

TECH NEWS



"Tech News" is a quarterly newsletter that provides updates and information on various projects the Technology and Education Support Services departments are developing. If there are questions or you would like additional information please contact us. Thank you for taking the time to review our newsletter and we look forward to hearing from you.

- Luke Bixler, Chief Technology Officer

◆◆◆

COURSE DOG

Both colleges continue to work with the CourseDog team to do data validation and configuration. We are currently working on the scheduling module and there are focused meetings each week that only involve the necessary functional areas to increase the rate of progress and productivity of each session. TESS continues to work with the CourseDog technical team to troubleshoot issues with the integration that is causing CourseDog not to be able to pull back certain information. After some troubleshooting sessions progress has been made in that area and there is one remaining technical issue that needs to be resolved but we are waiting for the CourseDog technical team to research the issue some more on their side.

- Administrative Applications & DE

◆◆◆

SINGLE SIGN-ON ZOOM ACCESS

Zoom is going on SSO (Single Sign-On). To improve your user experience, District Technology Services is working to have Zoom authenticate with your District credentials. If you already have a District Zoom account, your current account settings including scheduled meetings, meeting Id's, recordings, etc will continue to work. More information to come.

- DSO Technology Services



SBVC LAUNCHES STREAMLINES SYLLABUS SUBMISSION SYSTEM

Jeff Huynh, one of our talented Technology Support Specialist II at SBVC, in collaboration with the Art and Humanities department, has introduced an innovative syllabus collection system. Leveraging Microsoft Power BI, this new automation tool simplifies syllabus submissions for instructors, setting a benchmark for efficiency and innovation. This pioneering solution not only enhances departmental operations but also holds the potential to be a model for other academic areas. Applaud this forward-thinking initiative that embodies SBVC's commitment to academic excellence and technological advancement!

- SBVC Technology Services

PRINT SHOP

This quarter Print Shop staff printed of 750, 2023 CCCEOPSA Student Scholarship Calendar, for EOPS CHC. The calendar was 18 pages, color print and saddle stitched. We also completed 500 each, Valley-Bound Commitment Application 2024-2025 Booklets for SBVC. These booklets were stapled and folded (saddle stitched) and were 2 pages each. This whole booklet was in color.

In October we printed 2400 each, The Wiz programs for Theater Arts SBVC. These were in color and 20, 2 sided sheets. These booklets were stapled and folded (saddle stitched) and printed in colored ink.

In November we printed 1,000 each, 3 sheets, 2 sided Learn With Me Activity Book for KVCR. These were stapled and folded (saddle stitched) and printed in colored ink. We also printed 200 booklets, 2023 Hunter Classic, for Athletics SBVC. Staff printed 1,000 Athletic Registration Handbooks that were 8 sheets, 2 sided for Counseling SBVC.

In November staff printed 5,000 pamphlets of 2023-2024 CSU GE-Breadth and 2,500 pamphlets of 2023-2024 SBVC AA/AS Graduation Requirements, for Counseling SBVC, in black ink.

In the months of October through December 2023, we completed 499 Quick copy job orders (black and white copier) 527,467 impressions, 353 color copier print job orders 275,564 impressions, 12 Oki Envelope Printer job orders 13,060 impressions and 71 wide format orders 4,068 total (posters, banners, back drops, yard signs).

- PrintShop



MICROSOFT A5 SECURITY ASSESSMENT

Working together with Oxford Computer Group to perform an assessment of our existing M365 tenant. The purpose of the assessment is to evaluate the portions of the A5 license that we are currently making use of, notate the areas that we could be taking further advantage of functions and features provided by the A5 license, and provide recommendations on best practices to ensure as secure a tenant as possible based upon Microsoft's guidelines.

- Security Services

UPGRADE IN PROGRESS: NORTH HALL 164 AV TECHNOLOGY

North Hall 164, SBVC's premier space for performing arts, is set for a major AV technology enhancement. Led by Technology Support Specialist II Jonathan Flaa, the project is introducing advanced features including a new control system, Extron Touchpanel, and a brilliant 8000 lumens projector. Currently in the design and procurement stages, the installation promises to significantly enrich our music and performance events. Stay tuned for more on this transformative upgrade!

- SBVC Technology Services

CHART OF ACCOUNT CONVERSION PROJECT UPDATE

Our Chart of Accounts project is well underway, aimed at transitioning from the current Oracle account strings to a modified version of the Financial 2000 chart of account string. This initiative streamlines data management across systems, consolidating our accounting processes to utilize a single chart of account. Scheduled for implementation at the start of the fiscal year in July 2024, the project is currently running ahead of schedule. We'll soon be inviting selected users to participate in testing by late March, with training sessions planned for April to provide hands-on experience ahead of the official launch.

- Business Systems Administrator



◆◆◆

WEBADVISOR TO SELF-SERVICE MIGRATION

The customizations to Self-service has been finished and tested in late November 2023. We are working with various stakeholders to determine next steps and to also provide demonstrations/trainings. So far we have provided demonstrations to faculty at both colleges during the orientation days during early January 2024. We have also presented to the Outreach, first year experience and student services managers and received their feedback. There is an agreed upon communication message to students which is set to go out on 1/29/24. There are also videos that are anywhere between 1 minute to 1:30 minutes that show students how to search for classes, register for courses, add to waitlist and use add authorizations in the new Self-service platform. There are also training videos for faculty that show various aspects such as viewing the roster, grading and how to use the new add authorization feature. Self-service is slated to go live 2/12/24 with the intent to catch students who are trying to register for late start classes in spring 2024.

- Administrative Applications & DE

◆◆◆

SOFTWARE ACCESS

Exciting news from District Technology Services! We are on a mission to simplify licensing for Faculty and Staff accessing district resources like Adobe, Microsoft Office 365, and Zoom. This aims to eliminate the need to submit a ticket to request a license and make accessing these resources a seamless process.

- DSO Technology Services

◆◆◆

INFORMATION SECURITY TOOLS

I am working toward getting our existing internal security tools updated and properly tuned for detection and incident monitoring. These tools include the FortiSIEM appliance that is currently ingesting log files from a number of network and server devices, and the Cortex XDR dashboard that monitors the endpoint detection applications deployed on all of the workstations in the field.

- Security Services

◆◆◆

CLASSROOM UPGRADES

The CHC Technology Services team upgraded the West Complex 111 classroom with new classroom technology. This will include replacing all old outdated AV equipment in the classroom. The West Complex 106 classroom will receive an upgrade during Spring Break.

- CHC Technology Services

◆◆◆

PROGRAM REVIEW TECHNOLOGY REQUEST UNDERWAY

The CTS team at SBVC is actively collaborating with the Theater, Nursing, and Chemistry Departments to fulfill their Program Review Technology Requests. Thanks to the allocation of one-time funds by SBVC, these crucial needs are being addressed with precision and care. Our dedicated team is working closely with each department to ensure the procurement of the proper software and hardware, aiming to meet and exceed their specific academic needs. This initiative reflects our commitment to empowering our educational departments with the right technological tools to enhance learning and teaching experiences.

- SBVC Technology Services

◆◆◆

APPRENTICESHIP PROGRAMS (SBVC)

We are working with the student services department as well as the Strong workforce program within the Applied Technology, Transportation and Culinary Arts department to setup an apprenticeship program within Colleague. The apprenticeship program allows SBVC to offer the community no/low cost educational CTE programs for sustainable jobs. Student will have more work based learning both through paid and unpaid experiences with local partners. Apprenticeship students go through an approval process and once accepted into the program, will receive free tuition inclusive of all enrollment fees, campus related fees such as Health and Accident, Transportation Fees, Student representation fees etc. This waiver of all fees also include non-resident students who have been accepted into the apprenticeship program. TESS is currently working on the programming and have sent parts of the workflow to A&R for testing and verification

- Administrative Applications & DE

ORACLE 24A UPGRADE ANNOUNCEMENT

We're thrilled to share that the installation of the 24A upgrade is now complete, bringing with it a host of enhancements and new features. This upgrade is designed to optimize performance, functionality, and security across our systems, ensuring an even better service experience for you.

- Business Systems Administrator

PASSWORD RESET

District Technology Services is working on a feature to allow Students, Faculty, and Staff to easily reset a forgotten password within the SSO (Single Sign-On) Portal by receiving a one-time passcode (OTP) via text or e-mail to a non-district e-mail address, or by providing answers to questions that will be an option to setup.

- DSO Technology Services

DELL ROADMAP

CHC Technology Services hosted a Dell Roadmap meeting for the whole district. Dell provided information about upcoming changes to their product line and anticipated release dates. This will help with planning upcoming purchases to replace outdated computers.

- CHC Technology Services

ALTERNATE TEXT PRODUCTION CENTER

The ATPC grant serves the needs of students with print disabilities throughout the California Community College system by providing electronic and braille textbooks at no cost. We currently house over 39,000 textbooks that are available to all 118 colleges and serve approximately 7,000 requests per year. The products we supply include braille books, tactile graphics, large print, and electronic textbooks.



INVENTORY MANAGEMENT SYSTEM

I am currently working on building out and populating the existing inventory management system, Snipe-IT. It has been in place and utilized at the CHC site for some time now, and I am currently working to determine how best to import the existing assets that are currently in LanSweeper without having to do a great deal of manual data entry. Ultimately, this will enable us to utilize a single inventory system for IT district wide that should allow for the running of reports based on features such as model number, purchase date, warranty expiration, etcetera.

- Security Services

Helpdesk and Canvas

The chart below shows the type of Help Desk tickets that are received by volume. Over the past 30 days, the Service Desk received 537 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

