

# Technology and Educational Support Services Department and Committee Reports

February 2<sup>nd</sup>, 2018



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## ADMINISTRATIVE APPLICATIONS

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### Operations:

We have successfully migrated our Colleague student information system to the cloud via Ellucian cloud hosting. Ellucian is now primarily responsible for the administration of our Colleague environment and the maintenance of our Colleague hardware infrastructure. By moving to the cloud, the goal was to provide more consistent service availabilities to our students, faculty and staff. Currently, aside from our normal maintenance hours of 3am – 7am PST every Fridays, the Colleague systems such as WebAdvisor, Colleague UI and Student Education plans are available to our users 24/7.

The team is currently ramping up to support the new Enterprise Resource Planning systems (ERP) that are being implemented in both Fiscal and Human Resources. The operations team will provide support in provisioning new accounts and making security changes to current accounts. As always, the operations team continues to do the daily tasks necessary for the colleges to perform their normal duties in our current systems such as Colleague, ImageNow, SARS and many other enterprise applications. Help desk duties is also one of the primary responsibilities of this team as they work with users and vendors to troubleshoot issues that arise in the use of our enterprise applications

### Mandates/Reporting:

The MIS team continues to work with our users out there in submitting data to the state and federal authorities. They continue to work closely with users at the colleges and at district to ensure data is submitted cleanly and on-time. They have sent out the calendar for MIS submissions this fiscal year to all relevant parties and will continue to reach out and give notice ahead of submission deadlines.

I am happy to report that our new Data Analyst is working out great. She has picked up on our process quickly and is already contributing meaningfully to the MIS submission process as well as interacting and getting to know the players involved at both our Colleges and district.

### Special Projects:

The automated dropping of co/pre-requisites is now in Live. Since the automation of this process requires that the database be accessed without any of the usual safeguards, it requires the system to be down during the running of this process. The anticipated downtime was 4 hours. Being presented with this scenario, both colleges have decided to not run the process until they evaluate the situation more. In this regard, TESS considers this project finished but will await further feedback from the colleges before going live.

The state-wide EPTDAS (Education Planning Tool Degree Audit System) initiative is still ongoing. Both colleges have launched the Starfish Early Alert product and the product is currently live at both colleges. The next phase of the EPI project is to work on the degree planner/audit portion. TESS has been working with the vendors and the EPTDAS folks in implementing this portion and the colleges plan to do a pilot in Spring 2018 with a go-live date of Fall 2018.

The student conduct project implementation of Maxient was also finished in the prior cycle. The integration of our student data along with their pictures with the cloud based Maxient software has been done and handed over to the appropriate student services personnel for ongoing use and maintenance. The Colleague customization review was also finished last cycle. Through much research and documentation, TESS now has a detailed list of all the customizations that have been performed to our SIS since its inception in 1999. This list will be compiled and reviewed and eventually presented to the appropriate departments. One of the main goals of compiling this list is to know what features we currently enjoy with Colleague and as we look to evaluate other SIS offerings from other vendors, what other functionalities we will gain and what we can potentially lose.

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## Distance Education Coordination Council

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### **Canvas Integrations:**

#### ***EPI/Starfish (DE Lead: Trelisa)***

Status - COMPLETE: Hobson and the College Starfish teams have been able to test the data connection with Canvas. Data entered in the Canvas gradebook can be pulled into the Starfish system for the appropriate courses and users.

#### ***OER/Intellus (DE Lead: Rhiannon)***

Status - COMPLETE: As part of Valley's OER initiative the college has bought a software that will curate OER material. Intellus has an LTI integration for Canvas. The LTI has been configured and faculty using OER content can publish their Intellus content into their courses.

**Survey Tool for Course Evaluation** – For Spring 2018, the DECC will be reviewing some survey tools, both current tools we use in-house and those that could be integrated into Canvas for course evaluation. In Blackboard the system contained a survey tool that allowed for Valley to push online course evaluations to the DE courses and to pull the data for review. Canvas does not currently have an integrated survey tool. Currently the workaround this past semester was to manually create course shells for each course being evaluated and to batch the respective students into the evaluation shells. The Valley VPI office created the survey in Canvas, push out communications for the surveys to the students, and pull the resulting data.

### **Canvas Helpdesk/ DE LMS Administrator position**

Status: Beginning January 2, 2018 we have a substitute position for the LMS Administrator (Gerard De Leon) while the recruiting process continues for a permanent employee. The LMS Administrator will be responsible for Canvas training on the campuses and Tier 1 support for the helpdesk during business hours.

### **Canvas Technical Migration/Bb End of Life**

As of 12/31/2017, Blackboard is no longer available to faculty. The DE department will be working with Bb to finalize the last end of life processes (last reports and archival processes) for our Bb instance over the next couple of months.

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## District Applications Workgroup (DAWG)

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### **Education Planning Initiative (EPI) Project:**

Counselors are being trained on how to test Degree Planner by using Google Docs to enter and correct the data. Google Docs is a web-based word processor that allows users to create and edit files online while collaborating with other users in real-time.

### **Credit Card Disclosure:**

When PayPal is slow and the student click 'Make a Payment' more than once, their credit card is being charged twice. Because our 'Refund Policy' is not in the correct location, Merchant Services awarded both amounts to the students. Then sent the college a Chargeback. The problem was resolved by adding a refund policy disclosure on the Terms and Conditions Page...before a student clicks on the submit button.

### **Automate Requisites:**

As of 2018 spring, students will be automatically dropped from their class if they do not meet their Pre-requisite and/or Co-requisite requirements. Previously, this was a manual process. After this term (2018SP), the automated process will run 1-week prior to the start of the term.

### **Early Registration:**

To improve attendance, both Crafton and Valley opened Spring Registration before the students finished their fall term. 2018 Spring Registration began on October 30, 2017.

### **Dropping Students for Non-Payment:**

As of 2017 spring, students have not been dropped for non-payment. It was speculated that allowing the students more time to pay would improve the District's Full Time Equivalent (FTE) student count. Based on preliminary research, most students with an outstanding balance have dropped out of class or finished with a 'D' or 'F'.

### **Zero Cost Textbooks (Mandate):**

An icon was added to the online eSchedule and WebAdvisor for Zero Cost Textbooks. The course materials used for these sections are free of charge, and therefore are not required to be purchased.

### **DAWG Meetings are held on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of the month.**

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## **CHC Technology Services**

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### ***Projects***

### ***Projects***

#### ***Other CTS projects***

- Continuing work on the replacement of edge switches (continuing as funds permit)
- Update and expand wireless connectivity to include selected outside locations (currently paused due to staffing)
- Restructure VLAN and IDF naming assignments to match new building naming convention (as new and remodeled buildings are changed as they come on line)
- Optimize and document network physical layer (on going)
- Replaced VDI with stand-alone computers in LRC, North, and CNTL due to lack of support staff.

### **Technology Committee**

- Implementation of Storage limitations with onsite storage

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## District Technology Services

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### TESS Technical Services Committee:

**CSB Generator Replacement:** The current generator for CSB emergency power backup is out of compliance with SCAQMD due to its age and cannot be permitted. A new generator will need to be purchased and installed

- Project Status:
  - Complete
- Current Issues:
  - None

**Office 365 ProPlus:** Microsoft has released Office 365 ProPlus free for 5 devices for all staff, faculty and students. This includes Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Lync, InfoPath and OneDrive for Business

- Project Status:
  - Ongoing Training: We have rolled out Office 365 ProPlus for students and staff. Staff are required to go through training prior to being assigned a license.
- Current Issues:
  - None
- Tasks Pending Completion:
  - Ongoing training

**Virtual Environment Upgrade:** TESS will be upgrading the aged virtual environment hardware and software. The hardware will be upgraded with the latest servers, SAN, enclosures and 10gb connectivity. VMware ESXi will be upgraded from version 5.5 to the latest version 6.

- Project Status:
  - Equipment purchased and received. Scheduling install with vendor
- Current Issues:
  - None
- Tasks Pending Completion:
  - Pre-install documentation needed
  - Install dates

**Veeam Backup:** TESS will be upgrading its backup system from HP Data Protector to Veeam. This will backup the complete virtual environment to disk and tape.

- Project Status:
  - Awaiting PO creation for software and NAS
- Current Issues:
  - None
- Tasks Pending Completion:
  - PO creation
  - Installation and configuration

**Endpoint Protection:** TESS is looking for a possible replacement for Symantec Endpoint Protection.

- Project Status:
  - TESS is demoing Cylance and Palo Alto Traps
- Current Issues:
  - None
- Tasks Pending Completion:
  - Product Selection
  - PO creation
  - Installation and configuration

**Cisco Unified Contact Center Express:** UCCX for short is currently used at SBVC A&R to help with call volume and routing. Crafton and the District are also looking to utilize the software.

- Project Status:
  - Investigating where the need for UCCX exists
- Current Issues:
  - None
- Tasks Pending Completion:
  - UCCX admin training
  - College and District plan for use

**Local Helpdesk:** With the move to Canvas alleviating some of the traffic to the current helpdesk the district is exploring moving the helpdesk from hosted soliton to onsite.

- Project Status:
  - Complete
- Current Issues:
  - None
- Tasks Pending Completion:

**EDCT Foundation Move:** EDCT Foundation is moving its offices across the street. TESS will be helping them with their technology needs for their new area.

- Project Status:
  - Complete
- Current Issues:
  - None
- Tasks Pending Completion:

**District Website Redesign:** The district will be revamping the look and feel of the district website.

- Project Status:
  - Vendor Chosen. Waiting on district rebranding before we start
- Current Issues:
  - None
- Tasks Pending Completion:
  - District rebranding

**Open Positions:**

- Senior Technology Support Specialist: Second level interview scheduled for 1/22/2018
- Telecommunications Specialist: Trying to hire sub as permanent position is out on admin leave
- Computer Technician: Helpdesk position in interim DE Tech

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**MIS Executive Commitee**

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The Management Information Systems (MIS) Executive Committee meets bi-weekly to review state and federal mandates and regulations that affect state MIS and regulatory reporting requirements.

The MIS team completed the system setup required for implementation of the following new California State grants for disbursement within the Colleague financial aid system:

- (1) FTSSG – Fulltime Student Success Grant
- (2) CCCG – Community College Completion Grant
- (3) OEAG – One-Time Emergency Aid Funding Grant

We were able to resolve ongoing issues with SB11 recent high school graduate values being reported as unknown, as well as SF/FA financial aid reported award amounts being off by 1 dollar.

After notification from the county that SBCCD is the only Community College district still using San Bernardino County Schools' staff data program on their HP system, the MIS team worked with the county and our payroll staff to create alternate method of interacting with the county system. We are currently developing an internal method to create the EB/EJ file using existing reporting tools. This procedural change has been identified as a necessary approach to provide a backup option to create the EB/EJ files as the District awaits implementation of these mandated MIS staff data (EB/EJ) reports through ADP, the district's new payroll system.

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## Printing Services

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The Department has acquired a few new pieces of equipment, this past year, 2017. It will help us offer services that are currently being outsourced by the colleges and district office. These new pieces of equipment also make us more efficient.

### **Mutoh Value Jet 1324/Cutter:**

This piece has replaced our Epson Pro 9800, 10 year old printer. It has brought our office up to date on wide format printing technology. We are now able to offer banners, stickers, window/door clinging signs and corrugated signs.

### **Neopost Mach 5 printer:**

This is a new printer we use to print small quantities of envelopes. All envelopes, regardless of quantity, were printed on the offset press in the past. This required a lot more time and resources.

### **Challenge Drill:**

We are currently in the process of rebuilding our paper drill. It was cheaper to rebuild than to replace it.

### **Substrate Cutter:**

We have purchased a used Substrate Cutter. It cut's the corrugated board used for signs and posters. It was very difficult, dangerous and time consuming to continue cutting with a cutting knife, as was being done before this purchase.

### **CronH Model 26"Plate Setter:**

Our PressTek Vector FL52 was replaced by this new CronH. This unit is used to burn the plates that we use to print on the offset presses. The PressTek Vector had to be replaced because the manufacturer stopped making plates for this unit. The cost of plates for the new unit is \$2, instead of \$6 each on the old PressTek Vector. The new unit also prints 24 plates an hour instead of 4 plates an hour.

### **AIS Printing Solutions:**

Keeping the copiers in the Print Shop running or serviced has been a challenge. The AIS Service Technicians have not been able to do this. We currently have had problems with our 2250 (b/w copier) for over two weeks. They always seem to be researching online or calling Minolta for advice on fixing any

problems that come up with both the 2250 and 1070 (color copier). We have had considerable down time because of this.

I hope to have a better understanding of the department budget needs in the next few months to prepare us for the next fiscal year.

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## **SBVC Technology Services**

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### **CTS Staffing**

Cedrick Wrenn went to January board to fill position vacated by Steve Race.

Projects

CTS Projects

- Staff Computer rotation for the fiscal year in progress
- In the process of upgrading lecture room computers in PS, NH and B buildings.
- In the middle of upgrading AV systems in LA Building to Extron. All new equipment.
- Purchased additional cell phone charging stations.
- In middle of replacing outdated phones on campus. Project is 70% complete.
- Total of 383 Chromebooks purchased by SSSP still in the process of developing the system to issue them to students.
- The Following Projects were completed during the Fall semester
  - Imaged and issued Laptops purchased by SSSP to All Counselors.
  - Completed Wi-Fi access point deployment.
  - Replaced all equipment in Star lab.
  - Replaced the iPads in Biology.
  - Deployed Networking to Gym out buidlings
  - Replaced LCD projectors in several classrooms
  - Train staff on Extron
  - Reimaged all computers in Library and Business labs to Windows 10

### **Technology Committee**

- Program Review Technology Requests were prioritized and sent to College Council.
- Reviewing Technology Plan developed las fiscal year.

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## Web Standards Committee

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Jason had determined that according to WCAG 2.0 Success Criteria 2.2.2 (level A), that automatic slideshows do need a pause, stop, or hide feature to be accessible. The criteria are: starts automatically, lasts more than 5 seconds, and is presented in parallel to other content.

The Executive Committee's plan to work on the District Strategic Technology plan was brought up. The location of the last plan on the website was mentioned. Rick mentioned he was told the day before that this work would be postponed until the new TESS Director was officially hired.

Current and Upcoming projects that affect the web were discussed. District's Website Redesign RFP was concluded and awarded to Yoodle, but is on hold until the District Rebranding project is completed. We are still in the process of getting off Sitecore. Oracle and ADP are still moving forward. This will result in most staff no longer needing to log into WebAdvisor and that all staff will have email.

Jason mentioned that a project request to add student level reporting to the SLOcloud application will be at the next meeting. He also mentioned that TESS projects are listed at <http://tess.sbccd.org/projects>.

Jason mentioned the recent Meltdown and Spectre CPU Vulnerabilities. Browsing JavaScript enabled websites are particularly ripe for the exploitation of this vulnerability, so browser vendors are releasing updates to combat them. The Operating System level fixes will give a performance hit, but will be most notable on server workloads.

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