

Santa Ana College
Technology Advisory Committee (SACTAC)
December 12, 2019; Room F-126
Minutes

Attendees: Juan Briseno, Dane Clacken, Jodi Coffman, Tammy Cottrell, Irene Glomba, Jesse Gonzalez, James Hester, Michael Hoang, Susan Hoang, Jim Kennedy, Cherylee Kushida, Jose Lopez Mercedes, Becky Miller, John Steffens, John Tran, Pilar Traslavina

1.0 Approval of the Agenda

The committee approved the agenda.

2.0 Public Comment

There was no public comment

3.0 Approval of Minutes from October 24, 2019

The committee approved the minutes for November 14, 2019

4.0 Suggested Goals for the Committee

- Establish a strategic planning workgroup for the purpose of drafting the next integrated technology plan – John Steffens
- HDMI cable installed with new projector by end of the year – John Tran
- Fully mediate the campus – Jim Kennedy
- Create collaborations with other departments – Susan Hoang
- Needs assessment for student technology needs – Irene Glomba
- Student Resource page – Juan Briseno
- Have a specific message about technology for students
- Gain an understanding of the student experience
- Advertise “Did you know about...” tech items – Jody Coffman
- Create an accessible workgroup

5.0 User Experience Spotlight

The committee was asked to participate in an exercise. Members were asked to put themselves in student’s shoes and find technology support for students on the SAC website. Students have to enter Student Help Desk in the search box to obtain information on student technology help. Please send John Steffens any feedback.

6.0 Reports

- a. SAC ITS Organizational Changes – Michael Hoang
Michael presented on ITS Organizational changes. One of the techs from SCC is coming to SAC. Also, SAC ITS will be using a Shared Support Model in which technicians will be cross trained to work at alternate locations.
- b. Library Services Platform – Susan Hoang

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- The library services platform is migrating and a new platform will go live next week.
- c. Self-Service – John Steffens
There is a plan to automate student drops on this system, but there may be a time delay in the drop. Also, Self-Service will have the ability for students to report preferred pronouns, chosen name and gender identity. However, it is undetermined which of those elements will be available on the class roster.
 - d. Starfish – John Steffens
Starfish is a student success platform that has an Early Alert Module to catch At Risk Students. It was approved by the Board of Trustees on Monday. Starfish is supported by the Chancellor’s Office and we are the 45th college to use the system.