TECHNOLOGY AND EDUCATIONAL SUPPORT SERVICES

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.
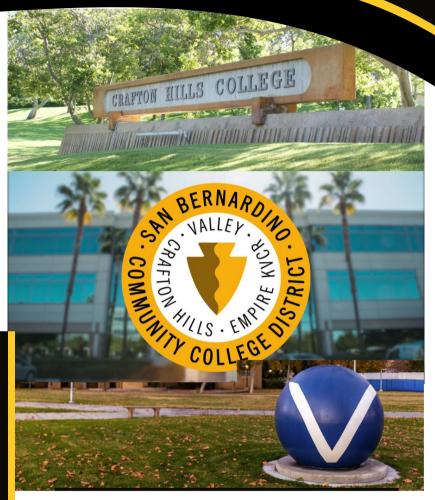
- Luke Bixler, Chief Technology Officer

SECURE & SPEEDY: DISTRICT-WIDE NETWORK TRANSFORMATION

TESS and Campus IT teams are finalizing a project to replace its end-of-life core switches. The project will improve network performance, reliability, and security district-wide as the district expands and adds new technologies. The new switches from Extreme Networks will provide increased bandwidth, faster data transfer rates, and improved support for advanced network features. In addition to performance improvements, the project will address security concerns by providing enhanced security features. The project will be worked on throughout several phases to limit the impact on the District community.

Overall, this represents a significant investment in the district's network infrastructure.

- DSO Technology Services

COURSE DOG

Both colleges are wanting to implement new platforms for functions such as Course Catalog, room scheduling, event scheduling and course demand modules. This will replace current platforms such as 25 Live and LeapFrog while the course demand module will be new functionality. Currently the project is it it's initial phases as the contract has just been signed, key people at both colleges and TESS identified and waiting on the kick-off meeting with Coursedog to officially start the implementation phase.

- Administrative Applications & DE

PRINT SHOP

Our department welcomed Cody Clements as our new Printing Operations Specialist. He is taking Carmen Sanchez previous position.

We have added a new piece of equipment this past quarter. A new Mimaki JFX200-2513 flat-bed printer. This has helped us print on hard surfaces like acrylic, corrugated plastic and foam board.

This quarter Print Shop staff printed of 700 Phineas Literary Magazines for the English Department at SBVC. We also completed 3,000 SBVC Commencement Programs. We printed 1,000 CHC Commencement Programs. We printed and assembled 2,500 CHC Commencement Program fans.

In the months of April through June 2023, we completed 452 Quick copy job orders (black and white copier) 334,781 impressions, 328 color copier print job orders 293,863 impressions, 8 Oki Envelope Printer job orders 13,875 impressions and 73 wide format orders 7,316 total posters.

- PrintShop

CHILD DEVELOPMENT CENTER RENOVATION

- The Child Development Center renovation project
- was completed over the summer. This project modernized the facilities and included visual screening and security upgrades, vehicular circulation improvements, and upgrades to the front entrance. New network cables, patch panels, and projectors were included in the project as well as upgrading the network room (IDF).

- CHC Technology Services

PS217 HYBRID LAB COMPLETION

We are pleased to announce the successful completion of the collaborative effort between the Science Division, Architecture Faculty Nicole Lambrou, and Campus Technology Services (CTS) in converting the PS217 Architecture computer lab into a Hybrid environment. This innovative setup features a balanced combination of half PC and half Mac workstations. Recognizing the importance of Macs in the architecture industry, especially for smaller design-oriented offices, this initiative aims to introduce students to software that operates differently or exclusively on Macs. By providing our students with access to these valuable tools and resources, our goal is to equip them for success in the industry. The CTS team dedicated their efforts to diligently complete this project, ensuring it was ready to be utilized at the start of the Spring semester. We are proud to offer our students an upgraded and enriched learning environment, enabling them to excel in their academic pursuits and future careers in architecture.
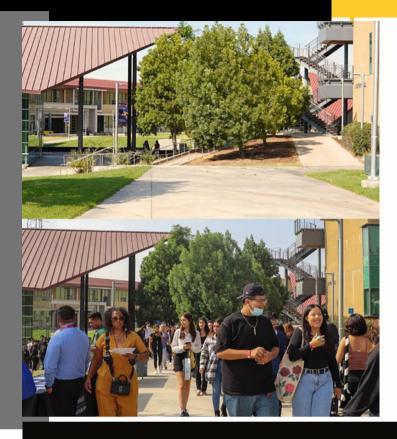
- SBVC Technology Services

Summary Computer Refreshment Project Update

Exciting news! The SBVC Refreshment Project is well underway this summer, with a primary focus on upgrading the computers in our computer labs to enhance the student experience. We are thrilled to share that recent upgrades have been successfully completed for computer labs in Business 125, 204, 217, and 220, representing a significant advancement. These upgrades equip our students with the latest technology, supporting their academic journey with the best resources available. We are diligently working on the final phase, which involves upgrading Business 118, with completion set for August 2nd. Our commitment to regularly updating and maintaining our facilities ensures that students have the finest tools for success in their studies. We deeply appreciate your continued support and patience throughout this project. Come fall, we eagerly anticipate revealing the enhanced computer labs, creating an even more enriching and seamless learning environment for everyone.

- SBVC Technology Services

Streamlined Fall Parking with PhoenixGroup

TESS has been working with both colleges to implement a new parking permit system for both students and employees. This will go live in the Fall. Students who are part of certain groups or receive BOG will receive a discounted or free permit depending on which group they belong to. Employees will be able to log into PhoenixGroup and receive permits for up to 2 vehicles. These will be "virtual" permits and not physical ones. By registering the vehicle(s) on the site, campus security will be able to scan the license plate and determine if there is a valid permit attached to that vehicle

- Administrative Applications & DE

Smooth Server Migration Ahead

TESS is working on a project to migrate production servers to a new physical environment hosted by Dell VxRail and PowerStore solutions over the next few months. This migration is part of modernizing the IT infrastructure and improving District systems' overall performance and reliability. The new environment will provide better scalability and redundancy features, allowing TESS to handle a growing workload more efficiently. The migration process will be done in segments to minimize disruptions to operations. TESS plans to conduct testing to ensure the new environment meets performance and security requirements.

- DSO Technology Services

Classroom and Computer Refreshment Project

As part of the annual computer refreshment process, we have purchased new equipment for the classrooms and computer labs. These computers were configured, updated, and deployed over the summer term. We are now starting the planning for computer refreshments that will take place this year.

- CHC Technology Services

Oracle Unleashed: Elevating Performance, Precision, and Learning!

23C Upgrade
We are excited to announce that we have successfully installed the 23C upgrade, which includes various improvements and new features. This upgrade aims to enhance our systems' performance, functionality, and security, ensuring that we continue to provide you with the best possible service.

Budget Manager Audit
Meticulous financial management is of paramount importance to us. With the completion of the Budget Manager audit, Oracle solidifies its commitment to robustness. You can now experience heightened confidence in your budget management process, knowing that Oracle is dedicated to maintaining the highest standards of precision and integrity.

Oracle Wiki Refresh
We are thrilled to share that the Oracle Wiki has received a facelift! Get ready for an enriched learning experience with our revamped Wiki. Access detailed resources, guides, and the latest insights, ensuring that you're always well-equipped to maximize Oracle's capabilities.

ACH Payments in Oracle for CBB
Great news! We have gone LIVE with ACH payments in Oracle for CBB payments. This new functionality will reduce supplier payments from having to be reissued and also reduce our environmental impact by cutting fewer checks.
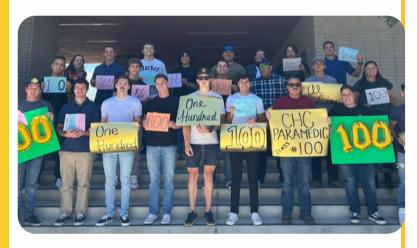
- Business Systems Administrator

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.

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.