

District Technology Working Group Notes

Present: Jenni Abbot, Jennifer Ahlswede, Al Alt, Nancy Backlund, Patrick Bettencourt, Kelsie Bonavia, Ryan Brady, Arnold Chavez, Roger Clague, Shawna Dean, Juan Garcia, Margo Guzman, Michael Leamy, James Palmer, Joe Macklin, Joshua Sigman, Trevor Stewart, James Thomas, John Zamora

Absent: Joshua Brown, Melissa Colon, John Black, Cynthia Fuhr, Michael Garcia, Brian Greene, Fred Grolle, Ryan Guy, Josh Hash, Lisa Husman, Terri Isaman, Leslie Michtavy, Patrick Pimentel, Sr., Melissa Raby, Marnie Shively, Michael Smedshammer, Henry Yong

I. Welcome (Roger Clague)

II. Recap of April 17, 2018, Meeting (Roger Clague)

Roger used the input gathered from the last meeting for the District Technology Plan. In the Technology Plan, we hope to centralize software products and place a greater focus on teaching and the classroom. We desire to develop partnerships with instructional areas as we investigate educational technologies together.

The new funding formula brings a positive outlook for YCCD, including COLA and additional funding for the District. More information regarding the new funding formula will be available in September. Funding will be based not just solely on FTES, but also on completion rates and basic aid needs.

Both outgoing presidents discussed with the Chancellor's Cabinet the desire to revamp our web presence and develop one theme for both campus websites and District website.

III. Report-out from IT Management

Ryan Brady reported out on behalf of Josh Hash noting that the Active Directory and Single Sign-on project is in process of being rolled out to student computers on Columbia's campus. There are over 100k active student accounts in Microsoft. Starfish has gone live with a soft-rollout and is currently in use by faculty and counseling areas – students can log-in. Developing multiple-measures is underway and a form is being designed to allow students to self-declare their academic progress. Year-end technology purchases included 205 microcomputers and several hundred upgrade kits for student and employee computers.

Joe Macklin reported there are regular meetings being held for the Starfish project, of which YCCD has officially taken over responsibility. There was a Softdocs training last week for workflow and forms creation so integration requests for this project are soon

coming. Sars Grid will be upgraded to Sars Anywhere mid-August. Training will be held on July 31 for the various users. Updates to eLumen are being done. Changes to Class Search are coming and will be modernized to be more mobile friendly, with an estimated completion sometime next year. Single Sign-on is in the planning phase. EMS migration will be happening in September. Multiple-measures is in progress and currently waiting for the colleges to respond with how to move forward. Self-service is under review as WebAdvisor will be end-of-life in December 2021. HR and Finance will go live first, then student after.

James Thomas reported updates for Technology Services at MJC which included 180 computer upgrades over the past two and a half months, with 140 to go.

Margo Guzman reported input is being gathered for a revamp of the SysAid ticketing system. The HelpDesk phone tree will be revamped and launched in August to minimize wait time. The knowledge base in SysAid is growing so individuals can look up how to fix issues themselves.

Shawna Dean is currently preparing an economic impact study report for submission. There will be fifteen new data elements to be included in MIS reporting coming in August.

Jeff Swank reported his entire staff attended an AV associate course to provide every technician a similar foundation. Digital signage project is completed and they are currently researching a unified solution to provide same content on all displays. Eight classrooms have been upgraded. Juniper is scheduled to reopen in October, for which AV plans are currently underway. The Media team is currently recruiting to fill Debbi Partridge's vacancy.

IV. Wait-listing

The discussion of how wait-listing at the colleges continues and a decision needs to be made on the process. Once the colleges agree on a process, IT can help implement the changes and teach the colleges how to manage the process and make changes to it themselves.

V. Total Cost of Ownership – Breakout and Report Back

Roger reviewed the TCO document with the group and noted that whenever possible, industry standard is used as a baseline for the data included in the report. The group broke into sub-groups to discuss the various sections of the document and to report back to the greater group their thoughts on the sections for hardware, software, audio video, and technology.

The hardware group discussed what IT needs to provide to the District, such as uptime, bandwidth, replacement cycle, etc. The software group discussed on premise versus cloud-based software solutions, cost of integration, defining enterprise software, etc. The audio-video group discussed training, classroom and instructor support, integration with IP based media, replacement cycles, etc. The technology group discussed the upgrade

and replacement cycles for hardware, standards, maintenance of computers, etc.

VI. 5-year Replacement Cycle – Breakout and Report Back – tabled

VII. Other

Trevor Stewart noted a regular update would be beneficial to receive to keep the campus up to date on the status of IT projects. Roger responded that we will likely move forward with a pull approach where information regarding IT projects is made available and can be reviewed when desired.

Al Alt provided the group with an update on the pool incident and noted that training is needed to show how the use of OneDrive and other online resources would minimize the need to access computers in offices in times of closure or emergency.

Lue Martin wrapped up our time with a presentation on IT training. She surveyed the district on types of trainings they would like to receive, and provided data on the responses. The college technology committees will prioritize the trainings for their campuses.