TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service

In this newsletter:

TECHNOLOGY AND EDUCATION SUPPORT SERVICES

The TESS leadership team has been busy developing the tactical plan for the District Technology Strategic Plan (DTSP). This planning process identifies and prioritizes the technology projects that are aligned with the five strategic goals that were identified in the DTSP. This first draft of the tactical plan includes the initiatives that will be evaluated and implemented over the next three years. We are looking forward to reviewing this plan at the next TESS Executive Committee meeting in February.

As a result of Covid-19, we have made some great progress in beginning our migration into the cloud. Rick Hrdlicka, the Director of Campus Technology Services at San Bernardino Valley College, has taken the lead on establishing virtual labs in Amazon Web Servers (AWS).   This allows students to remotely access virtual computers running the software needed for their courses. Rick's team provided a demonstration that showed a Chromebook running a Windows 10 computer that was being hosed in AWS.

Another project that we have started as a result of Covid-19, is the Information Security Risk Assessment. Melissa Oshman, the Director of Campus Technology Services at Crafton Hills College, has taken the lead on performing the risk assessment across the district. Melissa will be working with the leadership in TESS to identify existing security policies and procedures. This allows us to identify and prioritize the information related security risks at the district and develop a roadmap for improving the security at our district.

Many of the other projects that we are working on are covered in more detail throughout this Newsletter. We hope that you find this information useful and we look forward to hearing your feedback.

– Luke Bixler, Chief Technology Officer

POSITIVE ATTENDANCE SYSTEM

This system allows faculty who input positive attendance sections to enter their positive attendance hours online versus the old way of filling it out on paper and then emailing it to Admissions so A&R can enter those numbers into Colleague. The system also allows the faculty to upload their daily attendance sheets. After the faculty submits their attendance numbers, a copy of the PDF will be sent to A&R and also to the faculty who entered the numbers as confirmation. These attendance numbers are then automatically imported into Colleague saving time and effort of A&R staff.

SBVC CANVAS OEI TRUST RELATIONSHIP

In the next step into becoming fully integrated with the Online Education Initiative we are starting the process of building the trust relationship between SBVC and the "teaching college" within the OEI. This allows our students to find classes at these institutions (Foothill-DeAnza CCD, Lake Tahoe CC, Los Rios CCD, Coast CCD) if they cannot be found locally. We are working with the OEI on the technical aspects of this trust relationship after discussion at the DECC.

ADMINISTRATIVE APPLICATIONS

SPAM APPLICATIONS

External players are still submitting false student applications in the hopes of gaining access to student specific benefits such as Office 365 and Google related products. We have seen a recent uptick in the amount of spam applications and are taking additional local measures to try and stop them before they are imported into Colleague. A way of checking the IP address of where spammers are putting in the applications was developed and by default not allowing applications that come from outside the country. Staff are able to selectively white-list applications that they feel are not spam and allow those to be imported into Colleague. Another method we are exploring is doing address verification to make sure the address within the OpencCCApply application is at least valid before allowing it to be imported

WEBADVISOR TO SELF-SERVICE MIGRATION

As Ellucian starts to sunset the WebAdvisor application at the end of the 2021 calendar year, SBCCD is looking to fully migrate to the self-service (SS) platform. Currently we use self-service for various functions such as payments, financial aid and student education plans. The first step was to assess and evaluate all the customizations we have done to WebAdvisor over the years and see which ones needs to be moved over to self-service or if self-service has an equivalent function that we can use out of the box. This assessment was done in conjunction with Ellucian engineers and a final document was produced (with feedback from the functional users) of what custom processes we need migrated to SS, what functionalities we can use in SS baseline and what customizations we no longer need at all.

CRAFTON HILLS TECHNOLOGY SERVICES

UPGRADED SIM LAB

CHC Technology Services recently completed a project to upgrade the Sim Lab at the Public Safety & Allied Health building. The upgraded technology includes 4 control stations that are mini video production studios that interact with a live lab. Each station has 2-way communication with the students in the lab, controls for PTZ cameras, and video recording controls. All recordings are full HD video that can be accessed through the network for review and archival. With this project, the conference room was upgraded as well to view live videos as the labs are in progress as well as upgraded network equipment and wireless video. A huge shoutout to Shane Veloni for heading up the project from start to finish!

CHC BACKUP TO CLOUD

CHC Technology Services is moving to a cloud backup solution! New backup software has been purchased and is in the process of being installed and configured. Long term backups will be stored offsite in a secure cloud for Disaster Recovery.

Working Remote Support

CHC Technology Services is continuing to provide support to our faculty, staff and students remotely as we continue to work remotely. Students are able to check out hotspots and Chromebooks from the Library. Faculty and staff can check out laptops, monitors, hotspots, wireless mice and headsets from Technology Services. Please contact Melissa Oshman at moshman@craftonhills.edu for scheduling.

TESS TECHNOLOGY SERVICES

SENDSAFELY SOFTWARE

TESS has purchased 20 user licenses for SendSafely. This product allows for secure file uploads and transfers. We have deployed 3 SendSafely Dropzones for EDCT. This will allow their users to upload the appropriate documents securely. The documents are stored in an encrypted format while they wait to be retrieved.

CISCO'S EXPRESSWAY SERVICE

TESS is exploring the use of Cisco's Expressway service. With Expressway our users will be able to use our voice services offsite without the use of a VPN. Expressway provides a secure mechanism to login to our voice servers. This will allow our remote users access to make and answer calls from their SBCCD phone numbers through their laptops..

SBCCD FILE SHARE

Over the years our file shares have grown in size and are beginning to become difficult to manage and back up the data. In the coming months TESS will be working with users to cleanup file shares to remove any unneeded information. Once the shares have been cleaned up they will be migrated to the new District Support Offices File share server.

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 36,000 textbooks that are available to all 115 colleges and serve approximately 10,000 requests per year. this year we are seeing a drop in these numbers due to the Covid-19 pandemic.

This fiscal year we have processed 4878 new accessible electronic textbook requests for students across the state. Of these books, 123 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.

VALLEY TECHNOLOGY SERVICES

PRINT SHOP

Printshop is continuing to provide the district with COVID signs on request. We are also expecting two new copiers in the near future, a Canon color copier C810 and a Canon black ink copier VP140. They are scheduled to be delivered sometime between November 20th and November 24th.

AMAZON WORKSPACES FOR STUDENTS

SBVC Campus Technology Services has provided virtual workstations to students in Math, Business, Art, Electronics, Accounting, and The Media Academy. These services are offered to the students by their instructors and the instructor sends the request to campus technology services. Students can use their Chromebook or other personal computing device to access the Workspace. It provides them a Windows virtual computer via the browser on their device.
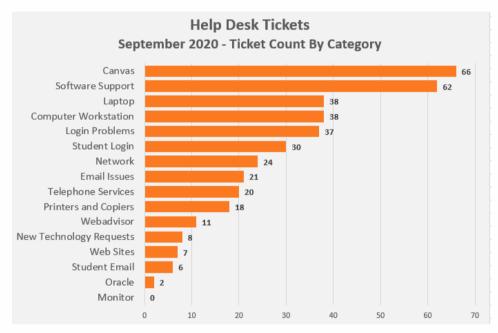
BACKUP OF SERVERS TO THE CLOUD

SBVC Campus Technology Services has moved backup of all servers to Amazon Cloud Services. This eliminate the need for us to purchase hardware to store the backups. It also provides for Disaster Recovery (DR). Having DR in the cloud will provide assurance that we can recover in the event of a local disaster much faster.

SUPPORT FOR EMPLOYEES DURING COVID-19

Support for Employees During Covid-19 – As part of our response to Covid-19 we purchased 280 laptop computers using Cares Act funding. These computers were issued to employees. Many of them were used to recover laptops loaned from instructional carts. We are down to less than 80 computers in stock. We have allocated additional Cares Act funds to move all employee workstations to laptops, docking stations, and dual monitors allowing for a mobile workforce. The project to move everyone to laptops and docking stations will take the rest of the 20-21 academic year to complete.

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 388 tickets excluding project requests. The second chart below shows the activity on Canvas. There has been a steady increase in the overall usage of Canvas by both colleges.

ORACLE UPDATE

District Support Services and ideaMetrics, our Oracle consultant, are working through examining the latest upgrade (20D) Oracle Support installed in our TEST system on November 6th. Our system functionality test will be a comprehensive test of all modules and functionality SBCCD utilizes. The improvements will be available to everyone on Monday, November 23rd. Any changes that will affect district users, be it functionality or display, will be communicated at the end of the testing phase.

Help Desk Tickets
September 2020 - Ticket Count By Category

Category	Count
Canvas	66
Software Support	62
Laptop	38
Computer Workstation	38
Login Problems	37
Student Login	30
Network	24
Email Issues	21
Telephone Services	20
Printers and Copiers	18
Webadvisor	11
New Technology Requests	8
Web Sites	7
Student Email	6
Oracle	2
Monitor	0

Canvas Usage

Category	Valley	Crafton Hills
Grades	1080	502
Syllabus	755	362
Discussions	1223	566
Quizes	768	380
Assignments	1197	543
Activities	1275	572
Modules	911	450
Files	1197	555
Pages	755	438
Content	1262	572
Active Courses	1301	584

■ Valley ■ Crafton Hills

ORACLE