Technology Coordinating Committee (TCC) Regular Meeting Minutes
Friday, February 7, 9:00am - 10:30am
Prepared by: Ann-Marie Fisher

Attendance: 11 voting members, 1 non-voting, and 5 guests, total of 17 attendees. *(note: 8 voting members required to meet quorum)*

Chairs (3)	Classified Senate (3)	Student Senate (2)
☒ Bruce Griffin (DO CTO) (non-voting)	Christina Davis (CC)	☒ Theresa Pedrosa (CC)
☒ Christina Davis (CC Classified Supervisory)	☒ Cathy Gould (DO)	☐ Heba Munad (LPC)
☐ Jeff Judd (LPC Faculty)	☒ Kat King (LPC)	**Guests:**
Administration (4)	**Academic Senate (4)**	Ann-Marie Fisher Kristen Whittaker
☒ Jonah Nicholas (DO)	☐ Mona Abdoun (CC)	David Reed Chasity Whiteside
☒ Sara Woods (ITS)	☐ Lisa Ulibarri (CC)	Rachel Ugale
☒ Nathaniel Rice (CC)	☒ Carlos Moreno (LPC)	
☒ Stephen Gunderson (LPC)	Jeff Judd (LPC)	
College IT Managers (2)	**Bargaining Units (2)**	
☐ TBD (CC)	☒ Debbie Fields (FA)	
☐ TBD (LPC)	☒ Timothy Druley (SEIU)	

Item	Information/Discussion	Action
	Meeting called to order @ 9:02am	
1.	**Welcome and Quorum Check** *For information*: **Quorum met at 9:02am**	

2.	**Approve Today's Agenda** *(action item)*
	     VC Jonah Nicholas moved to approve
	     Tim Druley seconded
	     Agenda approved with 7 yeas/0 no/ 0 abstention
		Approved

3.	**Approve December 13, 2024 Minutes** *(action item)*
	     Theresa Pedrosa moved to approved
	     Nathaniel Rice seconded
	     Minutes approved with 8 yeas/ 0 no/ 0 abstentions
		Approved

4.	**Fraudulent Enrollments**	
	For information	

Fraudulent Enrollments

For information

Fraudulent enrollments are a statewide problem. Annually, there are roughly 250,000 fraudulent enrollments statewide at the community college level. The fraudulent enrollments prevent real students from enrolling in classes and also from receiving financial aid fund.

Pell is the real prize. Pell is $3,000each so if they can create 1,000 fake Pell recipients, that's a $1 million payout.

To combat this beyond the state spam filter is a multi-disciplined and multi-office approach. Once an application come in that's legitimate it'll be passed through the state spam filter and then through our internal spam filter that District ITS maintains and updates based on the information we're getting from the colleges. We update the filter and make it smarter based on those patterns.

For spring only, Stacey Followill, who reports to Kristen Whittaker blocked 11,600 potentially fake applications from getting into Banner at Chabot. LPC had 5,500 fraud applicants.

Fraud applications are flagged and then reviewed. Some may slip through and wind up in classes, however our A&R departments provide reports of class sections and who's in them to ITS Programmer Analyst Liem Huynh who analyzes the reports with data elements looking for patterns.

If they appear to be fraudulent, they are removed from the classes and holds are put on their accounts. If they still manage to get through these filters and reviews, they typically do not participate in classes so faculty follow normal procedures of removing students who aren't participating. In some cases, some fraudulent groups will participate just enough not to get removed from the class, such as using AI to add a comment to a class message board.

According to my peers at other schools, we are ahead of them in how we are handling fraudulent enrollments in large part because they have not been impacted on the same scale we have, particularly at Chabot.

To better assist us in protecting our colleges from fraudulent enrollments, we have an AI company that will be assisting with this. AI will be able to identify fraudulent enrollments much faster than people can identify. AI will make communications patterns between both colleges more seamless. If this particular product is chosen, it will let us know what other colleges using this tool are experiencing.

While AI will identify fraudulent enrollments who is allowed into our schools will be determined by a person at the college. That decision needs to come from the colleges and not District IT.

The Fraud Summit meeting between both colleges and the District has happened and we are moving forward with our marching orders.

Discussion ensued involving improved communication and how financial aid is distributed to take away the incentive for fraudulent enrollments such as marking the fact that AI is used to combat fraudulent enrollments and the receive financial aid you need to physically come to campus with a government issued ID to receive a physical check.

	Fraudulent Enrollments (cont'd) Kudos to Rajinder Samra for confirming that out of 5,000 fraudulent enrollments at Las Positas College, only 16 were false positives. CLPCCD has reached out to other Community Colleges in the state as we share the same application system whereas the CSUs or UCs have their own application system and both have application fees and other filters on whether or not a student can take classes which also work as deterrents to fraud enrollment.	
5.	**SSB9/MyPortal Updates** *For information* Kristen Whittaker, manager of Apps Services provided the update to the committee. Apps Services is in the process of preparing to sunset Class Web and have everything except the Canvas password to go through MyPortal. As the attached timeline indicates, there have been a lot of people involved in updating cards in MyPortal beyond. July 2024 was a big milestone for MyPortal as we launched DegreeWorks which was the first application that required all students to move through MyPortal to access their DegreeWorks. The next six months is a critical time for Apps Services and also for the district and our students as we start Winter Intersession and Compressed Calendar work. Working with Kat King (Distant Ed LPC) and Christina Davis (Distant Ed Chabot) we now have a Canvass card in MyPortal that takes you out to your Canvas login and we're working on finishing Cranium Café Academics. In April the SSB9 HR/Employee card will go live in MyPortal. May 2025 will be a month of transitioning as the spring semester wraps up, and we prepare for summer to begin. We will be removing Class-Web wording from inside Banner Pagers/Forms/Tabs and change the current log in /landing page with both Class-Web and MyPortal to only MyPortal and to sunset the Class-Web PIN and login. We will be working with PRMG on communicating this to students, faculty, and staff. In August, the Class-Web card will be removed before the Fall semester begins. As of today (February 7) 25,734 people have activated MyPortal. Nathaniel Rice asked what the solution will be to recover Zone Mail password once Zone Mail moves to MyPortal and Cathy Gould said when a student applies, they submit another email address that they use on CCCApply which the App Services team tags and puts into Okta and also sends a recovery email to that address. And, students can also tie their Zone Mail address to Google. 📄 PDF MyPortal Timeline 02 2025.pdf	

6.	**District ITS News/Updates**	
	Information:	

CTO Griffin provided updates for all of the below listed items.

    a. **WICC (Winter Intersession Compressed Calendar)**

The documents for WICC is being reviewed by SLT. One document is for the Winter Intersession and the other document is for the Compressed Calendar. These documents will receive feedback from the district and college departments that will be primarily impacted (A&R, Financial Aid, Payroll, ITS, IR, etc.). With the goal of having a system available for winter intersession in April.

Work is underway in Banner on building a separate instance of Banner. The reason for this is in order to add a winter intersession, we need to change the structure and numbering. Currently, Summer is 1, Fall is 2, Spring is 3.

To accommodate sequential order, we are going to Summer 1, Fall 2, Winter 4, Spring 5 so we don't have to crosswalk the threes if we went in just to switch so this requires a lot of review of code reporting to make sure things actually run. This code reporting review will take several months.

Winter intersession will need to wrap up in time for Winter registration which will be sometime in November. We are not able to give more time prior to Winter Intersession starting so it will be November and Winter Intersession starts at the end of December at least for this first year.

The Compressed Calendar project will kick off in June of this year. Creating the Academic Calendar is a yearlong process. We're taking about 18 months for the Compressed Calendar as its mostly manual entry on behalf of the schedulers. As such it is imperative that whether its determining what sections are going to be taught and assigning faculty that the deadlines given by their VPs are adhered to as there is very little slack in the process now, and there will be less slack going forward when the schedulers have to update the length of the classes within the new schedule.

Attendance accounting with regard to Compressed Calendar, we're counting on Ellucian to have their solution in place and that it will rollout concurrently with the Compressed Calendar project.

VC Nicholas quickly provided the following information regarding attendance accounting. Accounting is moving from contact hours to credits so credits will equal a particular amount of contact hours.

    b. **Common Course Numbering**
Ellucian needs to make changes in Banner at the Community College level. They have to tie into our SSB9 Project. Issues with Common Course Numbering abound throughout the system.

District ITS News/Updates (cont'd) **Common Course Numbering (cont'd)** Tim Druley mentioned that the CSUs & UCs have not yet articulated these courses which holds up our catalogs in part because we want our catalog in April but the state doesn't actually approve our catalog until after April so we can't post the catalog until approved by the state. The state is still trying to resolve issues at the state level regarding common course numbering. Because of this, a lot community colleges are holding off on doing anything as the state works to resolve these issues. **c. Upcoming Projects in the Pipeline** Teaching College Cohort Meeting is scheduled for the week of February 11. It is not yet settled how CVC OEI will approach fraudulent enrollments. CTO Griffin stressed due to the Winter Intersession project, ITS cannot take on new projects such as software upgrades, grants that we get, new products discovered at a conference. Anything new will be pushed back until after Winter Intersession and Compressed Calendar as we currently have twenty projects (see attached list) that we're going to run concurrently. Discussion ensued regarding electronic forms, which app is best (MS Forms, Adobe Sign) and Banner SSB9 also has form. More to come. Kristen Whittaker reiterated the project list is a snap shot, not an in-depth listing please be mindful these projects are larger than they appear on the list limiting the bandwidth off the App Services Teams. Sara Woods mentioned the automated password reset for Microsoft apps. This is particularly helpful for adjuncts who haven't taught in a year and don't remember their password. Sara and her team have been working hard to get this tool in place and rolling it out with the least amount of disruption. CTO Griffin will send a message to everyone, not just adjuncts, that there is a tool to reset passwords and implement password policies utilizing security questions. The biggest benefit of this is there will be less calls to the HelpDesk. [PDF icon] Project List to TCC 02 07 2025.pdf	

7.	**College Technology Committees News/Updates**
	Information
	    a. Chabot College:
	    Chabot IST has not yet met this semester and therefore this isn't an update.	

	b. Las Positas College Tim Druley informed the committee that Stephen Gunderson and his team completed a number of upgrades for computers and the projection upgrades throughout the Las Positas campus. Kat King with Distance Ed is also working on numerous items for Canvas, OEI, and CVC.	
11.	**Good of the Order** *Discussion:* Ann-Marie Fisher reminded the committee that the April TCC meeting needs to be rescheduled due to the Spring Break including the second Friday of April. The April meeting will be held on April 4. Nathaniel Rice asked when students' email will move to MyPortal and Kristen Whittaker said that will happen in June. She is currently working with PRMG on the communication that will go to students. Christina Davis inquired about an update on MyPortal "How-to" videos. More to come as Kristen Whittaker was scheduled to meet with PRMG about this next week and will follow up with Christina and Kat King after that meeting for their input. Kristen Whittaker revealed to the committee what MyPortal College Zone Mail card looks like in test environment. Cathy Gould gave a shout out to the librarians at both colleges for their help with testing of Single Sign-On, especially Norman who tested extensively at all hours and it was much appreciated. CTO Griffin concurred and said Norman will be greatly missed not just on the IT side and testing side but he was on the committee who hired CTO Griffin. Norman is a long time fixture and will be missed.	
	Tim Druley moved to adjourn **Nathaniel Rice seconded** **Meeting adjourned at 10:13 a.m.** **Future Spring 2025 Meetings: March 14, April 4, May 9**	