

Santa Ana College
Technology Advisory Committee (SACTAC)
September 26, 2019; Room S-215
Minutes

1.0 Call to Order

The meeting was called to order at 2:30 p.m.

2.0 Introductions

Committee members introduced themselves. Michael Hoang is the new SAC Director of Academic & End User Support and Juan Briseno is the Associated Student Government (ASG) Representative.

3.0 Approval of the Agenda

The committee approved the agenda.

4.0 Approval of Minutes from May 23, 2019

The committee approved the minutes for May 23, 2019

5.0 Public Comment

Jesse Gonzalez introduced Jorge Forero who will be attending the SACTAC meetings to help with the continuity of technology plans and transition of ITS.

6.0 SACTAC Co-Chairs

Susan Hoang will continue to be the faculty co-chair. John Steffens will be the new administrative co-chair replacing Jim Kennedy.

7.0 Director of ITS Priorities initial observations

Michael Hoang presented his initial observations. The following are two observations although he is still gathering information. There is a need for an overall IT service management system and need for a better operating system and software management.

8.0 Update Computer Replacement

Instructional (classroom) computer replacement totals are 183 out of 285 complete which is 64% complete. Non-instructional computer replacement totals are 54 out of 220 complete which is 25% complete. The goal is to be 90% complete by 2020. Jim Kennedy mentioned that laptops need to be considered in the computer replacement plan. Also, updates on computer replacement should be a standing item.

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9.0 Overview of Team Site

Susan provided an overview of the Microsoft team site. Committee members were encouraged to use the team site to post SACTAC initiatives and goals.

10.0 What initiatives would you like SACTAC to consider this academic year?

SACTAC goals and initiatives will be discussed at the next meeting. Juan Briseno does not have access to the team site at the moment. He mentioned having tech support for night students and making students be aware of all tech support such as MS365.

11.0 Future Agenda Items

- What is the future of the “H” Drive. Do we keep it? Use this group as a pilot?
- Review of our tech support services including hours of services, services, student helpdesk and location. Use marketing outreach to make students aware of tech support.
- Student online orientation
- John Tran to submit a specific list of classrooms that need DSA approval using FMR process. Jim will bring this to Planning & Budget.