October 22, 2020
Technology Advisory Committee Agenda

Time	Individual(s)	Item
3:00-3:10	Matt Donaldson	TAC SharePoint Site
3:10-3:20	Matt Donaldson	SSO Restructuring Project Update
3:25-3:30	Matt Donaldson	Changes to Canvas Support
3:30-3:35	Stephanie Wroten	Initiative Proposal: Canvas Accounts for Upward Bound
3:35-3:40	Meghan Witherell	Initiative Proposal: International Applications
3:40-3:45	Matt Donaldson	Initiative Proposal: CC for Zoom initiative proposal
3:45-3:50	Matt Donaldson	Initiative Proposal: Informacast Reimplementation
3:50-4:00	Matt Donaldson	Future Proposals

Proposer	Stephanie Wroten	**Department**	Upward Bound\TRIO
Submission Date	10/21/20	**Requested TAC Date**	10/22/20

Background

The Upward Bound program currently has approximately 80 students who participate in classes hosted in the Canvas Learning Management System. Moving forward, approximately 20 students are added each year. Because these are not official COS courses, they are not defined in the Banner Student Information System and must be manually created in Canvas. As a result, under the current processes, accounts are not automatically created for these students in Canvas. At this time, the only method for creating these accounts is to have the students manually enroll themselves, which is both challenging and time-consuming.

Scope

This initiative will develop a process to create Canvas accounts for Upward Bound students in bulk similar to the existing process used to create Canvas accounts for students registered in COS courses.

Business Objectives

The proposed initiative will seek to achieve the following objectives:

- Save time needed to assist each Upward Bound student to manually enroll in Canvas.
- Remove a barrier to student participation in the Upward Bound program.

Deliverables

The proposed initiative would produce:

- A documented business process that provides a list of students that need to be created in Canvas.
- A supporting technological system to import a list of Upward Bound students into Canvas so that user accounts for those students are created in bulk.

Costs\Funding

This section contains rough order of magnitude (ROM) estimates of the resources that would be needed to both implement and maintain the proposed technology.

COS Resource Hours

The following is an estimate of the number of hours needed from COS personnel to both implement and maintain the proposed technology.

Initial

The following table lists the COS personnel it is believed will be necessary to implement this technology along with an estimated number of hours that will be needed:

Canvas Accounts for Upward Bound

Personnel	Estimated Hours
Information Technology	8
Upward Bound	4
Distance Learning	1
Total	**13**

Recurring

The following table lists the COS personnel it is believed will be necessary to maintain this technology along with an estimated number of hours that will be needed each year:

Personnel	Estimated Hours
Information Technology	4
TRIO	2
Distance Learning	0.5
Total	**6.5**

Monetary Costs

There are no inique costs associated with this initiative. It can be completed and maintained with existing resources.

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Initiative Proposal

International Applications

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Proposer	Meghan Witherell	**Department**	Admissions & Records
Submission Date	10/19/2020	**Requested TAC Date**	10/22/2020

Background

Currently, international students need to do two things to apply to the College of the Siskiyous. First, they need to apply through CCC Apply. Second, they need to complete a supplemental form to send to the Admissions and Records department. The college is seeking to increase enrollment of international students and, consequently, would like to have only one application for international students.

There are two possible solutions:

1. Develop an application that fully integrates with CCC Apply.
2. Build an application within Self-Service Banner (SSB) 8.

The following table summarizes the pros and cons of each option.

Integrate w\ CCC Apply		Build within SSB 8	
Pro	Con	Pro	Con
Uses CCC Apply interface	Longer implementation time	Shorter implementation time	Unattractive Interface
Not impacted by SSB 9 Upgrade	Higher cost	Lower cost	Will be lost with SSB 9 Upgrade

Due to time constraints associated with the funding source (see 'Funding' below), the proposed initiative is the second option, building the international application within SSB 8.

Scope

The proposed initiative would create a single international application for international students in SSB 8.

Business Objectives
The proposed initiative will seek to achieve the following objectives:

- Simplify the international application process by reducing two applications to one.
- Increase in the number of international applicants.

Deliverables
The proposed initiative will produce:

- Business Requirements Document.
- Functional/Technical Design Document, including use cases.

- An international application in both SSB 8 Test and Production.
- Standard operating procedures.

Costs\Funding

This section contains rough order of magnitude (ROM) estimates of the resources that would be needed to both implement and maintain the proposed technology.

COS Resource Hours

The following is an estimate of the number of hours needed from COS personnel to both implement and maintain the proposed technology.

Initial

The following table lists the COS personnel it is believed will be necessary to implement this technology along with an estimated number of hours that will be needed:

Personnel	Estimated Hours
Student Services	81
IT	81
Project Management	16
Total	**178**

Recurring

The following table lists the COS personnel it is believed will be necessary to maintain this technology along with an estimated number of hours that will be needed:

Personnel	Estimated Hours
Student Services	40
IT	20
Total	60

Monetary Costs

The following is an estimate of the money needed to both implement and maintain the proposed technology.

Initial

The following table summarizes an estimate of costs that would be incurred to implement this technology:

Items	Amount
Professional services (estimated 196)	$33,000
Total	**$33,000**

This estimate is based on preliminary discussions with consultants at SIG.

Recurring

There are no anticipated recurring costs.

Funding

The following indicates what funding source(s) will be used to both implement and maintain the proposed technology.

Initial

The following table summarizes the funding source(s) that will be used to cover implementation costs:

Funding Source	Amount
CVC-OEI Pathways Grant	$33,000
Total	$33,000

A significant constraint on this funding source is that it is only available through the end of the 2020 calendar year. Consequently, all work on this initiative must completed by then.

Recurring

There are no recurring expenses that need to be funded.

Initiative Proposal
Closed Captioning for Zoom

Proposer	Matt Donaldson	Department	IT
Submission Date	10/20/20	Requested TAC Date	10/22/20

Background

The college needs to have the ability to provide closed-captioning (CC) for meetings and classes held through the Zoom video conferencing software. The COVID-19 pandemic has led to a sharp rise in the use of Zoom for both meetings and classes which has increased the need to provide CC capability. Thus, it is proposed that the College (1) define the possible usage of CC for Zoom and (2) evaluate potential solutions to provide CC capability for Zoom meetings.

Scope

The proposed initiative will determine the scope for implementing CC for Zoom and then identify and implement a solution that provides this service within that scope.

Business Objectives

The proposed initiative will seek to achieve the following objectives:

- Satisfy accessibility requirements.
- Supplement verbal communications when sound quality may be diminished.
- Make it possible to automatically create text transcripts from Zoom meetings.

Deliverables

The proposed initiative will produce:

- A definition of the scope in which CC will provided in Zoom.
- A technological solution for providing CC in selected Zoom meetings.
- How-to documentation on configuring CC for Zoom meetings and on archiving text transcripts.

Costs\Funding

This section contains rough order of magnitude (ROM) estimates of the resources that would be needed to both implement and maintain the proposed technology.

COS Resource Hours

The following is an estimate of the number of hours needed from COS personnel to both implement and maintain the proposed technology.

Initial

The following table lists the COS personnel it is believed will be necessary to implement this technology along with an estimated number of hours that will be needed:

Closed Captioning for Zoom

Personnel	Estimated Hours
IT Dept.	80
Instruction	5
DSPS	5
Distance Learning	5
Total	**105**

Recurring

It is expected that the solution will either be provided by live transcribers or through artificial intelligence (AI) in the cloud. Consequently, no additional resources hours should be needed to support this technology.

Monetary Costs

At this stage, the initial and recurring costs are unknown. Two steps will be taken to obtain cost estimates:

1. Determine the number of individuals and\or meetings that would utilize the solution.
2. Enumerate potential solutions and get quotes from vendors.

This information would then be provided to the TAC in an Initiative Proposal.

Funding

The following indicates what funding source(s) will be used to both implement and maintain the proposed technology.

Initial

Since the need for this technology has been significantly increased by the COVID-19 pandemic, it is proposed that the initial implementation of CC for Zoom be funded through the CARES Act.

Recurring

A funding source for the annual costs of the CC for Zoom solution have not been identified.

Informacast Reimplementation

Proposer	Matt Donaldson	Department	IT
Submission Date	10/21/20	Requested TAC Date	10/22/20

Background

In November 2019, the college's Voice-Over-IP (VOIP) system was upgraded. At that time, the license for Informacast, an emergency mass notification system that integrates with the phone system, was not renewed and lapsed. In October 2020, a CHP pursuit came to the Yreka campus, necessitating a lock down. In the absence of an emergency mass notification system integrated in the phone system, the college had to rely on texting and email to notify staff, faculty, and students.

Scope

The proposed initiative will reimplement the Informacast emergency mass notification system within the college's phone system.

Business Objectives

The proposed initiative will improve the college's ability to respond to emergencies by reinstating the ability to send audio messages throughout the school's phone system.

Deliverables

The proposed initiative will produce:

- The installation and configuration of the Informacast mass emergency notification system.
- Documentation on using the system to send audio messages through the school's phone system.

Costs\Funding

This section contains rough order of magnitude (ROM) estimates of the resources that would be needed to both implement and maintain the proposed technology.

COS Resource Hours

The following is an estimate of the number of hours needed from COS personnel to both implement and maintain the proposed technology.

Initial

The following table lists the COS personnel it is believed will be necessary to implement this technology along with an estimated number of hours that will be needed:

Personnel	Estimated Hours
Information Technology	20
Total	**20**

Recurring

No additional resources hours will be needed to maintain the implementation beyond regular phone system maintenance.

Monetary Costs

The following is an estimate of the money needed to both implement and maintain the proposed technology.

Initial

The following table summarizes an estimate of costs that would be incurred to implement this technology:

Items	Amount
Informacast 3-year License	7,776
Professional services to implement the upgrade	2,160
Total	**$9,936**

Recurring

The Informacast software will be licensed through FY22-23. In FY23-24, the license will need to be renewed. Based on current 3-year cost and considering inflation, it is estimated that the annual renewal cost will be $800 annually.

Funding

The following indicates what funding source(s) will be used to both implement and maintain the proposed technology.

Initial

Keenan safety funds will be used to implement the solution.

Recurring

Starting in FY23-24, annual renewal of Informacast will need to be included in the IT department's operating budget.