Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, April 14, 2023, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 9 voting members, 3 non-voting, and 8 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)	☐ Rachel Ugale (DO)	☐ Vacant
☒ Bill Komanetsky (LPC Faculty)	☒ Scott Vigallon (LPC)	**Guests:**
Administration (4)	**Academic Senate (4)**	Ann-Marie Fisher Theresa Fleischer-Rowland
☒ Nathaniel Rice (CC)	☐ Miguel Colon (CC)	Cathy Gould Heidi Ulrich
☐ Stephen Gunderson (LPC)	☒ Lisa Ulibarri (CC)	Chasity Whiteside ReVoyda Starling
☒ Kristen Whittaker (ITS)	☐ Carlos Moreno (LPC)	Nadiyah Taylor Kristy Woods
Bruce Griffin (DO)	☒ Jeff Judd (LPC)	
College IT Managers (2)	**Bargaining Units (2)**	
☒ Sara Woods (CC)	☒ Debbie Fields (FA)	
Stephen Gunderson (LPC)	☒ Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:02am did not meet quorum but recorded for informational purposes.	
1.	**Welcome and Quorum Check** *For information*:	
2.	**Approve Today's Agenda** Nathanial Rice motioned to approve President Pedrosa seconded 8 yeas /0 nos/ 0 abstentions	**Approved**
3.	**Approve March 10, 2023 Minutes** Motion to approve by President Pedrosa Seconded by Nathaniel Rice 7 yeas / 0 nos / 0 abstentions	**Approved**
4.	**Hyflex Class Overlaps** *Discussion:*	

	a. Impact of students choosing to attend Hyflex classes asynchronously online & can this be mitigated by having Class Web/MyPortal handle this? This topic will be discussed with Admissions & Records in their May ARBUG meeting.	
5.	**MyPortal Update** *Information:* Kristen Whittaker provided the update. Student Go-Live had some snags. Gmail only allows for 2,000 messages and the District has 18,000 students which slowed things down. Okta had a technical glitch which also slowed the roll-out. Okta is currently working on a resolution. Response rate has of those who have activated their MyPortal account has been ~25% which is 910 of the 3,000 activation messages that were sent out. Half of those invitational messages were staff & faculty and the other half were students. Lisa Ulibarri mentioned that after 11pm, there is no way to access class listings on either college site. Instead of the homepage appearing, a message says the page is unavailable. CTO Griffin said it will be looked into and if data is available, a card could be created. Nathaniel Rice asked what the process is for creating cards. CTO Griffin and Kristen Whittaker said there will eventually be a user group. At this time, there is not an ETA on when students will access their email via MyPortal. Lisa Ulibarri suggested distributing verbiage that students will eventually be able to access their email via MyPortal.	
6.	**Ongoing Project Review & Updates** *Information:* **a. IT Staffing Benchmarks** CTO Griffin the benchmarks are based on a TCO (Total Cost of Ownership) model. The model dictates staffing based on hardware and software. There is a certain number of staffing that are generated by the holding or managing x-number of servers, x-number of network connections and for each of those pieces of equipment we add up all of that for the recommended number of staffing which we've never been able to reach before. The current TCO has some issues. An example is hardware is more efficient to manage. An example of that is virtual servers. In a virtual environment the staffing needs change which causes some issues with our current TCO. In an effort to fact-check the TCO, CTO Griffin turned to Educause who have their own metrics that they publish. Educause base their counts on what they call "Central IT". To ensure the comparison was apples to apples, CTO took a conservative approach at who CLPCCD calls "Central IT": Distance Ed, Web Development, Network Services, CTO Office, LPC Technology, and Chabot Technology. We're at a total of 42 central IT staff. The range of staff across the respondents was anywhere between 4.4 and 6.9 staff per 1,000 FTES which included faculty and staff as well as students.	

	When we add faculty and staff to our students, we're at ~15,000 FTE which yields a 66-person central IT department which gives us a variance of 24. Due to the financial situation and declining enrollments, it is unlikely we will add 24 staff to ITS staff across the district. However, this is an important benchmark to look at when we think about our staffing shortfall regarding the ability to respond to projects, keep the lights on and take on new activities such as bringing on new buildings, not having a dedicated staff for data security, support for the CRM, Advise, and Recruit models. Please click here for details of Educause Central IT:. https://www.educause.edu/research-and-publications/research/analytics-services/it-spending-and-staffing-interactive-almanac	

7.	**CVC/OEI Exchange Update (CTO Griffin, Christy Davis, Scott Vigallon)**
	Information:
	    Course Finder Project is live at Chabot and in good shape.
	
	    Teaching College is next. Open seats are available statewide allowing students from any California Community college can enroll in our district and vice versa without having to go through the application process. They'll just be able to click and enroll in our classes. This will involve every department from ITS, Counseling, Financial Aid, etc. The next big technical piece of this is Super Glue which is the interface between CLPCCD and the state primarily with BANNER.
	
	    We need to start thinking about the marketing of this. The headwind is we are not allowed to market to other students outside of our colleges. The upside is when an out of district takes our classes, we get the FTEs for that and a little more revenue.	

8.	**Guided Pathways News/Updates**
	Information:
	    a. **Chabot College & Las Positas College**
	        Chabot College: no update
	        Las Positas College: Kristy Woods said they are focused on AB 7055 1705 928 task force working on compliance along with C Equity plan for the upcoming 5 years. Working on our phased in approach to be thoughtful and streamlined with our communication flow plan. We are applying for the Institutional Effectiveness grant again as well as the HSI grant.
	
	    b. **District, CRM Recruit, CRM Advise, & Degree Works:**
	        CRM Recruit: It is up and some of its features are running. There are more features that we're going to want to turn in but also need end user community to be more firmly develop given the Kennedy & Company enrollment management study which will require some changes to approach or business processes that will need to be folded in to CRM Recruit. The timeline for Recruit is June which follows CRM Advise going live in May.
	        CRM Advise: It will be up and running in May and kudos to Kristen and her team for making great progress in a short amount of time since Kristen joined CLPCCD.
	        Degree Works: We have funding to merger the two instances of Degree Works which will allow us to integrate Degree Works with MyPortal and CRM Advise. The merge will also help us with our EBCAM and Agile Network work more closely the business processes at Cal State East Bay. The merge will include an upgrade with new features such as the ability to print student ed plans.	

9.	**District ITS News/Updates** *Information:* All news/updates were discussed earlier in the meeting. CTO Griffin asked if there were any questions, hearing none, we moved on to the next agenda item.	

10.	**College Technology Committees News/Updates**
	Information:
	   a. **Las Positas College & Chabot College**
	      Las Positas College update provided by Tim Druley: LPC and District website servers now have SSL cert. We are now fully compliant with Google regarding https. The sites have a redirect right now because they are still on the old server, bet the cert is working. If you manually type in https on the URL, everything works great, OMNI is working great and nothing got shut down. Thanks to Stephen Gunderson and Bruce Griffin for their support and assistance.
	
	      The LPC online catalog is live now. Craig Kutil and Danielle Banuelos worked an enormous amount of overtime hours as well as went above and beyond their own job duties to make this happen and their efforts are greatly appreciated.
	
	   b. **Chabot College**: CTO Griffin provide the update. While he has not been able to attend their tech meetings, he informed the committee Chabot continues to work on the Student Printing Project as well as program review requests and prioritizing those from a technology standpoint. Nathaniel Rice added the Chabot Tech Committee is considering another Green demo and also looking at DSPS products and tools.	

11.	**Good of the Order** *Discussion:* Ann-Marie Fisher reminded the CTO that we need to discuss future fall 2023 dates and CTO Griffin. At the next meeting, this committee needs to vote on whether to meet either in November or December or keep both meetings.	
	Meeting Adjourned at 9:48am with a motion by Nathaniel Rice, second by Theresa Pedrosa. 7 affirmative votes, 0 no votes, and 0 abstentions. **Future Fall 2023 Meetings: Sept 8, Oct 13, Nov 17, Dec 8**	