

**Meeting Notes**  
**February 11, 2021**  
**10:30 AM – 12:00 PM**

**Meeting Recording:**

<https://cccconfer.zoom.us/rec/share/ziSYzFODDHI0ovREUVPLlanMxYysJfnAwars3j- LPp-9Ph5DjSxgaHa0e8wrQGS.Y6e2zew8yR-oModn>

**MEMBERS:**

<b>VOTING – List full name below, identify which constituency group each individual represents (place X in box adjacent to name when present)</b>			
X	Courtney Brown (faculty)		Dale Nabeta (classified)
X	Mitra Mofidi (faculty)	X	Patricia Rom (classified)
	Tom Renbarger (faculty)		Phasasha Phar (classified)
	Derrick Ross (faculty)		Marisol Roque-Chaves (classified)
X	Glenn VanStraatum (faculty)	X	Jason Holloway (administrator)
	Hyun gyu Ryu (student)	X	Nathan Pellegrin (administrator)
<b>NON-VOTING – List full name below, identify which constituency group each individual represents (place X in box adjacent to name when present)</b>			

**GUESTS:** Henry Mai

NOTE: Quorum was not achieved. The following notes contain action items adopted by participants outside of the participatory governance committee meeting.

<b>District Technology Plan (December, 2020)</b>	<b>Committee Feedback</b>
<p><u><b>Technology Plan Theme: A.1 Innovation and Automation</b></u></p> <p><b>A.1.a Streamline processes to improve efficiency and expand system usage</b></p> <p><b>A.1.a.1</b> Complete the full (phase I and II) upgrade of the PeopleSoft system.</p> <p><b>A.1.a.2</b> Perform process mapping in the following areas - student journey:</p> <ul style="list-style-type: none"> <li>• Onboarding</li> <li>• Admissions</li> </ul>	<p>MTC members intend to work with faculty, staff and administrators to support the full utilization of PeopleSoft 9.2, including any workflow and automation tools that may be available with the upgrade. This can involve adapting current workflows to leverage existing features rather than trying to customize the product; exhaust the shipped system capabilities rather than customize. Solutions and workflows can include both PS and Office 365. Customization is a last resort.</p> <p>One way the Merritt Technology Committee can provide support is by reviewing requests for customizations and checking whether the all onboard features of the system have been explored,</p>

- Registration
- Financial Aid
- Online graduation petition

Add employee:

- Payroll
- Scheduling
- Purchasing
- Human Resource Employee Reporting/Leave Balances, etc.

**A.1.a.3** Based on process mapping outcomes, implement process improvements which leverage current system capabilities and reduce or eliminate:

- Paper processes
- Manual processes
- Duplicate data entry and storage

**A.1.a.4** Compile a list of all system customizations and work to reduce or eliminate them as systems are upgraded and provide new features in preparation for cloud migrations

**A.1.a.5** Develop criteria for assessing customization requests for PeopleSoft, balancing user functional needs with capacity to manage updates and remain current.

**A.1.a.6\*** Implement a Single Sign On user authentication platform for all student and employee-facing applications.

**A.1.a.7** Adopt a “mobile first” strategy to ensure equitable access for students and the community; mobile access to conduct student services actions:

- -Apply to the college
- -Review schedule of classes
- -Register/enroll for classes
- -Add/Drop a class
- -Pay fees
- -Address account holds
- -Check grades
- -Request transcripts
- -Text messaging

**A.1.b** Assess website strategy as Peralta’s virtual front door

whether existing workflows can be adapted, and finally, inquiring with PS support for possible solutions.

We also see there is an urgent need to identify solutions for functional areas struggling to meet the needs of students, particularly during peak enrollment windows. Toward this end, we see a need to conduct a ‘gap analysis’ with respect to PS 9.2.

*1) Regarding the DTP, will the activities described in A.1.a include a gap analysis of PS 9.2?*

Moreover, in light of a needs assessment, we are planning to conduct a cost/benefit analysis of a CRM. Other nearby districts have benefited significantly from use of CRMs. For example, Salesforce (AGU) can enable a student to find a class, enroll, pay for a class and buy textbooks in a single pass through their system using a mobile device; a simplification of multiple processes that many student struggle through sequentially.

*2) Has the district office conducted, or made plans to conduct, an evaluation of CRMs?*

We need to leverage the insight of community colleges and college districts around the state that have successfully deployed CRMs and communications systems in a student-centered way. We need to be aware of what workflow processes they have adopted, what processes have been automated, and the tech they are using. As a participatory governance committee, we are very interested in engaging other colleges and districts.

*What resources can the district office offer along these lines? Is the district office IT have any relationships with other districts that we can utilize, in this regard? Would the district office be interested in joining such efforts?*

Regarding degree verification capabilities in PS 9.2,

Is it the responsibility of each college to input and maintain the requirements for each degree and certificate?

*Our understanding is that the degree check system in PS 9.2 works by checking progress against the major code of their academic plan. It cannot perform a degree check for a given student against a degree/certificate selected by the user. Is that correct? Neither will it perform a search, for a given student, to find all degrees/certificates which the student is within N units of completing requirements. Is that correct?*

**A.1.b.1** Conduct a full assessment of each college website and the district website focusing on content and navigation  
**A.1.b.2** Develop a strategy to update the websites, including the possible use of a content management system

**A.1.c Use data to make informed decision**

**A.1.c.1 Implement** a business intelligence reporting solution focused on student equity and achievement, as well as enrollment management measures (e.g. PowerBI, Tableau, etc.)

**Technology Plan Theme: B.1 Communication and Transfer of Information**

**B.1.a Use technology to leverage partnerships and share allowable student information**

**B.1.a.1** Develop a Districtwide database of current strategic partnerships; expand partnerships to include K-12 institutions, four-year colleges and universities, community-based organizations, local government and regional businesses and industries

**B.1.a.2** Leverage and use statewide systems to share student information, as policies and procedures allow, with four-year institutions to expedite information sharing services (e.g. transcript exchange with transfer institutions, for concurrent enrollment; workforce apprenticeships, etc.)

**B.1.b Leverage IT academic programs at the colleges to supplement and grow IT staffing**

**B.1.b.1** Assess partnerships with IT programs across the colleges to build in-house internship opportunities in Cyber Security, Networking, Mobile App Development, and others that may be relevant.

**Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization**

**C.1.a Engage in comprehensive technology acquisition decision-making practices**

As part of student journeys (A.1.a.2), and meeting mobile-first goals (A.1.a.7), and to be consistent with DTP initiative D.1.a, we need to recognize different student populations and characterize the distinct interactions these have with each service; it is critical to make sure the experiences of students with disabilities is represented, as well as non-English speakers. Not only are we required to make sure our systems meet WCAG standards, ensuring that all student-facing systems are critical to achieving equity and enrollment goals.

*Will the student journeys project include different student types?*

*Will the mobile first strategy check all student-facing systems for WCAG compliance?*

*We recommend, as part of the effort to identify “pain points” experienced by users of the current systems, to collect data on the amount of time it takes students to complete each step, and the total time from start of application to enrollment in first class.*

*Will websites and PeopleSoft be tested to make sure they are working properly with screen readers?*

The amount of information on a page is overwhelming for students. As part of streamlining processes and assessing system access, we recommend characterizing “critical paths” leading to enrollment and student services, and to the extent possible, design web pages so that they are simple, clear in multiple languages, work well with assistive devices, and that there is a single sign-available at the top of all pages.

The DTP does not make reference to tracking inter-dependencies with facilities projects. For example, reliance on scheduled maintenance plans (or excepted from deferred maintenance). Additionally, upgrading of existing facilities to accommodate or maintain existing or planned technology adoptions (for example A, D and P buildings at Merritt do not have HVAC needed to provide adequate cooling for switch rooms), networking in new buildings, or infrastructure needed for security such as camera placement and emergency alert systems.

*Will any of these be part of ongoing planning at the district level?*

*Will any part of this plan be accelerated or change in order to prepare and support a return to campus? For example, outdoor wifi access including coverage of parking lots will be important to maintain social distancing.*

Many needs for which customizations might be considered can be addressed through the development of custom workflows.

- C.1.a.1** Develop a clear technology acquisition process based on identified business needs and total cost of ownership including:
- business requirements
  - level of effort
  - required customizations for the system to meet user needs
  - benefits
  - impact on students
  - impact on staffing
  - training plan
  - ability to integrate with existing systems
  - one-time and on-going costs
  - justification for not using existing systems/technology
  - an evaluation rubric which includes student/staff input, flexibility, accessibility, user interface, adaptability of the solution, need for customization, ease of maintenance and specific user needs criteria
  - other considerations determined by Peralta Colleges

**C.1.a.2** Ensure that the technology acquisition process is vetted through the District governance mechanisms and then fully communicated districtwide

**C.1.b Develop and implement a hardware acquisition plan and refresh (replacement) policy based on equipment lifecycle standards**

**C.1.b.1\*** Bring to current and develop a comprehensive replacement cycle for employee and lab computers using a 5-year lifecycle resulting in 20% annual replacements.

**C.1.b.2\*** Develop and implement a comprehensive replacement cycle for servers, network devices (including wi-fi), Uninterruptible Power Supplies, and A/C units in MDF (Main Distribution Frame) and IDF (Intermediate Distribution Frame) rooms across all Peralta College sites.

*As part of mobile first services delivery, will that include the bookstore and financial aid?*

Open authentication protocol (OAuth2) – a means by which the district can have external partners whereby resources can be shared securely.

B.1.b.1 should also include Classified Senate and SEIU as responsible parties.

In order to implement even the most high priority pieces of the DTC, Merritt College requires additional IT staffing. Merritt has been operating without two IT staff for years and as a result has

In order to adequately address the IT needs of faculty, staff, students and administrators, and to achieve parity in IT staffing relative to other colleges in the district, Merritt college needs to expand its IT staff by three FTE. As of September, 2020, Merritt has two FTE in IT, whereas both Alameda and Berkeley have 4 dedicted IT staff, despite having fewer FTES under the BAM. The FTES to IT staffing ratio for Merritt college is over 2,078, which is more than twice that of all other colleges in the district. With three additional staff, Merritt would acheive parity with BCC in terms of FTES to IT staffing ratios.

<b>Peralta CCD 2020-2021 Budget Allocation Model (BAM) and Merritt IT Staffing Goals</b>						
Campus	3-Year Avg FTES	Percentage	Number of IT Staff	FTES/IT Ratio	Target Ratio	Target Nbr. IT Staff
Alameda	3,273.23	19.31%	4.0	818.31		
Berekeley	3,309.02	19.52%	4.0	827.26		
Laney	6,211.57	36.65%	6.0	1,035.26		
Merritt	4,156.29	24.52%	2.0	2,078.15	825.00	5.0

**C.1.c. Develop and Implement Classroom Technology Standards for all classrooms to include, lecture, CTE, CTE demo labs and all labs classrooms**

**C.1.c.1** Develop and implement written smart classroom standards that meet the current and future educational delivery needs of the Peralta Colleges.

**C.1.c.2** Develop inventory of existing classrooms identifying current technologies in place along with gap of items needs to meet the standards.

**C.1.c.3** Maintain faculty technology resources spaces to allow for the recording of lectures and demonstrations

**C.1.d Develop and Implement Technology-enabled Measures Focused on Health and Safety**

**C.1.d.1\*** Install classroom emergency phones at necessary location (Aviation, 860 Atlantic, COA and Merritt)

**C.1.d.2\*** Provide integrated emergency message broadcast/notification across all communication platforms (phone, sms, digital signage, etc.)

**C.1.d.3\*** Improve cell phone coverage across locations identified (Laney, Merritt, BCC)

**C.1.d.4\*** Refresh the security camera infrastructure currently in place, ensure continued refresh cycle, and upgrade to 10G CENIC circuits

**C.1.e Centralize and Institutionalize Software Licenses**

**C.1.e.1** Provide consistent and ongoing funding for software, such as office-productivity suite, library system platform, distance education delivery platform, antivirus protection, website development and content management, and other agreed upon districtwide platforms.

**C.2.a Prepare for sustainable technology investments**

**C.2.a.1** Assess feasibility and Return on Investment for Virtual Desktop Infrastructure, including considerations for: business continuity; impact to software

**C.2.a.2** Develop an implementation schedule, if cloud strategy deems feasible

Pathway maps, Tassel Software, and Guided Pathways. And management of course and program information and degree/certificate requirements such that the information posted online is ensured to be accurate, in pathway maps, course descriptions, and in the college catalog.

Merritt is developing a certificate of achievement for project management, which will include opportunities for work-based learning. This, along with existing CE pathways in cybersecurity, are a few of the programs referenced in DTC initiative B.1.b.1. In order to effectively leverage the use of students in this program, how will the district office manage and supervise the assignments of student workers? Will the relationship between college faculty and the district be direct to IT supervisors, and/or will it be overseen by a committee?

State and county services are moving to the cloud. Is it realistic to say that we will not be doing it? That is a question which should be answered by a feasibility study.

Annual cost is a consideration, as Merritt has challenges with recurring funding. We have the money for something for a couple of years and then one year we don't have the money for it and we have to give it up.

Is there a better sequence, such as, look at setting up a group of classified for cloud apps and VDI. That will have a huge impact on budget and a smaller pool of software to distribute and manage, and give them a chance to learn a bit. Then we could identify what comes next – maybe the classroom, as part of the SMART classroom refresh, look at what does it take to have in-class software be delivered through VDI and cloud versus a local installation on the computer. This would be a trial adoption/implementation of VDI which would be carefully scoped with a limited number of participants, going from smaller operational offices and software they need, to larger – SMART classrooms and software they need. That then would give us the ability to factor in a larger population with more diverse software needs.

licensing; and security/isolation of the network for instructional purposes  
**C.2.a.3\*** Consider moving to a cloud-based telephone/voice backup system to better address the needs of students and staff and ensure business continuity.

**C.2.b Develop and Implement Strong Network Security Protocols**

**C.2.b.1\*** Implement security and redundancy for local and remote services and access across all Peralta sites

**Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols**

**D.1.a Conduct technology Governance practices that include all constituent groups**

**D.1.a.1** Evaluate the effectiveness of strategic and operational decision-making groups and implement needed committee improvements

**D.1.a.2** Streamline and document the District and College IT collaboration and support models.

**D.1.a.3** Develop a process to communicate technology decisions across the District on a regular basis.

**D.1.b Institutionalize Technology Planning and Prioritization**

**D.1.b.1** Annually evaluate the Peralta Technology Strategic Plan and update as needed.

**D.1.b.2** Create a project prioritization process that is widely communicated for all IT project requests

**D.1.b.3** Based on the developed prioritization process re-evaluate all in-progress and identified projects and prioritize them for completion

**D.1.c Use Project Management tools for project tracking and completion**

**D.1.c.1** Identify a project manager/ coordinator for every technology project and select a project management tool for use in planning and tracking progress

We are compiling a list of all the software currently in use, a list of software requested on the APUs, and list of software that the college, or individual programs or business within the college, would benefit from. (Patricia Rom and Glenn VanStraatum; e.g. Vector Works, Esgro, Kivutro)

At Merritt, we will be requesting that IT be set up as its own cost center and that its budget would be managed under that cost center, regardless of where in the organizational hierarchy that IT is placed. Further, this should include the AV budget, which is small, but still in use. Our understanding is that this is an issue at all the colleges. Considering the reliance of college budgeting on the district IPBM process, making this change at all colleges would improve transparency and effective planning and reporting for initiatives across colleges, especially those utilizing measure G funds.

*Does district IT support such a change, and if so, what does is the plan?*

Integration of various streams communications with students is an urgent need. We have telephone, email, text, chat, all operating in silos. The current model is unsustainable and both staff and students are clearly not happy with it. The current system is deleterious to enrollment,

- D.1.c.2** Conduct project management training for District and College staff
- D.1.c.3** Modification to existing and development of new applications, must be done in tandem with a user groups, and include a functional champion to ensure specifications meet user needs and requirement
- D.1.c.4** Communicate project status to the District Technology Committee on a regular basis

**D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information**

- D.2.a.1** Clearly define who is responsible for training initiatives
- D.2.a.2** Develop in-house training expertise; cross-train important functions
- D.2.a.3** Solicit user feedback on training needs and emerging issues regularly and tailor offerings to identified needs
- D.2.a.4** Document a list of available software resources and the related function
- D.2.a.5** Provide training opportunities for IT staff that are needed to complete the current project list, initiatives in this technology plan and potential new technologies
- D.2.a.6** As part of any project include a training plan as part of the proposal
- D.2.a.7** With each new release of PeopleSoft and other major systems, provide training opportunities for staff to leverage the new features and functions
- D.2.a.8** Conduct cyber-security, privacy and security training for all employees on a regular and on-going basis including topics such as endpoint security, email security, common threats and other current topics

and will actually counteract enrollment management efforts. While additional staffing is needed, we should staff based on average workload using a fully functional CRM system and bots, where appropriate; we should not base staff needs on peak periods alone.  
*Is there a plan to integrate communication systems?*

Projected timelines are critical to planning, monitoring, and analyzing impact of district resources on campus technology ecosystem.  
*When will target completion dates be set for these initiatives?*

*As part of a review of security policies and procedures, and of training of employees in security, will this include training on FERPA? Peralta has AP 5040 which addresses student records privacy, but are there any other employee guidelines on these and other FERPA-related security practices as required under law?*

Specifically, training regarding our legal obligation to protect privacy, what is considered private versus directory information, when does “opt-out” mean for classified staff and faculty, and best practices for handling documents and spreadsheets containing personally identifiable information Related to this topic is the question of how students’ response to this question on CCC Apply handled by the district, and where it is stored in PeopleSoft.

Training on PeopleSoft and other systems needs to happen on an ongoing basis, and even experienced employees need to be able to refresh themselves on certain trainings. However, users often do not know where to go to obtain documentation and training materials for various modules of PeopleSoft and other systems, which results in time spent finding the right documentation or source, including requests sent to help desk and management. *As part of the DTP D.2.a initiative, will there be any effort to organize such system documentation/training materials for employees in a central repository, such as on sharepoint?*