Technology Operations Group (TOG)

Charge: https://intranet.gcccd.edu/tog/charge-and-composition.html

AGENDA
May 2, 2024

10:00am – 11:00pm

https://us06web.zoom.us/j/3566538902

Group Members

Name	Title	Attendance
Kerry Kilber Rebman	Associate Vice Chancellor, Technology (Chair)	☒
Barbara Gallego	Associate Vice Chancellor, Educational Support Services	☒
Pam Wright	Director, Enterprise Systems	☒
Jerry Williamson	Director, Computer Services	☐
Steve Abat	Director, Technical Services	☐
Bryan Cooper	GC Director, Instructional Technology	☒
Matt Wyatt	CC - Stand-in Representative Instructional Computing Facilities Supervisor	☒
Dawn Heuft	GC Instructional Design Technology Specialist	☒
Amber Toland Perry	CC Instructional Design Technology Specialist	☒
Bryan Lam	GC Co-Chair Technology Committee	☒
Vacant	CC - Co-Chair College Technology Committee	☐
Wayne Branker	GC Admissions & Records Representative	☒
Tashaurie Rogers	CC Admissions & Records Representative	☒
Ruth Ramirez Ruiz	GC District Educational Support Services	☒
Dustin Knight	GC Financial Aid Representative	☐
Ray Reyes	CC Financial Aid Representative	☐
Jennifer Fujimoto	GC Accounting Representative	☐
Martha Clavelle	GC Counseling Representative	☒
Courtney Willis	GC Student Services Representative	☐
Isaiah Nailon	CC Counseling Representative	☒
Kevin Brown	CC Student Services Representative	☒
Jessica Owens	GC Library Representative	☐
Matthew Chase	CC Library Representative	☐
Nicole Young	Recorder	☐

Agenda Item	Documents
A. Welcome	
B. Colleague FA is the Priority Now through May/June - Work on other projects will stop or slow dramatically. - New service requests are delayed.	Financial Aid went live on Monday, April 29 in that we downloaded ISIRs in Colleague for the first time. (ISIR stands for Institutional Student Information Record, which is a personalized document created by the US Department of Education that helps determine a student's eligibility for federal student aid programs Unfortunately, downloading ISIRs caused our Active Directory to break down for some students (their network login no longer worked). If a student applied to the college under a different name than is associated with their social security number, their name was overridden in Colleague. IT was able to create a workaround for now. To help address this and other data issues we plan to have COG (Colleague Operations Group) start meeting. You may recall we introduced this group to you previously but we have not had a chance to get it in place with the many projects afoot. Also, a reminder that we are working on the Student Onboading Project, which should fix other issues related to name. .
C. Informational Item: Required Documents in Self-Service Removed	Barbara shared that now that Financial Aid is integrated in Colleague, we had to make adjustments to the Required documents field. This field was used for Vaccine uploads during Covid. This should not affect Residency.
D. Service Requests - Awareness: - Overload Change - Chosen Name - PCI Compliance	We reviewed the various pending services requests. We will ask TOG to rank Overload. Look for a spreadsheet from Nicole. Chosen Name and PCI Compliance (credit card industry

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	standards) will move forward as they are compliance. Dawn and Amber volunteered to participate in the Chosen Name project as related to Canvas. We need to identify all systems affected.
E. Service Requests – For Prioritization - ExLibris (Library system) use of SMS Texting	This one will need to be ranked. Look for a spreadsheet from Nicole. This is larger than just the library requesting. We need centralized coordination and visibility on who is texting students about what, when. We would need a project charter, etc. As a side note, it was mentioned that we are working on a new service board in Jira so we can better review current projects and status.
F. Justice Department New Rule on Accessibility of Web Content and Mobile Applications. Justice Department to Publish Final Rule to Strengthen Web and Mobile App Access for People with Disabilities Fact Sheet: New Rule on the Accessibility of Web Content and Mobile Apps Provided by State and Local Governments	Need to be mindful of third party apps. It was brought up that we would need to ensure that Experience (Colleague) is compliant. And other mobile apps that we require, which we don't think we require any currently. Workday and Canvas both have apps but they are not required. We need better understanding of accessibility requirements district wide. We should look at policies and procedures. **Action: Kerry to bring to TPPC.** We also need regular training and support for end users. . Kery mentioned that Gabe Neri is our accessibility lead and that she would follow up with him about monthly training. Pam shared that Kelly Boyle will be holding trainings once a month for Omni users and we could include this training here. Include William Bown and Carl Fielden from Grossmont in this work.

Agenda Item	Documents
G. Feedback from TPPC regarding Project Prioritization Refresh - November 2023 Minutes - February 2024 Minutes	Listed the notes, will review at next TOG meeting.
H. Standing Item - New Legislation	None reviewed.
I. Other Business	

Next Meeting Date: May 16, 2024

Group Goals for 2023-2024:

1. Improve communication about the work of TOG across the colleges and District.
2. Create a process for refreshing the list as projects are completed and new projects are requested.
3. Document the process listed in #2.