

## **Systemwide Architecture Committee Meeting**

Thursday April 23, 2020

Online 1:30 to 3pm

Tim Calhoon: All right, let's get going. I'll take the roll call Barney. Are you on? Barney. Gary Bird. I thought I saw Gary, Gary.

Gary Bird: I'm here.

Tim Calhoon: All right, Tim Calhoun I'm here. Paul Bishop. I heard Paul.

Paul Bishop: Here.

Tim Calhoon: Bob Hughes, I can see Bob Hughes. Yeah.

Bob Hughes: Here.

Tim Calhoon: Jorge, I thought I saw Jorge Mata.

Jorge Mata: I'm here.

Tim Calhoon: Alright. JC or Corey Berwick from the foundation. JC is with us?

JC Sales: Present.

Tim Calhoon: Hi JC.

JC Sales: Hi everybody.

Tim Calhoon: Joe Moreau?

Joseph Moreau: Yep, all here.

Tim Calhoon: Hey Joe. Ben Seaberry?

Ben Seaberry: Yes, I'm here.

Tim Calhoon: Aight. Dan Waters? Oh, Watkins. Sorry, Dan Watkins?

Dan Watkins: I'm here.

Tim Calhoon: Look, I'm getting old okay, it's getting hard to read and remember. Dan, are you with us?

Dan Watkins: I am with you.

Tim Calhoon: Oh, okay. Hey, Dan. Rico Bianchi. Rico's here, I think.

Rico Bianchi: I'm here.

00:14:05

Tim Calhoon: Yeah, I see NAME [????????????] is with us too, great. Amir, are you on the call.

Amir Kahn: Yes.

Tim Calhoon: All right. Sylvia? Sylvia Lynch? Russell Grant? Candace? Candace Jones?

Candace Jones: Here.

Tim Calhoon: Hey Candace.

Candace Jones: Hey.

Tim Calhoon: Lou Delzompo? Lou is here, I think.

Lou Delzompo: I am here, I'm here.

Tim Calhoon: And Gary Moser.

Gary Moser: Yes, sir.

Tim Calhoon: I think Gary- Yep. Gary's with us. Joe Perret? Joe? Michael Dioquino.

Tim Calhoon: Alright. So, thought we'd have a little bit of a COVID-19 discussion. I also want to, Bob had asked that we talked about CCCApply fraud. I guess Bob said that

they're getting hit with some more fraud, probably based around financial, trying to get financial aid in this new, you know, from the new CARES Act. So I want to talk a little bit about that.

And then we're going to look at, Lou is going to do a presentation on retiring the old CCCApply download client, which dates back to even before my time. The design of the thing was way back around 2001, although it was redone in 2012.

And then we'll review this system wide ERP study.

Tim Calhoon: So for COVID-19. I just wanted to, I don't know how much you all have been following the state budget. But, you know, last week the LAO went over the, you know, what the, what the outlook was with the legislature. They were looking at something like a \$35 billion shortfall, which accounts for about 20% of the state budget. However, they've got 17 million in a reserve that they can use and also they're kind of waiting around for the feds.

Tim Calhoon: So they were recommending a baseline budget. So that's at the tech center. That's what we're doing. We're budgeting for baseline right now. However, the Department of Finance also advised that we don't know what our tax revenues are going to be until probably August, because they have to postpone the collection of taxes through July. So there'll be a second round, probably, or a second state budget.

That may come down where we all may see- I don't know if you remember that, but way back in the recession we had that happen. We had a second round of budget cuts. You know, I think, it was mid year, so you know that's what I know anyway as far as state budget.

Tim Calhoon: Anybody else got COVID-19 info?

Joseph Moreau: Well, we did hear yesterday that a whole new round of limitations on what we could do with money for students or institutionally has come down from the Department of Ed. So if you're not clued into that, check with your business officer, because it got really sticky as of yesterday.

00:18:07

Tim Calhoon: Great. Wasn't that sort of like 50% of the money was supposed to be used to give out to students and the other 50% for GTM [?] learning?

Joseph Moreau: Yeah, I mean, that's still the general parameter but, you know, a whole bunch of new rules came out about students who were already in a fully online program cannot be eligible for CARES money because they were not disrupted.

You can only spend money on things that you, that were like new purchases after March 13, and a whole variety of things just really got sticky. And I mean it was pretty laborious to begin with, but it got worse yesterday so look out for that because-

Tim Calhoon: They're like, trying to make you pay for things after March 15 in order to boost the economy or something, is that the...

Joseph Moreau: Well, no, I think, I think the logic is that if you bought something before March 13th, it was not COVID related, so it shouldn't count for, you know, CARES funding, I think on that line. So, the concept is not to pay for operations that were regular operational costs. You should have already had budget for it.

Jorge Mata: You have to prove that these are extraordinary or one time or very specific, right.

Joseph Moreau: Right, yeah.

Gary Moser: Yeah, where I got reviewed on that was from the ACCT email that went out. So there was some information on that, on how it could be used. So I don't know if you guys get that or not get that. But that's where I got information from.

Joseph Moreau: But, but, but if you look at. I mean, just, I mean, I'm not trying to defend or or attack the Department of Ed's rules, but I'm just like, let's just say for example you bought a year supply worth of facemasks on March 1st and you took delivery of those. You might actually use those all in three months or two months, you know, based upon your how your campus or your how your district is responding to COVID so, you know, shouldn't that expenditure that was made on March 1st be somehow applicable to this kind of funding, you know, I mean, I think it's not as simple as the Department of Ed wants it to be.

[pause]

Tim Calhoon: So one update I got is on the Amazon AppStream. You know, I put out the letter that we wanted Barney to put out. Barney's not been able to get approval on that letter yet. So it's kind of sitting there on stasis at the moment but the Inner Vision folks are just going ahead and, you know, marketing it to the system. And I think they

were- they already had one webinar. And I think they'll be doing some more webinars, but seems like a pretty good deal to give away 50 hours of consulting time to set up a college and then Amazon given away.

I know Paul when you said to see if they give more than a month, you know, I was thinking the same thing, how about like a quarter or something like that, right, for free. And then we're talking, you know. But yeah, Amazon was going to give away a month of hosting for that basically-

Paul Bishop: I think they already had some Promotion going where they were going to give it away until July one, or something.

Tim Calhoon: Okay, so they're not even adding anything more than what they've already done.

Paul Bishop: That's less than what they're doing

Tim Calhoon: Yeah, I mean, because I think the problem is, you know, Paul, you're an Amazon customer, right. But there's a lot of colleges that aren't and maybe that's what they were thinking as they were just trying to- I mean, maybe you get a better deal because you're an Amazon customer. I don't know.

Paul Bishop: I don't think so. I think we get worse deals then.

Tim Calhoon: Bob, you raised your hand.

Robert Hughes: Not about Amazon, but one of the things that I'm worried about is Adobe Creative Cloud. Their special deal for students is expiring May 31st. How's that impacting the rest of the group. And are you going out and buying this now, or what's the deal with that.

Joseph Moreau: Well, we got it extended, because we're on the quarter system. So our quarter doesn't until the end of June. And they said, Oh yeah, that, that makes sense. Sure. Okay. We'll do that but-

JC Sales: Everyone I- so from that foundation and since we own that contract, Adobe will be extending that benefit, past, past this fiscal year so we're still working on the details. But you're if you've already requested it originally they might roll over the benefit at no cost.

Robert Hughes: Okay, great. I just got that email a couple of days ago and I didn't know how to respond to it. So yeah.

JC Sales: So if you have any questions about Adobe, please feel free to direct them to the foundation and we can handle that for you as well.

Robert Hughes: Thank you.

Jorge Mata: That's good news.

Tim Calhoon: So, um, so, and while we got JC on the line, too, I mean any, you know, we talked about Amazon AppStream last month as maybe a possible system wide benefit, you know, given that we're heading into probably a time period of a budget cuts at the state level. Are there any things that colleges could use that maybe the foundation could establish pricing agreements for?

Paul Bishop: Zendesk

JC Sales: Well certainly-

Tim Calhoon: Zendesk?

Paul Bishop: You know like you use at the tech center, right? Roll it out for everybody.

Tim Calhoon: Well, I'm sure everyone has their own helpdesk system, don't they.

Paul Bishop: yeah, but we'd rather have you pay for it.

JC Sales: Well, there you go.

Jorge Mata: Tim you'd get [cuts out]

Tim Calhoon: I'm not talking about- when i said budget cuts at the state level. I'm not talking about a system wide purchase.

unknown: [jokingly] Then we don't need to talk about the ERP survey.

JC Sales: -Marnie has to ask me to work on a contract for system wide pricing for [unintelligible]. So we're still working on negotiating that pricing. Of course, there are

many different considerations for that contract. It's the first iteration of course as individual colleges configure off of it, with special discounted pricing for community colleges. The second tier is if a group of colleges that had readiness already for [unintelligible], and you can, we can assist in pulling all those colleges and saying, "Hey, we want to ask for deeper discounting for [unintelligible]."

And then the third option is, I think Barney's looking into potentially seeing if there are funds available to support a system wide deployment. Now that's always like a question mark, right, so, it's being looked into. I don't want to announce something that hasn't happened yet, but certainly we want to be a resource to the colleges as they move into utilizing [unintelligible] more prevalently throughout the system.

Tim Calhoon: [unintelligible]

JC Sales: Go ahead.

Tim Calhoon: Go ahead.

JC Sales: Another contract that we've secured is with Amazon on the business side, not Amazon Web Services. It's more like regular procurements on the college campus so that's a partnership we just secured this week, and on an annual basis a lot of our colleges are procuring \$16 million worth of things through Amazon, and it's not compliant under the law.

So what we just made sure that moving forward all colleges when they do run anything through Amazon, whether it be technology or commodities that it will be a legal method moving forward.

Tim Calhoon: Great. Okay. You know, Rico and I were on the phone yesterday with the Zoom folks. And, you know, we're negotiating the contract and stuff. But they mentioned zoom phone. Their, their phone service. Would there be interest by the SAC committee to review that, and would it be a benefit to the colleges?

[Pause]

Tim Calhoon: Yeah.

Paul Bishop: It'd be good to take a look, Tim.

Tim Calhoon: Okay. So that seems like an okay thing to review.

Paul Bishop: Want to know.

Tim Calhoon: All right, we'll have them, uh-

Rico Bianchi: Ah, Tim,. Sorry about that. As soon as you said my name my computer decided to shut down and restart. So I'm on the phone, I jumped on the phone here. What was the question again?

Tim Calhoon: Rico, all the work has already been assigned to you, so don't worry about it. Okay.

Rico Bianchi: Okay.

Tim Calhoon: So no. So what I was saying was that we were on the phone yesterday with Zoom and they mentioned the Zoom phone service. And I was asking the committee if they would like to review the Zoom's phone service and see if it's something that could be beneficial for the colleges. Perhaps, you know, maybe either through our system wide contract or through the foundation do something, you know, I don't know, but you know, at least check it out.

Jorge Mata: I think it's a good idea. And then you could compare it to a traditional VOIP.

Tim Calhoon: Yeah.

Jorge Mata: That way we'll know why we're doing whatever we're doing.

Tim Calhoon: Okay, yeah.

Rico Bianchi: They're just a bit, I've had a demo of it. And it's a very nice, very interesting, very, you know, modern. The only thing that it doesn't do right now just to warn everyone at least it didn't, my demo was about a year ago, so they could have gone leaps and bounds since then, but at the time it did not completely replaced, would not completely replace like a traditional PBX system. But you know it was a different way of connecting you know your whole college and it was, it was interesting. so it's worth a look. I think we gave a demo to Mount SAC at the time.

Tim Calhoon: Okay. So I want to, I want to give Bob a few minutes here to talk about what's going on with CCCApply and fraud applications he's seeing, and what's going on with that and we may, I don't know what the rest of you, what's going on with the rest of you on CCCApply fraud, that I thought we would just open up the discussion and Bob, maybe you can kick it off.

Robert Hughes: Sure we got notice- notified by our director of Enrollment Services last week that they're seeing like a tenfold increase in applications. So on a typical day, you might get 60 applications, but now they're coming in waves and like some cases, no 600 applications on a day when we typically would get 60. And my programmer just mentioned that the other day he got like 1000 applications in on a single day which is just way out of, out of normal.

Of course this isn't normal time so I know there's 20 million people that are unemployed and so that's probably people might be applying for legitimate reasons. But we went back and looked and did a search on multiple applications from single email addresses and there were many of them that had done 5, 10, and in one case we had somebody actually had 100 applications from a single email address and we went back and refined our filter a little bit further and we saw that there are some that are creating applications with just a minor modification in the email address to thwart filters that might be looking for duplicate applications from one email. They might just change a letter or two in the actual email address, or creating multiple email address that are obviously copies. So it's really exploded and while we've always had an issue with people creating applications, just to get an Amazon Prime account. I think this is more than that because you know when you're doing everything online. And then you have the pass/no-pass and the ability to withdraw from classes with no financial impact, plus you have the ability to get CARES act funding.

Robert Hughes: Plus a lot of the colleges like ours are sending, doing technology for students and getting laptops out and technology grants. So right now is a really good time to be a college student. And I think there are a lot of attempts to game the system. So we are struggling right now to try to figure out how to best combat obvious fraudulent applications, but not harm people that have a legitimate- that are legitimately applying to the college.

We are putting into place the filters so that you know the email account that we create for a student doesn't work outside of our district until they actually enroll. And I think that's a practice that was recommended by one of the other colleges, but I just like to hear if other people are experiencing the same thing and what you're doing about it.

Paul Bishop: okay, well, I'll [unintelligible]. I mean now, yeah, we're same thing here. I think all of us are seeing the same thing and we wish that the Tech Center would come up with some magic, some machine learning algorithm, that would, you know, parse these out before they get to us, but that's probably a bit unrealistic.

You know, we've got, we've got a couple of things that we do, you know. Any- Since we use a different mechanism for international applications will automatically put into the holding tank. Anything that has an IP address from out of the country.

And then we have a couple of other, you know you know you know, reality checks that we put in and then the ones that don't pass get put into a file that then can be reviewed by people in Admissions. And if they think one of those ones that we threw out might be a good one, they can pull it back in and keep it.

Paul Bishop: But, yeah, I mean we got thousands of bogus applications a day. And, you know, for years, we put those guys in banners. So our banner student database has to be like huge with all those bogus students, but- And then we finally started cleaning up all those Google accounts that we created. And we had a call to our help desk from, you know, somebody who was pretending to be a student, saying, hey, you just stopped me from accessing all my Google Docs. And he even sent us a copy of the receipt that he got in the Philippines for purchasing the account. He paid 600 Filipino pesos for the account. And he just wanted to prove to us that he actually bought it. It was his.

Tim Calhoon: Well, so, so what we're doing, we do have the fraud filter. It does filter out applications and then in the administrative portion of CCCApply, you know, you basically can go in there and mark them as either fraud or you mark them as good so that that does happen. The, the Admissions and Records people should be doing that, Bob. Your A&R people should be doing that.

If they don't do that- If they don't do anything right now, the fraud filter doesn't really learn very well. And so what happens is for those colleges that don't do it, it's probably about 96% effective. That's what our numbers are showing for the colleges that have really tried to keep on top of it and tell the fraud filter what's good and what's bad. They're actually getting about a 99% rate, however.

Tim Calhoon: It's very easy to get 500 applications, you know, that the fraud filter doesn't, you know, they've tried something new, the fraud filter doesn't recognize it yet, and they get through, you know, that's kind of what we're experiencing. We get these waves of applications that are college and then that it goes away. So it's kind of a- I certainly- the fraud builder is just one thing that we're working, that we're doing, but you know it's- I think it's a multi-pronged approach for sure. I mean, hopefully, you know, doing the email stuff. I mean, Joe. You've, are you seeing any fraud email?

Because for the longest time you've said that, hey, we don't give away emails we know so we don't get fraud.

Joseph Moreau: Yeah, so, so, I mean, Well, we still get fraud, you know, so we're not exempt from that any more than anybody else, but we did take a very hardcore position on provisioning student email and, you know, because we didn't have it for so long for, you know, and it was just students would tell us what email they wanted us to use and we'd be happy to use that. You know, and we probably would not have begun provisioning student email if it had not been for the request of our two student bodies to say, look, you know, there's all these discounts and free stuff that students can get with an edu email account, so we've set it up as Self Provisioning. So if you want, if you are a student and you want an account, you can go into the our portal and provision it on the spot and pick your name and all that kind of stuff.

And I think what Barney had sent a message out a couple of weeks ago, or maybe a couple of months ago about, you know, here's some opportunities to get away from fraud. And I think the Office 365 example that he used was based upon the procedure that we've used in our district so it is really, we really just don't give it out automatically even in the way that Bob described limiting access until registration. And so the students who want an edu address for whatever reason can always get it and we're not provisioning a bunch of junk accounts that never get used. And there's no motivation for people to apply to us for fraudulent purposes, at least from an email perspective. So that has, I think, tamped down the fraud pretty pretty well, but I wouldn't say that we're fraud free, but it's pretty low here.

Tim Calhoon: Amir is the one that wrote that paper. So I just want to give credit to Amir and his group for writing that paper for Barney to get out there.

But yeah, I don't- So the only thing I can say is I'm going to try to get more money in the budget for next fiscal year to even further refine their fraud filter and make it better and better, but because you know you got to have a frickin' team of data scientists, and they aint' cheap, you know, to work on it.

But yeah, I mean, it's a tough nut and we seem to, the less stuff we give away the better off we are, yes. But I, you know, in these times of COVID-19, like you said, Bob, and we're giving away laptops were given away, you know, more financial aid. It's a tempting target and they're going to go after it.

Robert Hughes: Thank you,

Tim Calhoon: Yeah. But I will, I will ask anybody if you tell your team, if you do get a wave of fraudulent applications. If you can contact Patty Donahue on my team, who's

the product owner for CCCApply and have your team give her all the app IDs, then we can make sure that the machine learning filter, you know, has them and learns from them. So that- it's pretty critical to get the data back, you know, to get the feedback loops going, so if you can make sure you do, that helps our data scientists to build it, you know, the new version of the filter for next year as well.

Okay, so I'm going to hand it over to Lou to talk about retiring the old CCCApply download client.

Louis Delzompo: Okay. Thanks, Tim. I'll share my screen. Try and make this little bigger. I know you can probably see this screen, but later on there'll be some diagrams here.

Tim Calhoon: Present mode might make it better.

Louis Delzompo: Okay. How's that?

Tim Calhoon: Yeah, perfect.

Louis Delzompo: Okay, so, to tee this up a little bit, and I gotta make room on my screen here too, we have today two methods for delivering CCCApply applications to a college.

One is the, what we call the download client and that path basically involves configuring the download client with XML files and then running each job with its associated XML file to pull, to query CCCApply and pull those down. The default download client configuration is basically to get all of the applications in total that exist, that have not been downloaded since the last time that the job ran. And most of you have the- that job configured to run around every 10 minutes. Some of you are more frequent, some of you are less frequent, but on average around every 10 minutes.

And then some of you have taken the step of configuring the download client job to only download to your college in the file format, a limited set of the data that's available in CCCApply, um, from an application point of view. So, for example, some of you have a job configured to help populate active directory or your LDAP. In addition, you have the default one that is used to help configure your ERP or SIS. And so sometimes we see colleges that run multiple jobs in any given schedule cycle.

Louis Delzompo: Now I'll cover some of the pros and cons of that a little bit later, but that's the basic default way. And about a year and a half ago we introduced a feature set in SuperGlue that is notified by CCCApply when every- whenever a new application

comes in. And then SuperGlue looks at it, determines which college should get it, and then downloads it via the college adapter into a temp table in the ERP.

Now we'll go into some of the pros and cons of that but one big difference is it's real time for SuperGlue and batched for the download client. And as we've looked at some of the pros and cons of both solutions, we've come to the conclusion that at some point we have to just focus our efforts on one or the other. And so today I'm here to talk about a proposal that talks about eventually retiring the download.

Louis Delzompo: See if I can get this to go. Okay, there we go. So, um, when you look about the download client. One of the pros, or the advantages, of the download client is its extensible query capability. So for example, you might say, I want to download only applications that come in from a certain high school and I only want to download those applications that were submitted between April and June of 2019. And you can extrapolate a lot of those queries in the XML, and basically get kind of an on demand subset of all the applications that have come in at any point in time.

You also have the ability to apply a somewhat broad range of filtering options. For example, if all you need to populate your Active Directory is first name, last name and phone number, you can do that. You can also filter to get a number of other different fields. So if you're ERP, which is normal, only needs a certain amount of application data, you can filter out all the extraneous stuff.

Now, it turns out that most colleges do not do filtering. They take all the data and then they use their own scripts to filter the data out to go to wherever they want, and very few do the custom queries on a regular schedule. A lot of colleges do them one off, but they don't do the custom query all that often.

Louis Delzompo: So that's there. There's a lot of power, in effect, it was a very interesting design, and we'll talk about it. Some of the newer things that have come along with Apply have made some of these features maybe not as required.

Some of the cons are it's- we do need to do constant maintenance necessary to add new fields. So as the legislature requires more questions to be asked or, you know, a different type of question to be asked, those new fields have to be added to the query and filter options. And then you have to change your XML files to be able to do that.

Louis Delzompo: We've talked about the batch mode. There's inherent delays with getting data. We've heard some anecdotal discussions about, you know, if a student walks into your Admissions office and then goes to the other side of the Admissions office to sit down at a workstation, and does their application and then walks back over to the Admissions clerk, that data is not yet in your ERP and so the Admissions clerk

can't find the student in their ERP. So, they are forced to use the CCCApply Report Center to do a query on that student and then find that information.

Now, you know, it may not be that big of a deal. Maybe everybody's used to that right now, but that's an inherent limitation in a batch model. We only support SFTP delivery right now. There was no web service call, there's no delivery of a JSON file, for example, it's just a limited file. PII data is stored in the file. A lot of times that's encrypted by virtue of what we're allowed to send you from CCCApply, but there's still PII and it's still sitting in a file.

Louis Delzompo: Sometimes you- Oh, sorry. Go ahead.

Tim Calhoon: Well, I just wanted to interject Lou that, you know, I think one of the problems that I see anyway is, you know, like when you place an order on Amazon. You know, there's an email in by the time you turn around and look at your email, you know, the order confirmation is there in your email, right. I mean, it's like we're- student- everyone's used to instant confirmation.

And, you know, that's what we don't have with the colleges that have like 10 minute delays, or 20 minute delays, or, I mean, I don't know if they're still around, but there were colleges that we're doing, like, 24 hour delays to do these batch uploads and stuff into their SIS. So that's the kind of thing that I think for the student is a big benefit.

Louis Delzompo: Yeah, and then, you know, technically, there are inherent issues with a file transfer model. Sometimes we see reports of duplicate files that are created by the download client. People are always concerned about missed records. We had one current bug that we're working right now that a college has one job scheduled every 10 minutes and another job scheduled every seven minutes, and then as you can do the math, every so often those jobs fire off at exactly the same time, it turns out that the site download service can only handle one request every 300 milliseconds.

And just so has it, this thing happens to hit at exactly the same time, there isn't enough delay, and then a particular job is missed. And so there's a concern about whether all the data got downloaded. now it turns out all the data eventually gets downloaded on the next job. But there's still some concerns that college had about that.

Louis Delzompo: So, so that's some of the pros and cons. Now, I wish I could say that SuperGlue was, you know, a perfect replacement for the download client, but there are some limitations in what SuperGlue does today as well. On the pro side is that issue that Tim was talking about, you get a real time right to the college SIS. You know, do I want to download only records from high school A, do I want to download those things? You can go into CCCApply's administrative interface, and you can say replay these

applications. You can do the query and do a replay and then SuperGlue will download it, but it's a little clunky, you know. That broad range of filtering options is still there, because you can go in again and go into the CCCApply admin interface and say you want to download it. We could pass decrypted LGBTQ data, due to the higher security that's inherent in SuperGlue.

Louis Delzompo: So those are some of the pros and some of the cons are, you know, the write is only to an SIS tech table. Now, I'll talk later about some things we can do to improve that, but that's where it is. And so there's still potential delays in updating your SIS, because you still have to have a script that goes into the ERP, and then parses out the data that's in a temp table and writes it to the right place. Anyway, and then there's no inside of SuperGlue itself. There's no query capability, and there's no filtering of application data. You have to use this CCCApply admin interface in order to do that.

Louis Delzompo: So, um, one of the things we could do is basically enhance SuperGlue to read the XML file that you use to configure the download client and use that as what SuperGlue does to go and do its job of grabbing application and placement records. We think that's a fairly straightforward job, but we're quite frankly not sure how many people do a lot of fancy stuff in the XML. So we're still asking the question of you guys, what should we do?

We can also train the college adapter to write to a file instead of writing everything to the ERP. It does sort of defeat the purpose of the real-timeness of it, but we could do that. And then for us, it would be less code to maintain, but it would still have potentially not the right solution for the colleges. So that's, that's another option.

Tim Calhoon: Hey Lou, when you say write to the ERP, are you saying write to the temp table that's in the ERP?

Louis Delzompo: I could write to the temp table in the ERP, in this, in this example.

Tim Calhoon: Yeah, so maybe you'll get to this, but so the downside is that the college has to change it, it's upload into the SIS to instead point to the temp table and process the data coming out of the temp table.

Louis Delzompo: Well, in this example, Tim, we would also give the college the option of writing to the file the way the download client does it, and then they could use the same scripts to parse the file. So it could be a sort of invisible replacement for the download client, but you still have the sort of that clunkiness of the batch operation going on.

Tim Calhoon: So the downside to that scenario is like with the LGBTQ data. It basically is being stored unencrypted, you know, yeah.

Louis Delzompo: Yeah, so that's not a, it's not a perfect solution but there are things we can do, so. Before I go into, like, really what we think the vision is for SuperGlue and how it fixes it, these are the situation right now.

Louis Delzompo: So currently Compton is the only college in the system that is SuperGlue only. So we do have an existence proof that SuperGlue works as a complete replacement to the download client, but it's really only one college right now. We've been told that Pasadena will switch over. Candance, you can confirm this, but when enhancement to CCCApply, which is scheduled to ship in September, ships, which basically provides a report that shows what apps were delivered via SuperGlue.

Louis Delzompo: And so, that's really not a whole lot of colleges that have made the complete switch over. There are a number of colleges that are using both options. I couldn't tell you why, we, I tried to query that with our Enabling Services staff, but I didn't quite get a good answer from them. We suspect that the colleges are using the real time update piece of it like Sierra College is, potentially, one of them that's doing this, Sierra College does some things in real time by looking at the timetable and other things they do in batch mode. So they like the flexibility of writing to the temp table for, you know, really real time things and they like the flexibility of putting in a batch for things that are really kind of move the data into some other system, like a parking pass system, for example, or something like that.

Louis Delzompo: No schools have currently asked about using the filtering or query capability. When I poked at that I was told that that's because the Report Center, the Jasper software we have pretty much does everything we want in this particular area. You know, you can filter for certain applications, you can manage the data so that, like, if you want in your data file it to be a one and zero instead of a yes and a no or a yes and and no instead of a one and zero. You can do that stuff with the Report Center and most colleges have moved from the download client as an option to using the Report Center.

Louis Delzompo: So we really have three options. We just keep it the way it is, keep two solutions which, you know, given the budget situation we're potentially seeing as a problem.

Announce a retirement of download client, give a very lengthy transition period to move to SuperGlue, and keep SuperGlue pretty much the way it is.

Or implement an add-on to SuperGlue to read the download client XML files and support writing to local files; that example I just shared.

So those are the three choices and if you poke apart on option two and option three, and this is where I asked you to start providing a little bit of feedback.

Louis Delzompo: In retiring with a lengthy transition period, you would- you'd look at it. The majority of colleges have changed to a model where they download a single file of applications on a fairly frequent schedule. If a district isn't using SuperGlue there's an approximately one week implementation process where the Tech Center Enabling Services team comes in and does its work to enable SuperGlue to turn on.

But of course, moving to SuperGlue means that changing the source of your existing scripts to use the temp table instead of files, has to be work on the part of your IT staff.

Louis Delzompo: Some colleges do use the download client to search for certain application types, they would have to shift over to using the Report Center.

So, I don't know if you want to see the option three before you provide feedback or if you want to comment on this now. up to you guys, but I'm looking for some feedback on this. On this option.

[Pause]

Louis Delzompo: Okay, I'll put the next one up and then if we added support to SuperGlue, the majority of colleges would probably migrate. You would allow for more time to migrate your scripts to take advantage of real-time model. So for example, if you were to just reading your XML files you could continue to have it just keep working. And then after a while, you'd say, well wait a minute, I can do different things. And so you'd have that option to do it on your own schedule, rather than have a date retiring the download client. And then some colleges will see an advantage to keeping the file based integration and will continue to leverage their existing scripts, but again SuperGlue would support that in this option here, option three. So, any thoughts on any of that?

Jorge Mata: Lou, it looks like option three would be the one that would have the least resistance.

Louis Delzompo: I agree with that. Sure. I think [sentence fades out]

Jorge Mata: Because I mean you're incurring costs while still supporting the legacy and that doesn't help anybody, right? So I think that should be really considered in this process.

Louis Delzompo: Yeah, I would agree. Anyone else? Have any thoughts about it?

[Silence]

Louis Delzompo: There, there is sort of a vision where we could make everything real time. And I know I've spoken to Joe about this in the past and a few others, Gary as well. It's looking likely. Although everything is budget dependent for next fiscal year, it's looking likely that we could utilize a new feature we're putting in for MyPath where we would have a GraphQL cache that would connect to ethos. And for those of you who run an Ellucian based SIS, you'd be able to, we'd be able to, like, for example, support the enrollment of a student through the ethos API. So all the data from CCC apply would basically go through each of those right into your RP. Now, that might be scary to some of you or somebody might go. Hallelujah. But it's looking feasible for us to be able to do this in the next fiscal year. And so that would be an enhancement for those colleges, of course, that are Ellucian based and chose to use ethos over both the current methods.

Tim Calhoon: Lou, is that something that can be layered on top of option three?

Louis Delzompo: Absolutely. Yeah. Yeah, there's no, you know, I listed the college adapter still here for those PeopleSoft schools for at a minimum, but certainly if a college chose not to adopt ethos, we want to continue to support them with super

Daniel Watkins: This is Dan. If there's consensus leaning towards option three, is there a timeline for schools or a path for schools or colleges to sign up to get migrated?

Louis Delzompo: Yeah, I think this is all we're looking at what the strategy should be Dan. So we haven't established a timetable yet, because we haven't made a choice yet. These are just options that we are asking you guys to give us an understanding of what you would prefer. So there is no active project to replace the download claim today right but the next fiscal we would spin something up if we got a positive response from you.

Daniel Watkins: I'm giving you a positive response.

Louis Delzompo: I'm sorry Dan, I didn't quite catch that.

Daniel Watkins: I said, I'm giving you a positive response.

Louis Delzompo: Okay, great. Thank you.

Robert Hughes: So are there any impacts on some of the other products like the Promise Grant or each eTranscript California that we might be also

Louis Delzompo: It'd be the exact same model. It'd be the exact same model, Bob, we would use this mechanism to deliver, in fact that's what happens today with SuperGlue, we deliver College Promise, as well as international. I believe we still have something to do to support non credit but I might have to double check that.

Tim Calhoon: Yeah we. Yeah. And as far as the eTranscript California, we have a proposal in right now to the it's a statewide group, Cradle to Career, that's got \$10 million to explore a statewide longitudinal data system at a statewide data transfer system that can basically transport an interoperable learning record, which is basically your K-12 transcripts, your community college transcripts, your four year transcripts, any other data that would go on to that. And then also, you know, be able to deliver that to an employer. That's sort of what they're looking at. And so we put together a proposal to upgrade eTranscript California, layer in SuperGlue to push and pull data, and to be able to do that work with our other product, which is called EdExchange, which is an open source data exchange mechanism. So, yeah I mean that's also on the road map as well.

Louis Delzompo: You know and some of this other stuff in a is probably worthy of a different presentation on you know what Apollo GraphQL can do and some of those kinds of things. But I just wanted to let you know that you know retiring this download client as an idea tickled out a lot of like, well, if we are really real time and what we do to make it real time. You know, have real time show up in the RP as opposed to you guys having to script that. So, that's where the idea for it came from.

Daniel Watkins: Lou, Lou we're 100% on board with that. And if you need a pilot school for that. And then we're also using ethos for Chrome River. So if you want to pilot school to test out the ethos integration with SuperGlue. We'd be happy to work with you on that as well.

Louis Delzompo: Great, thank you.

Gary Moser: So, Lou is this budget dependent at all for next fiscal year's budget or is that irrelevant to this conversation.

Louis Delzompo: This, this part theory, this this vision for SuperGlue, I have to say that guardedly I'd say it's potentially budget dependent. The option I had before, which now I can't get to show back up again.

Gary Moser: Yeah, but I meant the previous options as well.

Louis Delzompo: The previous options are not.

Gary Moser: Okay.

Louis Delzompo: This is, you know, we have to maintain SuperGlue and then, you know, so we don't have a whole lot of bugs right now, but we have to have staff to be able to do that. And this falls into the category of things you could do with maintenance.

Gary Moser: Okay.

Louis Delzompo: But, you know, ethos, in all honesty, teases out a whole bunch of questions about what is the data model for the CCC, you know, a whole bunch of other things that I've sort of asked Alex Jackal about to get some opinion from the Chancellor's Office and unfortunately, they're still, I think, feeling their way around how to do business in this climate. But, they're aware of this, you know, we have the ability to do Master Data Management and, you know, sort of a whole bunch of questions around that as well. So, I think it's a good technical direction. But, you know, from a business process point of view. And it raises a lot of things that people have to be thoughtful about.

Tim Calhoon: Well, it sounds like option three allows colleges that want to be forward thinking and who have the IT bandwidth to do a little bit of work to do it, it allows maybe smaller colleges that don't have any IT and they just want things to just run the way they've always run allows them to do what they're doing. Sounds like that might be the best approach.

Louis Delzompo: Well, I think we've heard from a couple of folks who are positive about it. I don't know if the folks who haven't voiced an opinion... [fades out]

Tim Calhoon: Well, does anybody see problems with option three?

Gary Moser: Well, from my point of view, I want a little time to look into it because of the other information that we may be drawing from it or not drawing from in our particular setup so I don't know that I'm for or against it today. It sounds like it's workable, but I want a little time to look at it. So the question then becomes a) do you plan on needing a date for a decision, you know the next SAC meeting or is this going to go to TTAC as a recommendation or what do you see as a vision as far as process, Tim?

Tim Calhoon: Yeah I mean it's like way, way, way, way, way in the weeds for TTAC.

Gary Moser: Pretty much.

Tim Calhoon: Yeah, like, Yeah, but I you know I guess what I'm looking for is would be for you know SAC to say, well, you know, okay, you know, proceed forward or no, you know, that does not working, let's stick with what we've got, or, or one of the options. So I think maybe the best thing is Lou, if we can post this presentation to the SAC Listserv, let folks talk to their people about it and then maybe at the next SAC meeting we can revisit and see if there's any objections or issues that might have bubbled up. How's that sound?

Louis Delzompo: That sounds great, and in doing this, learning more about how your colleges are actually using the download client today will be helpful, because inherent in the design of the client is that this download client is a jar file that runs on your network behind your firewall. And so we don't know what these XML files are configured to look like or how, we know how often you're running a job, but in this download it's pretty much the entire application is being downloaded and then the download client is doing its filtering from there. So we'd like to understand a little bit more just to make sure that we have the full specs, but we do know that we can certainly support an on demand query and we can support filtering through the college adapter. That's basically the way that SuperGlue currently works. So technically, we think we can do everything the download client does with SuperGlue but we'd really like to understand a little bit more just to make sure we have all our tests and procedures in place if we decide to go forward. So, that would be another request if you wouldn't mind sharing those.

Daniel Watkins: If you could eliminate application fraud, we'd all be on board.

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Louis Delzompo: Yeah, yeah well you know this machine learning is a very interesting thing to think about for kind of an old programmer like me and looking at how it actually works and so these models of learning are really dependent on somebody initially saying something that looks like this is bad. So if no one's going in and marking, "this thing is bad," it's never going to figure that out. So I think, unfortunately there's still a human aspect to it that we can automate, at least, no one's come up with an idea for doing that just yet. But yeah, I, I'd love to have that be part of the solution. By the way, I never said it but the fraud thing runs up here and protects everything that's going through SuperGlue as well as what's coming into the download client. So there is no difference in the fraud capabilities between the two solutions.

Gary Moser: No, it looks really interesting, good good discussion. I appreciate sharing information too. Definitely something to consider.

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Louis Delzompo: Yeah, this is something that has been around forever. You have to be careful about removing it.

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Tim Calhoon: Hey Lou, would you send your slides out to the SAC committee and then make your request for the XML files or whatever you need to sort of help us, help us understand it and make a decision for next time around.

Louis Delzompo: Will do. Thanks for your time again.

Tim Calhoon: Yeah, thanks. Alright. The next topic is the survey for systemwide ERP, which you guys went in and edited, thank you very much. And so I just wanted to go through the comments that were in there and edit the document with you. So let me share my screen. All right. Is that big enough to see? Little bigger? Can I make it bigger? How's that?

Gary Moser: That'll work Tim, that'll work.

Tim Calhoon: So first comment came from Joe. Joe, you want to talk about you think we should be not talking about a systemwide ERP, but a systemwide data platform. Oh, you're on mute, Joe, if you're talking. Joe are you still here?

Gary Moser: Looks like he dropped off, Tim.

Tim Calhoon: Oh, okay. Well, I'll skip past that one then.

Louis Delzompo: I would just say that this actually follows along with the data model thing I brought up in my presentation Tim, that coming up with a systemwide data model goes beyond what MIS specifies, it has to be a bit deeper, but you know the MIS reporting is that the right data model for what we do? Those kinds of things, I think, are important to be included in that conversation.

Tim Calhoon: Yeah, I mean, yeah.

Jorge Mata: So Tim, the question is, is the MIS model we have because we have 115 different ways of looking at data and would that model change if we had one way of looking at the data? I think maybe that's where Joe was going right?

Tim Calhoon: Well what I worry about is would anyone understand what we're talking about, you know. Everyone has been talking about the whole system about a systemwide ERP and if we suddenly come out with a survey about a systemwide data platform, they might not get it. You know, so now we'd have to explain it.

Jorge Mata: Agree. We want to make it something they're familiar with so that their input is in that context. And then we can get a different survey later on if we had a common ERP then we could survey them about that.

Tim Calhoon: Okay.

Candace Jones: Hey, this is Candace, I think because Joe and I had a conversation and Gary can pipe in as well. But I think the challenge with the systemwide ERP language at times is it's such a non starter for so many and may not get the type of information that I think we're hoping to achieve. So I think everyone, I would guess that most to Lou's point, conceptually, I think we all as IT professionals, understand the challenges around an inconsistent data model or even an inconsistent way about how we share data back to the system, the chancellor's office or the tech center, fill in the blank. And so I think the goal was to broaden conversation which a portion of that could be a consideration of a systemwide ERP. But usually when people use that language, they think of this monolithic large mega system that does something that then everybody's is like "Well I don't know." And then there's all these holy hell opinions about a vendor and their ability to do something or not. Most vendors couldn't do that

so fill in the blank. And so I think that was the attempt at trying to take some of the political baggage out of it and really talk about how data, how, how we can share data in a way that's consistent and, you know, it becomes sort of this starting point and then if eventually a common ERP becomes sort of this no brainer. Great. Awesome. Right. But to start there with that language, I think this was a way to bring more people to the table into the fold.

Tim Calhoon: Yeah, so this came down from TTAC and what's been spinning around at TTAC is this concept of a systemwide ERP. Everybody goes onto the, over time obviously, the idea would be that we get statewide funding for an ERP, you know Banner or whatever. And everybody moves to that system over time, and there are incentives to move to that system over time. And so what I'm hearing you guys are talking about would be something different. I think it is something different, which would be, you know, maybe a bridge too far, it's too big of a thing to do. Should we instead be talking about a systemwide data model. Is that what we're saying or?

Candace Jones: I don't. I mean, I feel awful that Joe's not here. I feel like he's the person who wrote the comment and should probably speak more directly to it. I just, I think his goal is not to limit the thought process around that sort of monolithic approach to common ERP. I think our goal, just in general, is to figure out how more people can play, and there's a lot of this behind the scenes. Oh, I don't wanna and blah, blah, blah. So it's also an attempt to sort of address some of that because, again, I don't think that anyone would have the concern about an integration platform that's common across the system that allowed us to share data, which then would have to have a common data model. So I think a common data model is similar to a common ERP. Those are things that could come out of it.

Tim Calhoon: If you're only looking at the data part of it. Yeah. Yes. But, I mean, some of the things that we discussed in SAC from last summer were things like efficiencies and staff training and resourcing right? I mean if you have a common ERP then everybody doesn't have their own custom everything, there's more commonality to it. I guess what I'm concerned with is this kind of just takes us in a completely different direction and maybe we need to go back to TTAC if we are saying that we don't think that [fades out]

Jorge Mata: When is this going to gain traction in the next 12 months? Right? I mean, we just talked about. I mean, our city here is doing furloughs the state is talking about [cut off]

Tim Calhoon: Yeah, I [cut off]

Jorge Mata: I think, yeah, I mean, I agree with Joe because the greater mission is, you know, the common data platform. But I think this is a good first step because then you can start building the case for that. How are we gonna do that if we're all doing different things, right? So that'd be part of it, but a big incentive would be, and here's the money you save so that you could put it into creating a common data model, right, because you know at least the platform is the same, then we'd have part of the solution.

Gary Moser: I agree with Jorge. I think you make a valid point. And to Candace's point I'd hate to interpret Joe's words in one way or another. What I would suggest, Candace, since this goes back to TTAC anyway, is just put a pause on this question because it sounds like it needs further discussion. And then maybe have it there or bring it back to SAC if TTAC doesn't want to rustle it. Or maybe Joe will sign back on, I don't know.

Candace Jones: Joe will speak to it the next time he's here, so I certainly could have butchered the intent.

Tim Calhoon: No, I, I totally get it. I mean, I totally, totally understand. Also, the world has changed in two months, you know, I mean, we are in a completely, it's obvious that we're not going to be buying a systemwide ERP anytime soon.

Gary Moser: I thought it was next month. Tim.

[everyone chuckles]

Candace Jones: But it could be sort of the conversation around how the foundation plays in negotiating contracts. I mean, again, I think if we think about this, more broadly, it might. It might allow us because, like the only feedback, I would have about this information section. I mean, a good portion of this we know. Right? At least of the Banner and the Colleague side of the house.

Tim Calhoon: What are you saying we know?

Candace Jones: Like which student information system is in use at the district, those are things that are not unknown to us.

Tim Calhoon: Oh yeah, but you might not know what financial aid system is in use with the district or what HR system or, you know, I mean, ERP is composed of multiple

levels, right? And some people are using mixed models with, you know, Workday or something for their finance system.

Candace Jones: Yeah, yeah, I guess. I just thought that that was a little bit more known, but maybe it's not, so I'm fine.

Tim Calhoon: But what's not known also, though, is things like renewal period in the middle years and all these other elements of annual cost and all these other pieces and parts to those that were in there.

Daniel Watkins: Did we add the costs of database? I don't remember reading it. Did we include like Oracle costs or Microsoft costs?

Gary Moser: Well the annual one. I'm assuming that's it Dan, but I don't think it was clear or evenly spelled out.

Tim Calhoon: It wasn't written out but I will make a note of that.

Gary Moser: That's a good point Dan.

Jorge Mata: I thought it was at the very bottom, Tim. Wasn't it at the very bottom?

Tim Calhoon: Let's see here.

Jorge Mata: Because it's kind of like the infrastructure.

Tim Calhoon: Infrastructure, yeah. The campus data center cost, uh.

Jorge Mata: So it should be included there right? Probably there. That's a good place to put it.

Tim Calhoon: Well I guess the question. Well, I'm not objecting to going back to TTAC and saying "Hey, what's the point of this now? Should we instead be looking at laying a foundational piece, which is more of the systemwide data model?"

Candace Jones: I don't know if his point was a data model. That's not the [cut off]

Tim Calhoon: Or an integration platform.

Tim Calhoon: Or just data something. I think he was only suggesting instead of saying systemwide ERP, which some people walk away thinking, "Does that mean we're all going SAS? Does that mean we're all going on one system? Does that mean that we're all going on the same system? Single tenant in our own environments?" I mean, fill in the blank, systemwide ERP is a lot for everybody walks away with a different concept of what that means. And I think that's what he was trying to say, so. The questions to your point, Tim, are valid. If we don't know what everyone is doing, great. I think the survey should still go out, because if we're just trying to collect information about what folks are doing today, so that if there's an assessment. Awesome. I wouldn't, I wouldn't want to slow that down. I think he was just trying to decompress the systemwide ERP word so that people could actually give the data that's needed.

Daniel Watkins: Right, we wouldn't want to not fill out the survey, because we're not in favor of a systemwide ERP, whatever that means to us.

Candace Jones: Correct, correct.

Tim Calhoon: So, um.

Gary Moser: You could put "exploring the concept of a statewide data model, including possible systemwide ERP" and put some verbiage in there along those lines that to Dan's point and Candace's point might diffuse a little bit that if that's a bad buzzword something along those lines.

Tim Calhoon: Something like a systemwide data, uh

Daniel Watkins: Or the chancellor's office is doing a survey on ERPs and third party software and costs associated with it. Just something that isn't like, "we're considering a systemwide ERP", it's more "we're assessing the costs and the scope of what's out there in the field."

Candace Jones: So that we could potentially make some recommendations.

Daniel Watkins: Right, right.

Candace Jones: I love that Dan, I think that's, that's an easier way to approach it.

Tim Calhoon: Costs and scope? Can you say that again, Dan, while I'm typing here.

Daniel Watkins: Haha, I don't remember what I say. I think it was assessing the costs and scope of [passes it off to Candace]

Candace Jones: Maintaining an ERP system locally, something like that. Or maintaining an ERP system period.

Daniel Watkins: And third party produces or you know, an infrastructure. Scope of an ERP system, third party software, and an infrastructure. Just ot have colleges, applications or

Tim Calhoon: We were saying something about better informed planning or something? To help reduce costs and improve initiatives or something. I don't know, I'll come up with something there.

Daniel Watkins: I think you can wordsmith it, yeah.

Tim Calhoon: Okay, so I getcha. We're going to get rid of this systemwide ERP term. So Dan, you said here, oh, anonymous said here.

Gary Moser: I'm anonymous, I didn't have a Google account, I'm guilty.

Tim Calhoon: You know who you are anonymous.

Gary Moser: I know who you are. That's right. So I made full disclosure for everybody, it was me.

Tim Calhoon: Alright so, put that in there. Next, okay, so we had a comment here license and maintenance. Okay.

Jorge Mata: I think they're two different things. Right? Some people have additional support on top of the license. And when do they happen?

Tim Calhoon: Oh you think it might happen at different renewal periods.?

Jorge Mata: It's possible. You know, we're dealing with 170 something different combinations, you never know. But that would be very valuable, that would help you know when to start projects, regardless of the direction that that is determined.

Daniel Watkins: Good point, Jorge.

Tim Calhoon: So maybe split those into something like next maintenance renewal? As separate items?

Jorge Mata: Sure, yeah. It does bring up a big question. Some organizations outsource part of their ERP support. So that's where the maintenance would come in right.

Tim Calhoon: Right, okay.

Tim Calhoon: So renewal period, we had a comment here from Jorge, "some people may have multi-year support contracts." Well I would say the renewal period would be like two years or five years or whatever. Is that what you're saying?

Daniel Watkins: Maybe for clarity add a parentheses and add a couple examples like eg: three years, five years, seven years.

Jorge Mata: So I would say the typical is one year right. But yeah, if it's more than one year, what is it? Right?

Tim Calhoon: Okay. Customization we'd like to know that the current system is still on mainstream or extended support or not supported by the vendor.

Jorge Mata: I don't know if that's a question you guys want to know, but you start getting additional fees once you go on extended support. So there's more pressure for those organizations to either upgrade or seek alternatives. And then there are a lot of systems that have been customized so much that they're no longer supported. The vendor gives you kind of a best effort. That's probably a good thing to know right? In other words, if we're all on Banner, we might not all be on the same banner right? Or the same PeopleSoft?

Tim Calhoon: Something like that.

Gary Moser: I'm trying to think of how that would apply, I'm struggling with that one.

Jorge Mata: So, if we know that a large percentage are on unsupported levels, then they're going to be more interested in a common solution right? They don't want to stay where they're at. Yeah, if they're all on supported platforms and they're fully, you know,

current then those folks are at less risk. So they're probably not interested in changing. So it would give me a sense of resistance, I guess.

Daniel Watkins: So the question would be, "are you on a supported version of the software?"

Gary Moser: Yeah, let me, let me ask this then, and knowing most and I hate to say all because that gets me into trouble a lot of times. But can somebody identify for me, an ERP system that somebody has that it's not customized to some degree? Other than maybe Compton, who now has SAS. I don't know the validity of that question other than the level of customization high, medium, low is valid. I think we did the extended support, we answered that in the above questions: the renewal period for how long, maintenance, we separated out from the license. I'm struggling with how I would answer that, if I take the survey. That's all I'm going for.

Jorge Mata: I don't, I don't think the extended support is because of customization. It's usually if you're not in the current version.

Gary Moser: Okay, and I would, I would agree with that. I related it to customization.

Jorge Mata: Yeah, it's not, it's not related to customization.

Gary Moser: Yeah. Okay. Okay.

Tim Calhoon: So should I keep those two questions. Do you have extended support and are you on a supported version of software? Or?

Gary Moser: Yeah, they're separate questions. I mean, somebody may choose not to have extended support and may not be on the current version of software. So let's think of the homegrown.

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Daniel Watkins: I would flip the order, and I don't know if you can do any logic in it, but say "Are you on a supported version?" If they say no, then you would ask them, do you have extended support and they can either say yes or no to that. So, for example, we're on Luminis, we're still using an older version, it's no longer supported by Ellucian, but we haven't bought extended support.

Gary Moser: No, good point, good way to phrase it, Dan, that clears it up.

Jorge Mata: Is it going to be a smart survey? Branching logic, I mean.

Tim Calhoon: Yeah, I mean, we can do that.

Jorge Mata: I think that'll really help people because it'll speed up their answers.

Gary Moser: I know what you meant Jorge, but it was funny.

Jorge Mata: I meant it both ways.

Gary Moser: Okay, fair enough.

Tim Calhoon: So the annual cost to the student information system. So the cost of what? Joe says "what?" This may need to be a little more specific.

Daniel Watkins: I think if you have a student information system that's separate from your HR finance and financial aid systems, then you would have a separate cost, right? So part of the issue is do I have ERP where it's all integrated or am I doing it p scale like you asked, right? So I think we're asking a lot of the same questions over and over again where if I say I have an ERP where I've got four of those pieces tied together, it's going to be the same answer for every one of them. Or I look at my Ellucian bill and I go okay so my student cost is this, my finance cost is this, my financial aid cost is this, you know. So, it's what we are really asking, do you want to know the total cost of the ERP or do we want to know what everyone is being billed for each individual system?

Tim Calhoon: Maybe it's a branching question. So do you have all your systems under one ERP? If yes, then we only ask one set of questions, if no then we ask questions for each system.

Daniel Watkins: Yes.

Gary Moser: That makes sense, Tim.

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Tim Calhoon: If a systemwide offering was available, how many years would your college wait to start implementing?

Gary Moser: I would put example in front of those numbers because you don't want people to have to select one of those numbers if they wanted, number six for example. Just a thought.

Tim Calhoon: Yeah. And then ADA compliance anonymous.

Gary Moser: Yeah that's me again, I just think we need to know if our system is ADA compliant or not.

Tim Calhoon: And then the financial aid questions are much the same. They're all the same. All the other subsystems are all the same. So let's get past those. Then in subsidiary systems we're adding like document management on base, I think that's good. Mobile, Dan are you talking about like duo, well not duo, what am I thinking of?

Gary Moser: Well, you're thinking of like [cut off]

Daniel Watkins: Do you have a mobile provider, someone who's [cut off]

Robert Hughes [I think]: Like DubLabs

Gary Moser: And it's not DubLab anymore, that's why I can't remember.

Daniel Watkins: Yeah, they changed their name. I don't remember what it is.

Gary Moser: They merged with somebody, but yeah, and there's Modus or something like that.

Daniel Watkins: I'll search my email and see.

Robert Hughes: dub Labs is now called ready education.

Gary Moser: Thank you, Bob. Thank you.

Daniel Watkins: Do you guys use them Bob?

Robert Hughes: Yes, we do.

Daniel Watkins: Yeah, that's what I was thinking.

Tim Calhoon: I mean, all of these are great, Daniel. This is great. So, I mean I think, perfect.

Gary Moser: Leave them in there, yeah. I mean if we can harvest this information it'll go back to the good old days when CISWA [?] used to have a website that asked all this stuff, right, Paul? Yeah.

Jorge Mata: Can you fix my typo there? Student printing.

Gary Moser: Know, we'll call it the Jorge Language.

Jorge Mata: That's what happens when you type things when you're drinking.

Tim Calhoon: So yeah, so I'm going to put all this stuff into a survey format. And then we'll, we'll send it back out for you guys to review the survey format. Number of other IT staff resources. Let's see here consulting. This is done by many districts... ooh yeah. This is excellent. I mean isn't there a sort of a question about consulting services as far as cost, right?

Daniel Watkins: Yes.

Gary Moser: Yeah.

Jorge Mata: Yeah.

Daniel Watkins: Yeah, we spent a significant amount every year on consulting. You know like financial aid, I would think every one of us has someone who helps our financial aid office with year end processes.

Tim Calhoon: Okay, and then we got campus data center, getting their cyber security costs, pen tests, etc. Yeah, okay. All right, we're all that good stuff. So I will pull all that together into a branching survey, we'll play down the systemwide ERP concept and pump up the idea that we're just doing a survey here, and we'll get it out. I'm hoping to get this out before TTAC is May 23rd or something. Gary?

Gary Moser: Bruce sent something out, but I don't have the date in front of me. May 18.

Tim Calhoon: Yeah, so we'll try to get this out before then. And I'll be trying to turn it around here in the next week. Anyway, that's all we got unless anyone has anything else for the good of the order. Our next meeting is May 28th and thank you very much, it was a, thanks for going through this with me and I think we have something we can get out the door.

[everyone said goodbye and left the meeting]