Technology Advisory Committee (SACTAC)

Minutes

Mar. 26, 2025, 3:00pm-4:30pm

Zoom: https://rsccd-edu.zoom.us/j/85306550971

In Attendance: John Steffens, Jason Sim, Mary Steckler, Marvin Gabut, Christina Wagner, Jimmy Nguyen, Luis Pedroza, Adam Morgan, Mark Turner (absent agenda items 1-2), Jennifer Hoeger (absent agenda items 1-4).

Absent: Hugh Nguyen, Jose Lopez Mercedes, and Ron Gonzalves.

Guests: Parisa Samaie, Mark Reynoso, Dane Clacken, and Jessie Gonzalez.

1. Approval of the agenda [action]
   a. Adam Morgan motion to approve
   b. Luis seconded the motion
   c. Passed unanimously

2. Approval of the minutes from Feb. 26 [action]
   a. Mary Steckler motion to approve the minutes
   b. Marvin Gabut seconded the motion
   c. Approved with one abstention: Adam Morgan

3. Public comment
   a. No public comment

4. Recommendation to Adopt Technology Resources Standard Operating Procedure [action] (20 mins.)
   a. Mark Reynoso presented
      i. Luis Pedroza motioned to approve
      ii. Mark Turner seconded the motion
      iii. Approved unanimously

5. Recommendation to Adopt Distance Ed. Pilot Standard Operating Procedure [action] (10 mins.)
   a. Jimmy Nguyen and Marvin Gabut presented
      i. Luis Pedroza motioned to approve
      ii. Adam Morgan seconded.
      iii. Approved unanimously

6. Reports [information]
   a. AI Taskforce (10 mins.)
      i. Jason Sim:
      ii. **Planning**
         1. Promote AI among students and faculty.
         2. Ensure ethical and responsible use of AI across the college.
         3. Prepare students for AI-related careers and challenges.
         4. Enhance teaching and learning through AI-driven tools and resources.
      iii. **Establish Ethical and Governance Frameworks**
         1. Develop guidelines for ethical AI use in teaching and research.
         2. Establish an AI ethics committee to review projects and address concerns.
      iv. **Promote Education and Awareness**
         1. Offer workshops and training for faculty and staff on AI tools and applications.
         2. Integrate AI literacy into the curriculum across disciplines.
         3. Host seminars, hackathons, and guest lectures on AI topics.
         4. Create resources (e.g., online courses, tutorials) for students and staff.

         Dr. Samie: discussed Khanmigo for learners: Always-available tutor, powered by AI
         John Steffens discussed: AI Professional Development and Learning Opportunities | California Community Colleges Chancellor's Office
   b. ASG (5 mins.)
      i. No report
   c. Student Services (5 mins.)
      i. Christina Wagner: no report
   d. Noncredit (5 mins.)
      i. Jennifer Hoeger: renewing contract with Blackbelt Help.
   e. Distance Ed. (5 mins.)
      i. Marvin Gabut: working on the list, testing Khanmigo, HyFlex field trip to Cal State Long Beach.
   f. Information Technology Services (15 mins.)
      i. Dane Clacken: available new remote system for everyone who uses the remote portal. Looking for any feedback on the system as well.
      ii. Jesse Gonzalez discussed Resource Allocation.
         The ITS Department has submitted resource allocation requests for the 2025-2026 fiscal year to address growing demands for technical support and CRM functionality across the colleges. The first request is for a Technical Specialist I to manage the increasing volume of support tickets, which has risen by 111.03% since FY 20-21 and is projected to reach 6,568 tickets in FY 25-26. Without this role, response times and service quality will decline, particularly as enrollment growth and new programs like dual enrollment and inmate education expand. The second request is for an Applications Specialist IV to support differing systems at the scale of Starfish (SAC) such as Ellucian CRM (SCC), as the current team cannot handle the anticipated 120.50% to 153.97% FTE demand. Insufficient support risks delays, functionality gaps, and reduced adoption of CRM tools, hindering student engagement efforts.

        The third request is for a Helpdesk Analyst to alleviate the strain on the single full-time resource currently managing calls and emails, which often requires pulling college ITS staff and creates resource constraints. Additionally, the submission notes that classified team members will continue to have limited access, and the Lead Media Specialist at SAC has been acting in a supervisory/project role without further details provided. These requests highlight critical gaps in staffing that, if unaddressed, will compromise the timeliness and quality of ITS support services across the colleges.

g. Student Information Support (5 mins.)
    i. John Steffens:
        The Comevo application recently underwent a system update to maintain its functionality. Meanwhile, Ocelot, the current chatbot on the website that provides credit-related answers, is in the process of being merged with Ivy. This integration will combine the two systems into a single, unified platform. Additionally, the integration with Colleague has been successfully completed, with all testing phases passed.
        The recent PD session for Nuventive had 14 attendees. Another session to follow.
        Continuing to support the implementation of DualEnroll.com
        Evaluating ways to support the adoption of curriculum tracks in Colleague.
        The department is working on expanding the use of dynamic forms to improve efficiency and user experience. The facility request form is live.
        Starfish system flags are now live for the Honors Transfer and Student Leadership programs.

h. Library (5 mins.)
    i. Luis Pedroza: lockers are ready to go. They just need a wrapper added for branding.
i. Other

The meeting ended at 4:15pm.