

Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, November 17, 2023, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 13 voting members, 0 non-voting, and 6 guests, total of 19 attendees. (note: 8 voting members required to meet quorum)

Chairs (3)	Classified Senate (3)	Student Senate (2)
<input checked="" type="checkbox"/> Bruce Griffin (DO CTO) (non-voting)	Christina Davis (CC)	<input checked="" type="checkbox"/> Theresa Pedrosa (CC)
<input checked="" type="checkbox"/> Christina Davis (CC Classified Supervisory)	<input checked="" type="checkbox"/> Cathy Gould (DO)	<input type="checkbox"/> Vacant
<input checked="" type="checkbox"/> Tim Druley (LPC Classified)	<input checked="" type="checkbox"/> Scott Vigallon (LPC)	Guests:
Administration (4)	Academic Senate (4)	Ann-Marie Fisher David Reed
<input checked="" type="checkbox"/> Nathaniel Rice (CC)	<input checked="" type="checkbox"/> Mona Abdoun (CC)	ReVoyda Starling VP Matt Kritscher
<input checked="" type="checkbox"/> Stephen Gunderson (LPC)	<input checked="" type="checkbox"/> Lisa Ulibarri (CC)	Thomas Dowrie
<input checked="" type="checkbox"/> Kristen Whittaker (ITS)	<input checked="" type="checkbox"/> Carlos Moreno (LPC)	DeAna Anderson
<input checked="" type="checkbox"/> Sara Wood	<input checked="" type="checkbox"/> Jeff Judd (LPC)	
<input type="checkbox"/> Bruce Griffin (DO)		
College IT Managers (2)	Bargaining Units (2)	
<input checked="" type="checkbox"/> Rahman Abdul (CC)	<input type="checkbox"/> Debbie Fields (FA)	
<input type="checkbox"/> Stephen Gunderson (LPC)	Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:00am	
1.	Welcome and Quorum Check <i>For information: Quorum met at 9:00am</i>	
2.	Approve Today's Agenda (action item) Motion to approve by Scott Vigallon Seconded by Cathy Gould 6 yea / 0 no / 0 abstentions	Approved
3.	Approve October 13, 2023 Minutes (action item) Due to last minute revisions requested by Lisa Ulibarri, the minutes will carry to the November meeting once revisions have been made.	Carried

4.	<p>Ongoing Project Review & Updates <i>Information:</i></p> <p>CTO Griffin provided the update on the Oracle Cloud (OCI) project. As a reminder, this project was approved by the Board over the summer will migrate our Banner suite of applications (Banner, DegreeWorks, and a number of other supporting servers into the cloud hosted by Oracle who are the makers of our database.</p> <p>The network is finished being built out. Beginning on Monday, November 20, we start building servers in the cloud. With over 100 servers, this will be a long project.</p> <p>The tentative go live is the weekend of March 15 – 17, 2024. This will be an extended outage that will happen before registration, yet outside of the payroll window and other important processes that need to run. If all goes according to plan, when we come back up, users won't notice anything aside from receiving notices from us about systems being taken down and brought back up.</p>	
5.	<p>CVC/OEI Exchange Update <i>Information:</i></p> <p>CTO Griffin provided the following update. Dr. Marina Aminy from CVC/OEI will present for 30 minutes at the Chancellor's SLT meeting in December. This presentation is the first step in the processing of becoming a teaching college. We should get into the queue by May/June which will gives us time to finish the OCI project and test the system environment before we start the Teaching College project in earnest.</p> <p>Scott Vigallon mentioned Las Positas College experienced problems getting their courses into the Exchange but Stacey Followill determined the reason for this was on the CVC side and he and Stacey are waiting to hear back from CVC about this so they can move forward with a fix in order to get the courses into the Exchange.</p> <p>Christy Davis said Chabot did not have any issues with getting their courses into the Exchange. She asked CTO Griffin if she and Scott Vigallon could attend the December SLT meeting so they could also see Dr. Aminy's presentation to stay abreast of the expectations of becoming a Teaching College. CTO Griffin said he would speak to the Chancellor about that but did not foresee any issues as the presentation would be conducted via Zoom.</p>	
6.	<p>Guided Pathways News/Updates <i>Information:</i></p> <p>a. Chabot College & Las Positas College Las Positas College: Scott Vigallon provided the update. In January, all students will be put into one course. This course will be built out to be the students' academic and career pathways course for the spring. In the future, the LPC Guided Pathways team will work with Kristen Whittaker and her team to take care of issues with MyPortal or other apps the students will be using. Chabot College: CTO Griffin read highlights from Heather Oshiro's update provided here in its entirety. District Technology Coordinating Committee Chabot College Guided Pathways updates November 17, 2023</p>	

Chabot College Guided Pathways Update cont'd

Learning & Career Pathways (www.chabotcollege.edu/lcp):

9 Pathways: (# of students as of 11/14 on CRM Advise)

- Arts & Design 1138
- Business, Economics & Information Technology 1999
- Health & Wellness 2192
- Industrial Technology 747
- Media & Communications 164
- Public Service 978
- Social Sciences, Humanities & Education 2383
- STEM 1720
- Undecided & Exploring 1665

Program Maps:

Nearly all Chabot degrees and certificates have program maps (created in META and displayed on Chabot's Learning and Career Pathways webpage). Discipline faculty have been asked to review their maps and provide edits to prepare for the upcoming onboarding cycle for new Summer/Fall 2024 admits. This summer, once curriculum changes for Fall 2024 are state approved, our program maps will be updated to reflect any program/course modifications, additions or deactivations. Chabot's ZTC team, Curriculum Committee, and Guided Pathways Faculty Coordinator are discussing adding a ZTC (Zero Textbook Cost) notation to qualifying programs and courses. The ZTC committee will work with Chabot's webmaster to determine how to display the ZTC notation on the Learning and Career Pathways webpage.

EBCAN Maps - The following maps are being created (via Program Mapper) to show the pathway from Chabot to CSUEB in the following majors:

- Administration of Justice-Criminal Justice

Program Maps (cont'd)

- Biology
- Business Administration
- Communication Studies
- Computer Science
- Early Childhood Development- Liberal Studies (Teacher Prep) & Human Development
- Kinesiology-Kinesiology
- Psychology
- Public Health Science-Health Science
- Sociology

Chabot College Guided Pathways Update cont'd

Once the maps are created and reviewed, they will be linked to the upper division maps by CSUEB and posted to our webpage. Guided Pathways Faculty Coordinator Heather Oshiro and Webmaster Wing Kam will work together with the EBCAN team on this.

Student Success Teams (SSTs):

SSTs are cross functional teams (counseling faculty, discipline faculty, administrators, classified professionals, student peer guides) that provide holistic support to students in the pathway. These teams have been meeting to discuss how they want to reach out to students by major, use peer guides to support students and build community within the pathway. Some teams are planning events, creating Canvas courses and outreaching to students.

As of Fall 2023, the following pathways have at least one dedicated counselor and faculty co-lead as well as additional faculty. SST members are visible on the pathway webpages, so students know whom to reach out to:

- Arts & Design
- Business, Econ & Info Tech
- Health & Wellness
- Social Sciences, Humanities & Education
- STEM

The remaining pathways still need a full-time dedicated counselor. General Counseling is short 2 FT counselors and is requesting 2 positions through faculty prioritization.

Chabot's Guided Pathways team held a student listening session last Spring. In that session, students shared how they wished they had known **sooner** about resources on campus to support their overall success. As we continue to develop our pathways for students, this "earlier" communication is key! We are holding another listening session this term where we are hoping to explore how to better serve students and specifically how to respond to the need for community building within our pathways.

CRM Advise:

The Guided Pathways Team is eager for this tool to gain full functionality. SST counselors hope to use this tool to identify and reach out to students who need support (e.g., on academic probation, have holds, do not have an SEPC, have over 60 units and haven't graduated, etc.).

We would like the user group to meet again soon to discuss:

- Configuring the dashboards in a more useful way
- Learning how to generate reports using advanced find
- Using the communications functionality to enable our SSTs to provide proactive counseling and advising to students as soon as possible
- Exploring how others beyond counselors and certain student services staff will be able to utilize the tool
- Exploring other CRM Advise functions (we know it is a powerful tool...what else can it do?)

Chabot College Guided Pathways Update cont'd

We are hoping to be able to hire for the Pathways Technology Coordinator position to support the implementation of these new technologies in the SSTs.

Pathway Counseling:

General counselors are working together with our dean and classified professionals to determine how to implement pathway specific counseling utilizing our technology tools (e.g., SARS, Counseling Department webpage) and improving our screening processes.

Question: Are there other tools to explore that can allow students to more easily make appointments with their pathway counselor(s)?

We have piloted Career Coach (non-paid subscription) to expand career exploration. We would also like to reassess what other technology may be useful to build capacity for Work Based Learning.

CCC Apply:

Working together with District IT and Chabot Admissions office, we now have our pathways (i.e., major categories) on CCC Apply. In addition to our standard majors, each pathway also includes a pathway-specific “undecided” and pathway-specific “transfer” major.

Canvas:

Chabot has been using Canvas with our learning communities, special programs, FYE and the STEM pathway to share information and resources for students in those communities. The Guided Pathways team is working with Chabot’s Canvas team to replicate the STEM pathways Canvas shell so it can be tailored to the other pathways with similar icons and language. The intent is to create a consistent experience for students regardless of pathway.

My Portal:

We are excited that My Portal is here and is being configured so that students will have a better experience. We have been working together across the colleges and with District for a seamless implementation.

To assist with the Spring 2024 onboarding cycle for new students coming in summer/fall 2024, we anticipate needing how-to documents, videos, screen shots, etc. to support first semester planning sessions, SOAR Day, etc. as well as to help continuing students migrate to My Portal.

CRM Recruit:

We are excited that this tool is coming and looking forward to learning more about how it connects to Advise and how we can use Recruit in concert with onboarding new students.

b. District, CRM Recruit, CRM Advise, & Degree Works:

CRM Advise: David Reed provided the update.

Training in case management is currently ongoing and proving to be detailed and in-depth. The possibilities for CRM Advise are exciting but will take considerable time to build out. Along with Kristen Whittaker and her team, Education Services is working with Ellucian on the last of Advise and will be rolling out new modules in a week or so then the focus moves to CRM Recruit as far as the bulk of the training and then continuing to work with Ellucian on Advise updates. User groups have identified gaps with “Advanced Find” which allows users to do a deep dive into data such as legacy

CRM Advise (cont'd)

	<p>degree codes. Finding such gaps will allow us to identify how to clean up the data and close the gaps. The dashboard is being reconfigured to make Advise much more immediately useful.</p> <p>PRMG Marketing Director Dionicia Ramos and her team have the lead role in developing messaging around Advise which will require a good deal of learning from all involved but the goal is by spring we'll have more users directly using the tool rather than waiting for reports they requested.</p> <p>CRM Recruit: Kristen Whittaker provided the update. Weekly meetings with Dio Ramos and the PRMG team will begin in January to develop communications and how to use CRM Recruit. Rachel Ugale and team did a great job configuring recruit. The rollout for CRM Recruit will be similar to that of CRM Advise.</p> <p>DegreeWorks: Kristen Whittaker provided the update. Currently, we are in the process of working with the servers. For one instance, the server has been worked on and we have an on-site visit for a functional assessment with our consultants to bring both colleges together to discuss a global setting process which brings both of the instances together. Bringing the two instances together includes how the logo will look as DegreeWorks will be one instance.</p> <p>The week of December 12 – 15 we will bring in Noelle Adams from Chabot and So-Jin Moon from LPC as the admins for DegreeWorks.</p> <p>The timing of for Go-Live for all of these products is March 2024.</p> <p>Heba Munad asked what CRM Advise & CRM Recruit are and CTO Griffin explained CRM stands for constituent relationship management which are tools that help us support students, or functions. CRM Advise is primarily used by counselors, and eventually faculty, and classified professionals to help find students and intervene in some cases with services that they may need helps the counseling process itself. Example: a counselor can go in and look for a specific area and see which students have student head plans and then contact them trying to get those set up. CRM Recruit is used to help bring students in and get them to apply to CCC Apply. You could use that at a college fair or students could register and then start receiving information from colleges to automated communication plans which will include both email as well as text as those gets set up.</p>	
7.	<p>District ITS News/Updates <i>Information:</i></p> <p>Any new updates from ITS have been covered by the rest of the agenda.</p>	
8.	<p>College Technology Committees News/Updates</p>	

	<p><i>Information</i></p> <p>a. Las Positas College Tim Druley provided the update. Trumba Web Calendar: A couple web updates went live. The outreach groups and performing arts groups have been trained. The next groups to be trained are Smart Shops, Transfer Center, and the Career Center. Las Positas College Technology Committee Update (cont'd) Tim acknowledged Stephen Gunderson "...without whom nothing would get done." Thanks to Stephen Gunderson, the LPC orientation cert was installed and secured. His efforts are appreciated.</p> <p>b. Chabot College VP Kritscher provided the update. The Chabot IST has been working on our Fall 2023 Program Reviews. They have updated their charge to really evaluate and analyze existing technology issues as well as new. In doing so, they believe with regard to technology needs, they should also be reporting to Chabot's Planning & Resource Allocation Committee (PRAC) as well as the Technology Coordinating Committee. Chabot IST have revised their Purpose to reflect the abovementioned which can be found on the website. Chabot IST is interested in getting training on Microsoft apps such as Teams. VP Kritscher presented Chabot IST's top twenty ranked projects from various departments across Chabot have technology requests totaling \$271,00.00. Most of the items were for laptops as well as hotspots for their programs especially for students who cannot afford to purchase such items. Some requests are program specific such as Virtual Dissection tables. Among the projects was the development in conjunction with the Project Management Institute (a registered education provider) to provide a high-quality project management program at Chabot that would attract those who already have bachelor's or associate's degree and those looking for a short-term program to get them into the workforce.</p>	
9.	<p>Good of the Order <i>Discussion:</i></p> <p>Kristen Whittaker provided a brief MyPortal update. Because it is used for onboarding and outreach, Class-Web is proving complex to sunset. She and her team are working on a technology ecosystem plan on how MyPortal will work and what needs to be done for it to work which includes reaching out to Tim Druley at LPC and Wing Kam at Chabot on the web-based side. Additionally, she and her team will also be working with PRMG to create a marketing campaign about transitioning to MyPortal and how it works differently than Class-Web (i.e.: Class-Web uses a PIN number and MyPortal uses a password.)</p> <p>By the December 2023 TCC meeting, she and her team will have some documentation and timelines to discuss Phase 2 go-live. An item agenda will be on all future TCC meeting agendas to accommodate the MyPortal updates.</p> <p>Lisa Ulibarri agreed a marketing campaign was needed due to current lack of communication regarding My Portal especially with faculty and staff. She suggested reaching out to Shared Governance groups to raise the profile of the MyPortal transition. Kristen Whittaker agreed and welcomes comments and feedback about the MyPortal rollout. In addition to providing regular MyPortal updates to TCC, she will also update the colleges ITS groups.</p>	
	<p>Meeting Adjourned at 9:41am with a motion by Cathy Gould, second by Theresa Pedrosa. 7 affirmative votes, 0 no votes, and 0 abstentions. Future Spring 2024 Meetings: Feb 9, Mar 8, Apr 12, May 10</p>	