

TESS Executive Committee

September 15, 2017

Minutes

10:30 a.m. – 12:00p.m.

PDC 104

TOPIC	DISCUSSION
Introductions	Yvonne Beebe, Brandi Bailes, Jason Brady, Andrew Chang, Trelisa Glazatov, Rick Hrdlicka, Celia Huston, Glen Kuck, Jeremy Sims, James Smith, Scott Thayer, DyAnn Walter, Rebecca Warren-Marlatt and Keith Wurtz.
Review of the Minutes	Minutes are posted on District web-site: http://www.sbccd.org/District_Faculty_-_a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees.aspx Motion to approve by DyAnn Walter, seconded by Jeremy Sims.
Committee Charge	<p>Develop, monitor, and update the Technology Strategic Plan and District IT Prioritization Process, ensuring alignment between the District-wide use of technology and the Board of Trustee's imperatives; Review, prioritize and monitor District-wide IT projects.</p> <p>Glen reported that we will be sunsetting our Technology Strategic Plan for the district this year. Andy and Jeff will be the point persons in that project. The major projects are qualified of 40 hours or \$5,000 and bring together and the TESS managers review them and make a recommendation based on resources and time. Three times per year it is brought to this committee as part of collegial consultation so all the groups can provide their input. Collectively they will be prioritized and that is what will be worked on</p>
Help Desk	<p>Jeremy stated that the Help Desk has been brought in-house after 7-8 years. We have hired two new employees whose full-time jobs are to answer the Help Desk phone calls at the Annex.</p> <ul style="list-style-type: none">• Computer Technician: Rosita Moncada from EOPS at SBVC• Computer Technician: Gerard De Leon from EDTC <p>Jeremy discussed the new ticketing system where you can log in and manage your tickets and submit tickets. If you go to helpdesk.valleycollege.edu or any of the domains with Help Desk in front of it, it will take you right to the ticketing system.</p> <p>The phone system knows we are now on the same queuing system as they have in Admissions & Records at Valley to where if you call in and there is no one there to pick up your phone call it will sit in a queue until someone is available. It also allows to local colleges technicians to login and take calls as well as the two employees. We are currently getting around 30-40 calls per day. The Help Desk extension is 4357 (HELP) and the hours are 7 a.m. to 6 p.m. After 5 p.m. for faculty and students using Canvas it will be re-routed to the campus.</p> <p>There will be some big changes in the user portal as what the TESS managers were shown prior to purchasing is not quite what was received. It will be getting better and more to what was previewed. This should be completed by March.</p>

<p>Canvas Update</p>	<p>As of the Fall Term, Canvas is the districts instructional system. Faculty still has access to Blackboard to retrieve content. However, as of January, faculty will no longer have access to the content on Blackboard. We will also be working with Blackboard to subset the whole project and make sure that we have everything off the system before the contract ends. The department is part of the Help Desk team as far as Canvas calls that come in during the day. Schedules have been modified to ensure that at least one person is available to take those calls during business hours. Canvas training is ongoing at the Valley and Crafton campuses.</p>
<p>TESS New/Re-Hires</p>	<ul style="list-style-type: none"> • Jeremy reported that one more new hire will be coming on board. This is a replacement for Laz Mascarenhas. • Samantha Sarabia from Barstow School District as a Data Analyst • Joe Ho is a Senior Programmer Analyst who has been very powerful in projects and troubleshooting issues. • Glen Kuck reported that his last day is October 2, 2017. It was discussed at Chancellor’s Cabinet and they feel that any of the TESS managers are qualified to serve as Interim of TESS until they complete the transition plan. After a lot of discussion and to minimize the impact as much as possible, Andy Chang may serve as Interim Executive Director. They are going to separate out the TESS areas from planning/program review, research. As soon as it is finalized Glen will send out a formal email as to what the transition plan is. We are working on the Institutional Effectiveness with the state and they felt that if we tap local expertise to help us in developing this process it is more meaningful than bringing in outside consultants. Celia Huston has done a lot of work on that and Accreditation. Celia has finished a framework or draft and has sent that to Andy and Jose as well as a few others for review input. • Shari Blackwell will be starting at TESS on Monday as the Administrative Assistant I as this received board approval last night. She is coming over from Student Services at Valley. • Two researchers were finally hired and will be starting on Glen’s last day. A transition plan will be put in place for them as well.
<p>Colleague Migration to Hosting</p>	<p>Andy stated that the Ellucian Colleague product is used for our student information system and one of the biggest things recently was to migrate our On premise to the Cloud which was a month-long project. Andy thanked the colleges for their assistance. It has increased the availability of services and stability of services since we have moved to this. As of today, we are 100% officially in the Cloud. We plan on staying there for as long as we have the Ellucian product. Andy is working with their internal team to troubleshoot tickets and improve the system. One of the next things is to improve pieces of our system that are outdated and bring them up to current specifications. We will be working on this throughout the rest of this year.</p> <p>Andy reported that WebAdvisor will be out of date in the next few years. Their new product is called Self Service. We already have pieces of that implemented but eventually they will force us to move over. We will try to replicate much of the functionality of the old system into the new systems. This will depend a lot on what Ellucian delivers. This will be communicated as we move into this process. Self Serve is already used in Student Ed Plans, Financial Aid and payments. The company is looking at what is in the current environment so that we can try and get as many functions. The goal is to minimize the impact. There will be a high degree of involvement especially on the part of faculty and student services. None of this will take place this upcoming year.</p>

<p>Project Discussion and Prioritization</p>	<p>Andy provided the four projects; two new and two existing that need to be prioritized.</p> <ul style="list-style-type: none"> • Projects for Internal <ul style="list-style-type: none"> ○ Coding of Residency Status <ul style="list-style-type: none"> ▪ Now coding all as 80,000 which is not accurate ▪ Non-residents but not international students, coding changed to 60,000 which stands for non-residents ○ Common Assessment Initiative (CAI) <ul style="list-style-type: none"> ▪ State Chancellor’s Office Initiative to launch a common platform for assessments – Requested by Student Services from both colleges to migrate from current platform Accuplacer to CAI Initiative. CAI is in a holding pattern based on an internal review of their project status. This is dependent on them launching the product and them giving us a timeline. • Vendor Projects <ul style="list-style-type: none"> ○ CourseLeaf <ul style="list-style-type: none"> ▪ This is a priority of Chancellor’s Cabinet. This will go to the top of the list of things to do when this comes to us. Valley would like this implemented as soon as possible. We are working with a vendor called SIG to have them come in and do the bulk of the integration work between CourseLeaf and our student information system. We are working on the contract part of this and will begin working on the project as soon as the contract is completed. James Smith stated that CourseLeaf will replace CurricuNet as well as add a few new features. It will create an online catalog and provide us a way to look at the approval path for every certificate and degree program. ○ Preferred Names on Rosters <ul style="list-style-type: none"> ▪ Submitted by Student Services from both colleges. Want or need to have students preferred names listed on the roster to be more inclusive of their gender identity. There is a place in the application in CCCApply for them to enter their preferred name which would be put in parenthesis. The want is to pull the information, populate it somewhere in Colleague where it then prints out on the roster. This is not a mandate but a Dear Colleague letter from the Department of Education stating this is a recommendation. A discussion continued over the scope of the project and whether it needs modification. The request for modification would need to come from the sponsors Rebecca Warren-Marlatt and Scott Thayer. <p>Priority Ranking is as follows:</p> <ol style="list-style-type: none"> 1. CourseLeaf 2. Coding of Residency Status 3. Preferred Names on Rosters 4. Common Assessment Initiative (CAI) <p>A discussion took place regarding Financial Aid disbursements and taking student fees out before Blackboard pay does the disbursement. Andy stated that this would require a process change with district fiscal without having to do a programming change.</p>
<p>Future Meeting</p>	<p>TBD</p>