Santa Ana College
Technology Advisory Committee (SACTAC)
September 24, 2020, Zoom
Minutes

Attendees:  Dane Clacken, Jodi Coffman, Dori Dumon, Irene Glomba, Jesse Gonzalez, Michael Hoang, Susan Hoang, Donna Khalid, Annie Knight, Cherylee Kushida, Jose Lopez Mercedes, Monique Moreno, John Steffens, Mark Turner

1. Approval of the Agenda
   It was moved by Jose Lopez Mercedes and seconded by Dori Dumon to approve the agenda.  The motion carried unanimously.

2. Approval of the Minutes from August 27, 2020
   It was moved by Mark Turner and seconded by Cherylee Kushida to approve the minutes from August 27, 2020 with edits.  The motion carried unanimously.

3. Public Comment
   There was no public comment.

4. New Business [action]
   a. Computer Replacement Funding Proposal – Michael Hoang (10 mins.)
      Michael presented a Computer Replacement Funding Proposal for 2021-2022.  Five-year-old computers should be replaced soon.  Some of the faculty and staff computers are older than 5 years. The count of computers include desktops, laptops, apple computers, high-end engineering computers and laptops, iPads and other electronic devices.
      Total count of computer replacements and costs are the following:
      Instructional Desktops:  341 - $723,501
      Instructional Laptops:  92 - $176,441
      Total of Instructional Desktops/Laptops:  433 - $899,942
      Non-Instructional Desktops:  51 - $42,266
      Non-Instructional Laptops:  55 - $83,944
      Total of Non-Instructional Desktops/Laptops:  106 - $130,210
      Grand Total:  539 - $1,030,152
      It was moved by Jodi Coffman and seconded by Mark Turner to forward proposal to Planning and Budget committee for consideration.  The motion carried unanimously.

   b. Student Help Desk Funding Proposal – Monique Moreno (10 mins.)
      The Student Help Desk is located in the library and is currently working remotely. They provide help to students in the areas of Digital Dons laptop loans, Microsoft Office 365 installation, SAC email accounts, WebAdvisor, SAC mobile app, Cranium Café and more.

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There is a huge need to provide technology help to our students.
They are short-staffed; during the spring 2020 term, they had 8 student workers and now they only have 4. They are requesting a $18,480 funding to hire 2 more student workers to cover the evening shift and the weekends.
It was moved by Jose Lopez Mercedes and seconded by Dori Dumon to approve Student Help Desk Funding proposal. The motion carried unanimously.

c. Library Services Platform Funding Proposal – Susan Hoang (10 mins.)
Funding proposal for up to $60,000 to renew a contract for the library service platform; Integrated Library system. System will allow to search for library materials, as well as student's information. Students would also have access to the system. Federal CARES Act funds should be available; current contract ends December 31st.
It was moved by Cherylee Kushida and seconded by Jose Lopez Mercedes to send funding proposal to Planning and Budget for consideration. The motion carried unanimously.

d. SOP for Web Accessibility Issues: Notification & Content Removal – John Steffens (10 mins.)
The recommendation for SOP webpage is to notify the webpage publisher and give a period range of 7 to 10 days to correct the issue; if the issue has not been resolved during this time period, then the content in the webpage would be taken down.
A notification will be sent to the web editor via email. Support from Administration is greatly needed to help enforce this issue.
It was also suggested to implement a mechanism to track down these notifications, so data can be collected.
It was moved by Mark Turner and seconded by Irene Glomba to approve this recommendation. The motion carried unanimously.

5. Reports [information]
   a. Accessibility Workgroup – Mark Turner (5 mins.)
   - Group met Sept 16th
   - Representation from SAC Distance Ed, CEC Distance Ed, CEC Faculty, District ITS, Library, Professional Development
   - Jose Lopez Mercedes requested a member to lead the Task Force
   - Discussed priorities/scope
     o Identified a variety of priorities including needs assessment, awareness, tools, training, tracking, and enforcement
     o Scope needs to include, at a minimum Web, Instructional Materials, and Procurement

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- o Determined that administrator support is key to truly drive institutional change. Undecided regarding level (Dean?) but needs to have decision authority to champion change (e.g. policies, purchases, reporting).
- Discussed original goals from first/only meeting in Spring
  - o Goals: Canvas shell, web guidelines, DE trainings, DSPS student involvement, and library of accessibility resources (templates, video tutorials, webinars, etc.)
  - o Status (web): Some trainings for web authors did occur but weren't continued. One member added that departments don't seem to have a designated person to correct issues. Mark Turner noted that many of the issues listed on the SiteImprove auto-generated report continue to be non-actionable by department.
  - o Status (procurement): ITS does conduct VPAT reviews but does not conduct validation testing.
  - o Strategy: The culture / resource limitations of this campus support a mentor approach (train the trainer). This will be used with the upcoming Word and PDF accessibility trainings.
- Mark offered to distribute documentation regarding the CSU's Accessible Technology Initiative implementation based on his years at the CSU Chancellor's Office.
- Group agreed to a twice/monthly meeting schedule Wednesdays at 11am for now. Mark Turner agreed to lead this Task Group for this year.

b. Student Help Desk – Monique Moreno (5 mins.)

The Student Help Desk is working on getting 200 more laptops for next year's Digital Dons laptop loan program.

c. Distance Education – Cherylee Kushida (10 mins.)

- 259 instructors needed to complete the Remote Instruction Certificate, 243 of these instructors have completed it and the other 16 are on their way to completing it.
- From Fall 2019 to Spring 2020 SAC has had an increase of 5% in their online course completion and success thanks to the usage of the SAC Online Teaching Certificate program.
- Cherylee thanked this committee for their support on these training efforts.

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d.  Student Information Support – John Steffens (5 mins.)

    Starfish is live now.  The system allows faculty to trigger early alerts and identifies the at-risk students to provide them support.  100 members of faculty have used the system so far, and 100 kudos have been sent to students.

e.  Information Technology Services – Michael Hoang (5 mins.)

    The overall completion of computer replacements is 48%.

f.  Mediation (5 mins)

    There was no mediation report.