Santa Ana College
Technology Advisory Committee (SACTAC)
October 22, 2020, Zoom
Minutes

Attendees: Dane Clacken, Jodi Coffman, Tammy Cottrell, Dori Dumon, Jesse Gonzalez, James Hester, Michael Hoang, Susan Hoang, Cherylee Kushida, Jose Lopez Mercedes, Claire Lyle, John Steffens, Mark Turner

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

2. Approval of the Minutes from September 24, 2020
    It was moved by Mark Turner and seconded by Tammy Cottrell to approve the minutes from September 24, 2020. The motion carried unanimously.

3. Public Comment
    There was no public comment.

4. Old Business – Susan Hoang and John Steffens [information] (10 mins.)
    a. Computer Replacement Funding Proposal
        The Planning and Budget committee had many questions regarding this proposal and no action was taken. Dr. Hoffman was not in attendance to this meeting and this may have contributed to the reason why no action was taken. The committee would like to differ this proposal to later.

        Michael put together a proposal for a million dollars besides the hundred thousand dollars already allocated to this proposal.

        There is already an established standard at the District in regards to computer replacement cycles. John, Michael and a couple of other people mentioned how important it is to have something in place because if not we would just keep getting behind. This is an ongoing discussion.

    b. Student Help Desk Funding Proposal
        Same as with the other proposals, the Planning and Budget committee had questions in regards to this proposal and no action was taken.

        The Student Help Desk proposal was funding for less than what they had last year. Susan and John were trying to augment what they were funding for this year to offer some more evening hours so that it is beneficial to students.

    c. Library Services Platform Funding Proposal
        One of the major questions was to why the amount for the Library Service Platform was so high when the FTEs are not as high as some other colleges. Unfortunately, the State data

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doesn't match the numbers SAC submits to the Chancellor's office from the previous year and there's never an explanation for the discrepancy.

After the Planning and Budget meeting Susan found out the Library Platform was being funded $440,000 from the Academic Senate for Community Colleges (ASCCC) and that lowered the amount needed to $37,000.

The Library Service Platform is a subscription service, without paying the invoice the system cannot run. The State's advice was for SAC to provide the funds from the CARES Act funding. Susan will be contacting Dr. Hubbard, the person responsible for the CARES Act funding. This is an ongoing conversation as well.

Hoping to continue these conversations and for the proposals to be on the agenda for the next Planning and Budget meeting and to get at least some of these proposals funded, especially the Computer Replacement fund.

5. Reports [information]

   a. ASG Student Technology – Claire Lyle (5 mins.)

   Claire Lyle introduced herself to the committee. She is the Senator for Sciences and she will be participating in this committee as well as participating on the Planning and Budget committee. At the last ASG meeting, she mentioned to the Legislative branch about the computers hopefully being replaced. She asked the Senator for Engineering to inquire from his constituents to see if their computers are running well or if they could benefit for them being replaced. ASG is interested to learn more about the Student Help Desk and the kind of populations it benefits.

   b. Accessibility Workgroup – Mark Turner (10 mins.)
   - Group is convening bi-weekly instead of once a month.
   - For the last two meetings the group has been refining their Needs Assessments. This document could be found in the TEAMS site. Working on putting together the list, identifying issues, identifying how to operationalize them or writing comments about them and setting priorities. Web offering is one of the biggest areas in terms of exposure and need. In terms as leadership and collaboration, it is important to have an administrator dedicated to driving this area, pushing us forward, providing resources and accountability. A process is also needed to track and measure accessibility progress.
   - Group has invited Thurman Brown from the Web team at SCC to attend the next Accessibility Workgroup meeting.

   c. Student Help Desk – John Steffens (5 mins.)

   Monique Moreno and John Steffens met with Madeline Grant and some members of her division to see if they could set up an internship process to get students to work at the Student Help Desk in a way that would not require funding through Planning

and Budget. This could be beneficial for those programs under Madeline's division that are looking for internship opportunities for their students and it can also be a way to continue having workers at the Student Help Desk as well as supporting students that have technology issues.

One other option mentioned was that students could sign up for a one unit of cooperative work course with internship. The idea is that they can satisfy the internship requirements for the first unit but they can continue working at the Help Desk by signing up for additional units. It is important to set up the application process correctly and to communicate to students that this is not only an internship but also an opportunity to get real world work experience that they could add to their resume.

d. Distance Education – Cherylee Kushida (5 mins.)

Cherylee's department is currently working on Quality Online Courses. She showed the committee how SAC participates in the CCC CVC – California Virtual Campus Consortium (cvc.edu/online-courses). The CVC OEI was created to help students throughout the CCC take online classes and finish their certificate or degree online.

Colleges could earn the following five badges: Online Tutoring, Online Counseling, Quality Review, Student Readiness Support and OEI Consortium. All SAC online courses have a minimum of four badges.

If a college does not have any online courses of its own then, the colleges with the most badges show up first when students search for online courses and that is why badges are so important. Our college would always want to come up on top at the search, whether it is our own student searching or it's a student from another college.

The next step would be for all colleges in California to have direct registration at the CCC website so students do not have to get in and out of websites to register for online classes.

e. Student Information Support – John Steffens (10 mins.)

Starfish it's a student success platform that replaced "Early Alert" for faculty and "WebAdvisor." The system has allowed the success team with Guided Pathways to see a holistic view of our students and as a result, help can be provided.

The second progress survey went out to faculty this week and responses are already being collected. One of the feature of the system, besides alerting staff to a concern is that faculty can also provide positive feedback to students in the form of kudos. Over a thousand kudos have gone out to students and several hundred flags have

been raised for academic concerns. Also working on validating all data embedded into the system

Working closely with Research to build out a predictive analytics module that will help identify students that need extra intervention or might be considered at a high risk. Moving forward into the next semester with this module.

Canvas integration and Student Interface will be worked on next. Right now, only faculty and staff are using the platform but there is a student interface in the system where students can get in and raise their own hand to request help or creating their own educational success plan.

Web Redesign – the website has a design proposal ready but are waiting for a quote to come back from the vendor so a request for funding can be submitted to the District for redesigning and implementing this new design. Funding doesn't look good because of the budget but the team is already discussing on alternatives.

f. Information Technology Services – Jesse Gonzalez (10 mins.)
   i. VPAT Evaluation Overview
       VPAT (Voluntary Product Accessibility Template) is a document where manufactures in technology products state how accessible their technologies are. The document talks about specific levels of components in terms of disabilities (vision, hearing, speech, motor skills, cognitive impairments). VPATs also cover and establishes guidelines websites or webpage applications on how a website should be design for accessibility.

       The Web Content Accessibility guidelines (WCAG) uses the same principle as the VPAT to insure that people with disabilities are able to access products, systems or applications.

       There are two major sections in terms of federal law to comply with:

       Section 504 largely deals with facilities, ramps, accessibility to wheel chairs and things to that effect where physical access is required. It also ensures that people with disabilities are provided accommodations to the same extent as to people without disabilities.

       Section 508 deals with technology and is a little more strict. It asks that we as an institution purchase products that are as accessible as possible to ensure we are not putting some of our population at a disadvantage.

       A few years back purchasing started requesting VPATs from vendors when technology products were purchased.   ITS started assessing, reviewing, approving, disapproving, providing recommendations and keeping record of what is allow and not allowed in terms of technology purchases.

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Many times, VPATs are a foreign concept to vendors; other times, they are working on producing one. On top of that, ITS is not only dealing with just buying a product but also contracting for services or entering into a technology contract or reviewing renewals.

Mark requested to exchange ideas and notes with Jesse's group to optimize the foundation that is already in place.

g.   Mediation (5 mins.)
There was no mediation report.

6.   New Business
a.   SACTAC Goals (20 mins.)
This item will be carried over to the next meeting.

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