

**Santa Fe College**  
**Resource & Planning Council**  
March 14, 2019  
Northwest Campus, Room F-258

**Minutes**

**1.0 Welcome and Call to Order**

Lisa Armour called the meeting to order at 2:04 p.m. Kane Ahern was introduced to the council as student government representative.

The following members of the Council were present:

Kane Ahern	Mike Hutley
Lisa Armour	Julie McGrath
Ed Bonahue	Matthew Newell
Victor Brennan	James Nichols
Naima Brown	Bill Penney
Cheryl Calhoun	David Price
Ginger Gibson	Rebecca Rogers
Gary Hartge	David Schlafer

The following members were not present:

Lee Delaino	Jodi Long
Kathryn Lehman	Kalpana Swamy
Patti Locascio	David Tegeder

Recorders: Cheryl Farrell, Amy Nichols  
Guests: Melissa Morris, Dan Rodkin

**2.0 February 7, and February 21, 2019, Meeting Minutes – Lisa Armour**

Minutes were distributed to council members who were asked to email comments and corrections to Armour. Additionally, the drafts were emailed.

**3.0 Budget Presentations**

**a) Information Technology Services – Bill Penney**

Bill Penney, Associate Vice President Information Technology Services & Chief Information Officer, presented the proposed ITS planning and budgeting recommendations for 2019-2020. The following goals and initiatives were reviewed:

1. Improve Institutional Performance

- Document Locator
- My FA Status
- Prereq/rewrite
- Zoom Video Conferencing implementation
- SAS

- ERP-Salesforce-Telex data integration
- Windows 10
- Acalog
- Limited Access program applications

My FA Status, similar to MyStatus, was implemented last month to inform students of financial issues and track their financial aid progress. The Prereq system was rewritten to automate the audit process of student classes. Currently, there are 3 limited access programs available with an online application, and IT plans to have all limited access programs added by end of spring. Both My FA Status and the Prereq system were completely written in-house, and along with the Limited Access program application, will save hundreds of staff hours per year.

2. Enhance Information Security

- Security Assessment (Penetration Test)
- SSL Inspection
- Student logins/Emails
- No generic accounts/Created Daily guest accounts
- eSantaFe / O365 single Sign On
- Layer 3 network configuration

Penney reported a Penetration Test was recently completed to thoroughly check for vulnerabilities with the college's network and servers. Report findings indicated SF performed very well, with only 7 – 8 high priorities which IT has already mitigated.

3. Strengthen Campus Safety and Security

- Emergency notifications
  - One button
- Surveillance and intrusion detection
  - Upgrade/Install Cameras and integrate with centralized system
    - Little School, O and S Building, Davis Center, Spring Arts House
- Building access controls
- Cyber Security Awareness

The 1-button system was recently updated and tested over Spring Break. A new user interface allows CCS to create messages for the Police Department to transmit six different emergency notifications to any one of our systems. There are also 3 outdoor speakers which transmit a loud siren, and cameras continue to be added around campus. A tabletop exercise is planned for May 2019.

4. Build and Maintain the IT Infrastructure

- Completed the redundant fiber loop
- Install new fax server
- New Phone system
  - VOIP
  - SIP trunks with long distance
- Disaster recovery – Failover

With the new phone system, a large block of long distance is utilizing the new SIP trunks, allowing the college to reduce long distance to nearly zero. Once SF recoups the cost of the equipment, the college should see a savings of approximately \$2200.00 per month. The new fax server was implemented and is being utilized by 28 departments currently. IT anticipates eliminating all fax machines and transitioning everyone to the fax server over the next year.

5. Drive Innovation in Teaching and Learning

- 276 Classrooms with AV Equipment
- 20 classrooms have been upgraded
- Campus wireless
- Auto create employee accounts in Canvas

Campus wireless has been installed in all indoor spaces across the NW campus, with Building V just completed over Spring Break. IT will begin installing wireless to outdoor spaces. Penney reported Canvas accounts have been created for all employees for completing online classes in security awareness training, FERPA, etc. on an annual basis.

**b) Enrollment Management Task Force – Dan Rodkin**

Dan Rodkin, AVP for Student Affairs, reported on behalf of the Enrollment Management Task Force (EMTF). He provided the council with a synopsis of enrollment, and described EMTF priorities intended to increase enrollment.

Rodkin presented an overview of FTE enrollment over the past 5 years, and also by semester. Rodkin stated that Fall 2018 enrollment declined by 0.2%, and although Spring data is not yet available, a 1.5% decline is predicted. Upper-Division FTE is the fastest growing segment of the college, growing approximately 15.5% over the last 4 years plausibly due to the addition of new programs. Online headcount indicates an overall steady increase, with 7% more credits taken online in Fall 2018 than in 2014. Blount Center headcount declined approximately 40% over last 4 years, while FTE declined 50%, possibly due to an increase in online classes.

Rodkin discussed enrollment successes for 2018-19, mentioning HSDE seniors are now able to matriculate to SF post-graduation. In the past, registration was delayed until students graduated and transcripts were received by the college. Additionally, Salesforce licenses grew from 28 to 32. Salesforce enables the college to stay engaged with students and potential students through automatic responses to students' inquiries and requests.

EMTF priorities for 2019-2021 include:

1. Continue growth in Salesforce-driven recruitment tools & procedures
2. Develop pipeline youth outreach programs thru CAP and to MBK/SSS
3. Implement campaigns targeting underserved populations
4. Expand Saints of SF series to include MBK and other targeted populations
5. Get text messaging system deployed an accessible as appropriate
6. Conduct a full communications audit for all messaging to students from application through graduation
7. Develop ERP-based Programs Applications for all that require applications

8. Scale Dynamic Forms to include all appropriate forms in Admissions, Financial Aid, ISS, and Records
9. Implement AI-based technology to respond to student inquiries to reduce the number of calls
10. Explore changes in the Purge timeline
11. Improve student payment system such that students can pay any bill via eSanta Fe
12. Explore modifications to class schedule to meet diverse students' needs

## **5.0 Adjournment**

The meeting was adjourned at 4:01 p.m.