



ISSUE

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AB 705 Online Self Guided Placement

TESS is working with student services at both colleges along with Laserfiche to develop an online self-guided placement for our distance education students. This will be the same form used by our on-campus students and Laserfiche will be giving us an export from their form that we can import into Colleague to accurately give students their placements based upon their answers.

Contract Module

TESS has been working with the Human Resources department to develop a module that will support the tiered salary schedule for adjunct faculty. The amount of pay is based upon the number of consecutive terms of service as well as level of education.



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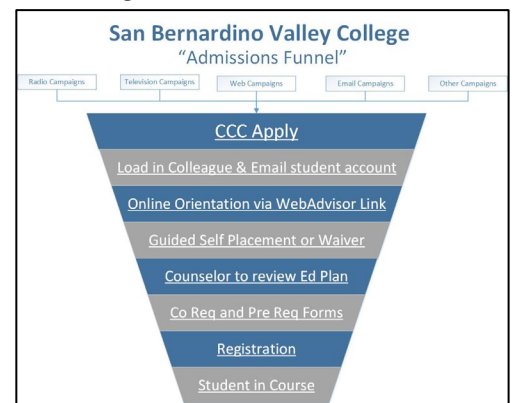
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Technology and Educations Support Services

In October, Technology and Educational Support Services (TESS) along with the Chancellor's Office and District Support Services moved into a new District Building at 550 East Hospitality Lane in San Bernardino. As part of the move, there have been several technology enhancements in the new building, including technology for the Board Room. The Board Room will provide live streaming of Board Meetings, and enhanced technology for audio, video and teleconferencing. TESS and Facilities are working with the vendor to get this technology functioning properly.

The Print Shop also moved in October, and they are now located in Building 14 in the East Complex at Crafton Hills College. The new location offers several improvements over the Redlands Annex location, including better temperature control with the reduced ceiling height. We are working through some of the adjustments to the new location and the team did a great job of keeping up with the requests during the move.

One of the recent projects that we are excited to work on is creating a new Admissions Funnel for the San Bernardino Valley College Team. Below is a prototype that we are working on that outlines the key steps that students take after applying online so we can help the students to move through enrollment.



If you have any questions or if you would like more information about any of these projects please let me know. I look forward to working with you on these projects and any future projects.

Sincerely,
Luke Bixler,
Chief Technology Officer

Promise Program

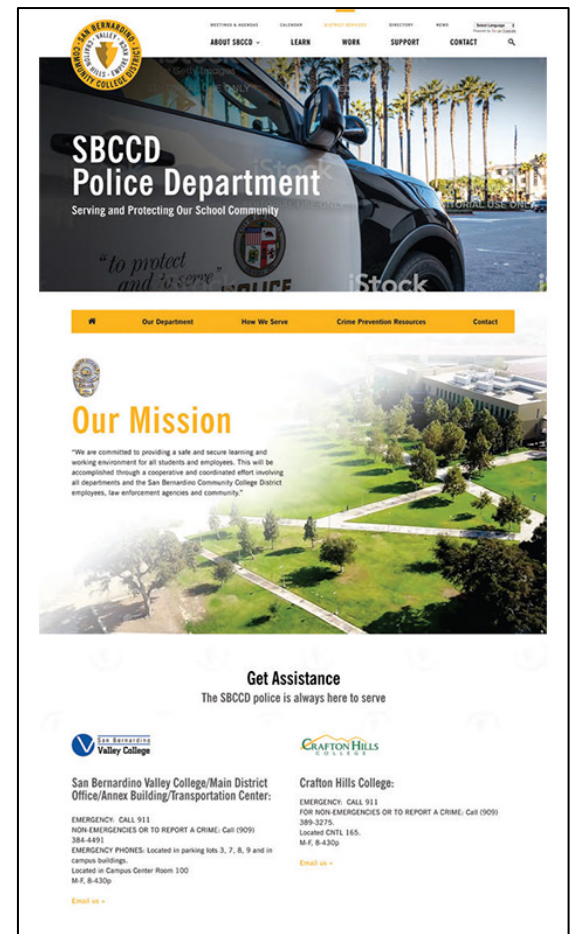
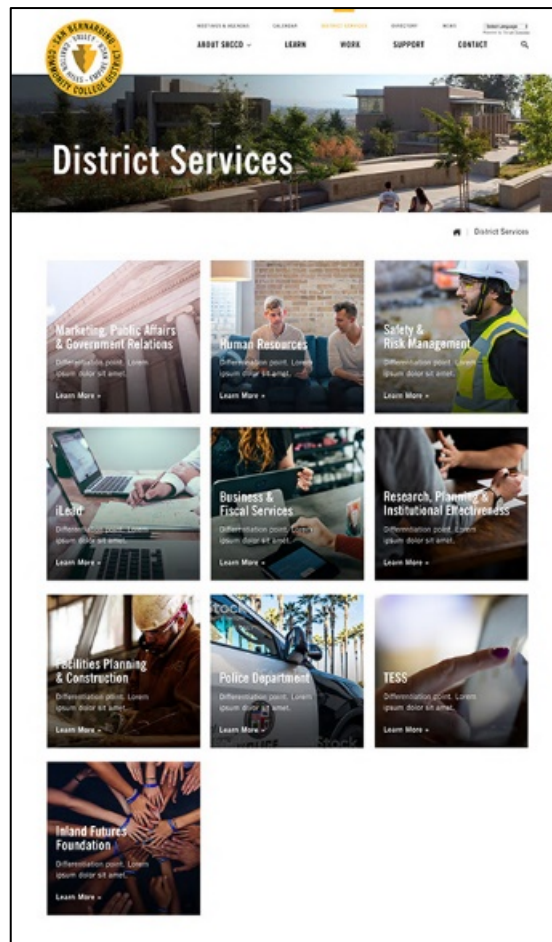
TESS has been working with the Promise program stakeholders at both colleges to setup an automated messaging workflow that guides prospective promise program applicants along the various steps to be accepted into the program. Currently the messaging is a manual process that takes up a lot of staff time and effort. The goal of this project is to make it easier for students to understand what steps they need to do (such as Orientation, Assessments etc.) and free up staff time to address other tasks.



New District Web Design and Upgrade

TESS and Marketing have been working together to launch a new District Web Site that matches the new district brand and imaging.

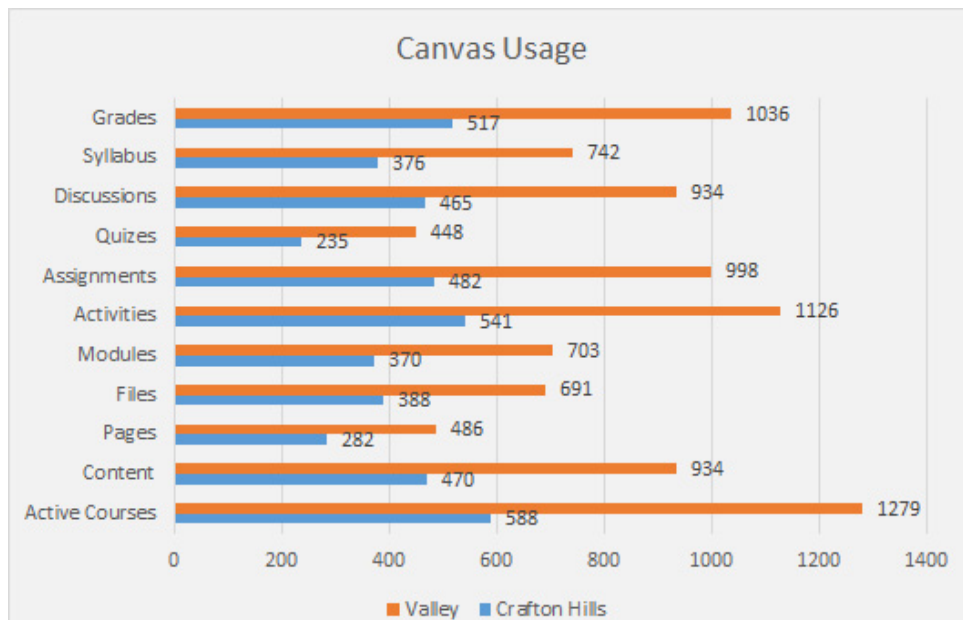
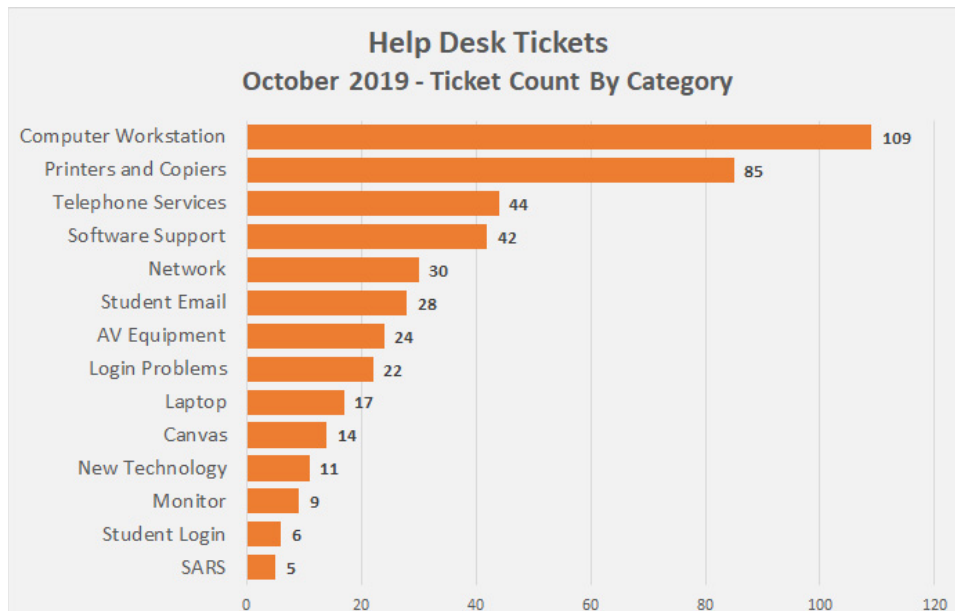
The new District Web Site is on schedule to be completed in February 2020. The scope of this project includes new landing pages, new site navigation, and new sites for each of the areas within the District. Below are a few of the new page templates to show you how the design will look as you navigate throughout the site:





Help Desk and Canvas Dashboards

The first chart below shows the type of Help Desk tickets that are received by volume. Over the past 30 days the Service Desk received 581 tickets excluding project requests. The second chart below shows the activity on Canvas. You can see that there has been an increase in the overall usage of Canvas by both colleges in the majority of the areas below.



Distance Education

The District's Distance Education (DE) department provides services to assist in the delivery of face-to-face and online course work. DE provides instructional system support as well as workshops and training for faculty and staff through coordination with each college's professional development department.

DE Important Information

DE Department is continuing with Canvas based training at both Crafton and Valley. Training this semester are looking to encourage all faculty to utilize tools within Canvas. The DE department is actively encouraging faculty teaching face-to-face to take advantage of the resources in Canvas.

Printing and Graphic Services

The Print Shop recently completed name badges for the Board Room, Pop Up Banners for the new District Building, and the 2019 SBVC Football Bowl program.

Printing and Graphics Services

As part of the new district brand identity, we are designing templates for fliers, newsletters, brochures, letterhead, envelopes, name badges, memos, agendas, thank you cards, note pads and business cards.

These templates are being added to a new software called Design Conductor that works in conjunction with the Print Shop Pro online ordering system. This will allow customers to fill out an order, and preview the output by selecting the templates before completing the order.

Current and Recently Completed Project Summary

- **TESS Technical Services Projects**

KVCR has been relocated from the temporary trailers into the newly renovated spaces and Inland Futures has been relocated into the old District building.

Technology Services is working with the CCCSecurity team to implement technology to help us identify and mitigate vulnerabilities on the networks. This technology will be key in keeping our network safe going forward and will provide the reporting capabilities needed for future Information security audits.

- **Crafton Hills College Projects**

Technology Services is working on replacing staff computers across the campus that are due for replacement in accordance with the 5 year refresh cycle. The team also replaced 25 hard drives in computers to improve their performance until their lifecycle is up in 2 years.

Technology Services is currently researching cost-effective backup and disaster recovery solution options for campus applications and data.

Technology Services staff will soon replace the desktop computers in the Assessment Center lab.

- **Valley College Projects**

Valley College CTS is in the process of upgrading all campus computers from Windows 7 to Windows 10. Less than 60 computers remain. Our goal is to have this completed by Spring Break.

We have upgraded 80% of the switch gear on campus. Progress has stalled while we wait on an opportunity to have buildings offline for several hours. The following buildings have not been upgraded yet: CTS, B, HLS, T, G, and WH.

We have purchased new servers and storage for the Academic labs and systems. The new equipment should be in place by January 31, 2020.

- **Security Initiatives**

Portal Guard – The District has evaluated and selected to implement PortalGaurd for securing access to our systems. PortalGaurd will replace our current Shiboleth Single Sign-On application. We have moved all of the applications to PortalGaurd except for Oracle. We will be moving Oracle over within the next few months. Once all of the applications are moved we will begin rolling out SSO Portal, Self-Help Password Reset and Multi-Factor Authentication.



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 34,000 textbooks that are available to all 115 colleges and serve approximately 10,000 requests per year.

This quarter we have created 1332 accessible electronic textbooks that have helped students across the state. Of these books, 39 were transcribed into braille. We have continued to participate in the Accessibility Standards Workgroup (ASWG) in conjunction with the California Community College Chancellor's Office to develop a statewide accessibility standard.

Current and Recently Completed Project Summary - Continued

- **Distance Education Projects**

We are excited to announce that we are moving forward with the replacement of our current plagiarism tool. Unicheck offers All-Around Plagiarism Detection in Schools & Universities. Seamlessly embedded into your eLearning system, Unicheck automatically scans every paper and provides easy-to-read similarity results. The transition is scheduled to happen just in time for the Summer 2020 semester.

We are currently working on the best process for archiving the fall 2017 courses by the end of the Fall 2020 semester. We have started notifying our users as they will be required to export any Fall 2017 course content needed prior to the end of the Fall 2020 semester. Even though this is slated approximately a year in advance we like to provide the faculty with as much notice to limit any concerns and/or provide solutions for unique circumstances. Our course archive process is based off of the 3 year grade change procedure put in place by the district.

DE Department is continuing with Canvas based training at both Crafton and Valley. In addition we are working on creating Tableau reports for our Canvas Data and Reporting needs.

- **Accessibility Standards Workgroup**

In an effort to promote the equal access of instructional materials ATPC is currently participating in the Accessibility Standards Workgroup (ASWG). In 2017, the California Community College Chancellor's Office responded to a Telecommunications & Technology Advisory Committee recommendation by forming the ASWG and charging it with developing an accessibility statement for the Chancellor's Office to adopt. The ASWG has been meeting since June, 2017 and is comprised of a diverse array of stakeholders working on accessibility issues across the system.