



GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT

Technology Operations Group (TOG)

Charge: <https://intranet.gcccd.edu/tog/default.html>

NOTES

September 21, 2023

10:00am – 11:00pm

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

Council Members

Name	Title	Attendance
Kerry Kilber Rebman	Associate Vice Chancellor, Technology (Chair)	<input checked="" type="checkbox"/>
Barbara Gallego	Interim Associate Vice Chancellor, Educational Support Services	<input checked="" type="checkbox"/>
Pam Wright	Director, Enterprise Systems	<input checked="" type="checkbox"/>
Jerry Williamson	Director, IT Service Management	<input type="checkbox"/>
Steve Abat	Director, Information Technology	<input type="checkbox"/>
Bryan Cooper	Director, Instructional Technology	<input checked="" type="checkbox"/>
Vacant	CC Instructional Computing Facilities Supervisor	<input type="checkbox"/>
Dawn Heuft	GC Instructional Design Technology Specialist	<input checked="" type="checkbox"/>
Amber Toland Perry	CC Instructional Design Technology Specialist	<input checked="" type="checkbox"/>
Bryan Lam	GC Co-Chair Technology Committee	<input checked="" type="checkbox"/>
Steve Weinert	CC Co-Chair College Technology Committee	<input type="checkbox"/>
Wayne Branker	GC Admissions & Records Representative	<input checked="" type="checkbox"/>
Vacant	CC Admissions & Records Representative	<input type="checkbox"/>
Vacant	GC Financial Aid Representative	<input type="checkbox"/>
Ray Reyes	CC Financial Aid Representative	<input type="checkbox"/>
Martha Clavelle	GC Counseling Representative	<input type="checkbox"/>
Kevin Brown	CC Counseling Representative	<input checked="" type="checkbox"/>
Courtney Willis	GC Student Services Representative	<input checked="" type="checkbox"/>
Vacant	CC Student Services Representative	<input type="checkbox"/>
Jessica Owens	GC Library Representative	<input type="checkbox"/>
Matthew Chase	CC Library Representative	<input checked="" type="checkbox"/>
Ruth Ramirez Ruiz	District Educational Support Services	<input checked="" type="checkbox"/>
Recorder	Nicole Young	<input checked="" type="checkbox"/>

Agenda Item	Documents
A. Welcome & Introductions	We welcomed a new member, Kevin Brown.
B. Charge & Composition	<p>Kerry reviewed the charge and composition and asked the group if there were any questions or comments. She indicated that she is splitting out the Counseling/Student Services representative to allow for one from each area. Grossmont already has Courtney and Martha. We need representatives from Cuyamaca. Kerry also mentioned that there is a project underway to move the Intranet off of Cascade Server, which means the locations of our agenda and notes will change at some point likely in the spring. They will still be housed on the Intranet.</p> <p>Action: Kerry to reach out to Bri Hays for Student Services/Counseling/A&R reps.</p>
<p>C. Status of Prioritized List</p> <ul style="list-style-type: none"> - Managing the List (New Service Requests) - Jira – Project Tracking Software 	<p>Kerry shared the prioritized project list that the group worked on last year, which is up to date as of today.</p> <p>8 projects should be completed by the end of the fall semester. Some observations from the group to help with continuous improvement in terms of managing and communicating the status of the list:</p> <ul style="list-style-type: none"> • Consider combining related projects to minimize meetings and increase productivity. This will help us manage our limited resources and be more efficient. • Mark projects as “Completed” versus “Done”. • Consider presenting quarterly on what projects have been completed. Kerry mentioned they are working on a bulletin template to help with this. The title could be “Partnership Projects”



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	<p>Kerry shared that we are working on some project closure documents to help us have a proper hand-off and closure of the work. As a part of the closure process, we will try to create Service Level Agreements so that everyone understands how the systems will be supported going forward. In addition, we will acknowledge and celebrate the work and accomplishments of all involved.</p> <p>As projects are completed, we need a process for “refreshing” the list that was prioritized last year to determine if the prioritization still aligns with our strategic goals.</p> <p>Pam shared that we are making progress on rolling out Jira, the project tracking software. We are starting with Enterprise Systems and will branch out to Educational Support Services. After that we will determine the best way to share the list more broadly.</p>
D. Feedback from TPPC on Prioritized List	<p>Kerry shared that the Technology Planning & Policy Council (TPPC) would like to improve the relationship with TOG, specifically around the prioritization process and “refreshing” the list. TPPC asked to review the TOG Rubric.</p> <p>Action: Kerry to send the rubric to TPPC</p>
E. Colleague Operations Group (COG)	<p>Kerry shared the draft charge and composition of the Colleague Operations Group. We talked about creating this group spring 2023, but have not had a chance to get it in place. A situation came up recently that has inspired us to get this group together as soon as possible. This group would</p>

Agenda Item	Documents
	bring recommendations to TOG. More information coming soon.
F. Student Onboarding Project	Pam presented the draft specifications document for the Student Onboarding Project. There are numerous pieces to this puzzle – Kerry referred to it as a tangled web that has been built over years. The priority is to address password security. In addition, this project will address many student facing issues that will improve the overall student experience in terms of onboarding to the colleges. More details forthcoming. Some changes in policy and operations may need to occur.
G. Annual Goals	<p>Two Suggested Goals:</p> <ol style="list-style-type: none"> 1. Improve communication about the work of TOG across the Colleges and District and with TPPC. 2. Create a process for Refreshing the list as projects are completed. <p>Action: Members to provide ideas for other goals at the next meeting.</p>
H. Other Business: Technology plan	<p>Kerry asked the group to provide input on the draft District Technology Plan. She shared that this document is meant to be a guiding document and that the TOG list, as well as the Workday Optimization project and projects from the Security and Network teams would serve as the Road Map / Action Plan.</p> <p>Action: Members to provide feedback on the Tech Plan no later than October 15.</p>

Next Meeting Date: October 19, 2023