Technology Operations Group (TOG)
June 1, 2023
Zoom: https://us06web.zoom.us/j/99114627281

Group Members

xAssociate Vice Chancellor, Technology, Kerry Kilber Rebman	☐ GC Admissions & Records representative, Aaron Starck
xDirector, Enterprise Systems, Pam Wright	☐ CC Admissions & Records representative, Greg Vega
☐ Director, Computer Services, Jerry Williamson	☐ GC Financial Aid Representative, Michael Copenhaver
☐ Director, Technical Services, Steve Abat	☐ CC Financial Aid Representative, Ray Reyes
☐ GC Director, Instructional Technology, Vacant	☐ GC Student Services/Counseling representative, Martha Clavelle
xCC Instructional Computing Facilities Supervisor, Bryan Cooper	xCC Student Services/Counseling representative, Brieanna Cuellar
xGC Instructional Design Technology Specialist, Dawn Heuft	☐ GC Library representative, Jessica Owens
xCC Instructional Design Technology Specialist, Amber Toland Perry	☐ CC Library representative, Matthew Chase
☐ GC Co-Chair, Technology Committee, Bryan Lam	X Bryan Cooper
☐ CC Co-Chair, College Technology Committee, Steve Weinert	xRecorder, Nicole Young
	Guest: Barbara Gallego, Interim Associate Vice Chancellor, Educational Support Services
	Resource Personnel
	☐ Senior Director, Fiscal Services; Research representatives (district and/or college); Human Resources representatives; Facilities representatives (district and/or college); and other guests as needed

Agenda

1. Welcome	Congrats to Pam for her 1-year anniversary today!
2. Additions to Agenda	Bryan Cooper asked for additional verbiage to be added to the email that goes out to employees and students. He requested that a link to instructions like this one be included: https://www.grossmont.edu/technology/helpdesk/guides/emailpwrdrst.php Or to notify employees and students on how they can reset their email from webmail as indicated in the above link **Action: Pam and Kerry to follow-up on where the language in the email lives and how we can update it.**
3. Review Action Items from Last Meeting	
4. Project Categories: Compliance, General, System Stability, Business Continuity	Kerry shared that we'd like to add another category to the types of projects we have: Business Continuity. We currently have Compliance, General and System Stability. Examples of a Business Continuity project are Student ID system (physical IDs), Diplomas and Formstack. This is often where a vendor changes unexpectedly and in order to continue existing services, these projects need to be made a priority. There were no questions or objections from the group on this category.
5. Ranking New Requests	We have received several new requests in a variety of formats since we last prioritized. We are determining how to move forward on them – whether they are Help Desk tickets or if it is work that needs to be prioritized by TOG. We have received Service Requests for some of them so they are 3 ready to be prioritized and added to the TOG list: Parent Students – Priority Registration, Class Deadlines, Open Enrollment dates in Self-Service. **Nicole and Pam will work on getting the scoring worksheets out to members.** Dawn mentioned an old request that that hasn't made the list yet: providing a way for students to update display names and have it flow into Canvas. **Action: Kerry asked Dawn to complete a Service Request so we can react to it.** Kerry noted that we need to find a way to easily share the most current prioritized list broadly. Dawn suggested

	Airtable and Kerry shared that Pam is working on implementing Jira over the summer. We may have something that will allow us to share the list easily in the Fall.
6. Other Business	**Changes in Zoom Management and reminder on Zoom Storage:** Starting in September the CCC TechConnect Center will be anding over the management of our Zoom subaccount to us. Pam's team is working on this. Dawn will forward a message she received from Donna Gustafson at Palomar (CCC TechConnect) on the expectations. Dawn also reminded us that we need to clear out our recordings so that we don't exceed our storage limit. If we hit a max we will get an alert from the State. One option may be to store recordings on your network drive but that has limits too. Action: Kerry will send out a message Districtwide reminding everyone to delete recordings. Decisions on standard Zoom settings in our subaccount may need to be made. Where should these decisions be made? Recommendations from the Canvas Working group could be brought to TOG and Kerry could bring any issues to Cabinet and communicate any critical changes. Brieanna asked about the SARS requests and whether we should send a service request for every change request or should we combined requests to utilize service reps time? Kerry suggested combining requests.
7. Next Meeting	June 15