with a motion by Theresa Pedrosa, second by Nathaniel Rice. 6 affirmative votes, 0 no votes, and 0 abstentions. **Future Spring 2024 Meetings: May 10** **Future Fall 2024 Meetings: Sept 13, Oct 11, Nov 8, and Dec 13**	