San Bernardino Community College District Technology and Educational Support Services

TECH News

Web Redesign

TESS and Marketing are working together to bring forward a new District Web Site. The new site will incorporate the new brand identity, as well as a new architecture and layout. We are working with Yoodle who is a vendor that works with colleges and districts on implementing new web sites. This project is scheduled to go live in September 2019.

25Live

Formerly known as R25, both colleges are working towards re-implementing this room scheduling software to make it easier and automatic to schedule instructional and non-instructional spaces. TESS is working closely with Instruction and Administrative services at both colleges to configure and test the system for a Spring 2020 launch.

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Technology Update

Technology and Educational Support Services (TESS) has started focusing on some of the summer projects to prepare for the fall term. Several of the projects that we are working on over the summer focus on improvements to our security, both at the district and at the colleges. We are performing scans and remediating findings based on the results to improve the security posture for the distrct as a whole.

We are also implementing a new Single Sign On (SSO) solution that will create a more secure method for authentication, but will enable new security features that will be introduced in the new few months. One of the new features is Multi Factor Authentication (MFA) that will support additional methods for authentication and prevent the automated process for creating fake user accounts and changing the passwords. Apple and Microsoft both examples of services that you may already have that use MFA.

In addition, there are many ongoing projects that involve implementing new software for the district. TESS is working closely with key stakeholders to assit with implementing the following application:

- Student Information System
- 25Live Scheduling Software
- Courseleaf Catalog Software
- New Website for the District
- Oracle Data Warehouse
- ADP Payroll Process

In addition, TESS is working on the new District Building and the Print Shop move to Crafton. 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 as well as any future projects.

Sincerely,

Luke Bixler

Chief Technology Officer

Reporting Group Updates

TESS and the Institutional Research Teams have been working together to review the Informer reports to validate the data and accuracy. In addition, we completed an Informer training session to make sure that the teams understand how to create reports in Informer. The training also offered tips and tricks for more advanced features.

Presence Student Engagement

We have been working with San Bernardino Valley College's student life department to implement Presence which is an online application designed to help increase student engagement. The software can track and measure participation with check-in technology, access and analyze involvement trends to identify improvements and advertise through modern branded tools to improve access.

New Student Information System (SIS) - Update

The responses to our Request for Proposal have been received and we are now evaluating and documenting the responses.

As an update to our previous article about the new Student Information Systems that we are evaluating, we wanted to share with you the activities that have taken place over the past two months. We released the request for proposal on April 29, 2019. On June 11, 2019 we received responses from the following six vendors: Ellucian, Oracle, Workday, Unit4, Camus Management, and Sensabyte Technologies Private Limited.

We are currently reading the responses and documenting any areas where the responses do not meet our needs. In addition, there will be a document created that will compare the features of each of the vendors solutions. This will help the evaluation teams to see where vendors line up based on their responses and then they will be adjusted once the software is demonstrated to verify that they can meet our requirements.

We are also currently in the process of scheduling each of the Business Process Analsyis meetings, so that we have our current processes documented and we are ready to share with the vendors. In addition, we are currently working with the Functional Team to review the evaluation teams for each of the key areas to make sure that we have the right team members identified.

As we mentioned previously, we will work on scripts that the vendors will follow to show us how their software will meet our needs. Based on the responses from the vendors, the evaluation teams will identify three or four vendors that they would like to bring in for a software demonstration of their SIS. The vendors that are invited out to provide a demonstration will receive the scripts along with instructions for how they need to show that their software can meet our specific requirements.
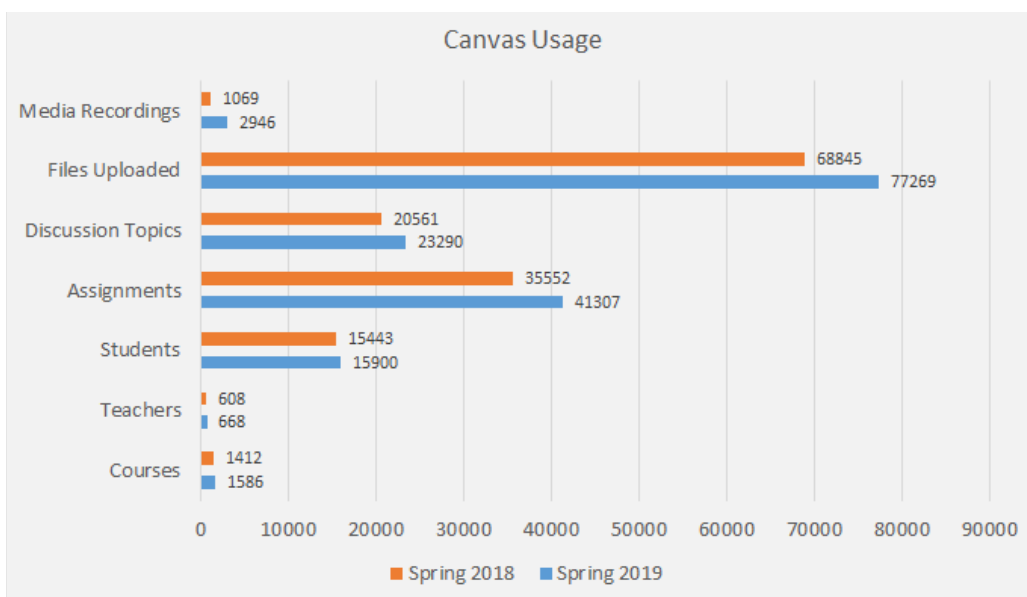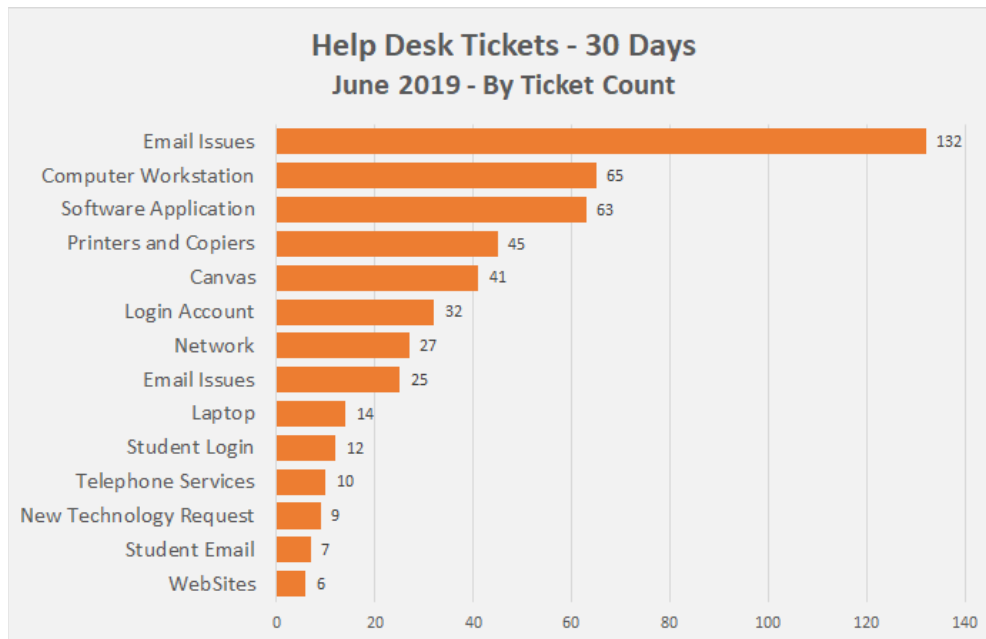
The software demonstrations allow the evaluation teams to understand how the software can support our processes. Vendors will be randked based on how well the software meets the requirements for our colleges. Additional reviews are conducted to include pricing, reference checks and follow up questions before a final recommendation is made.

After we identify the vendor we will follow a process to review and select the implementation partner to help migrate from our current SIS system to the new SIS system. After the implementation partner is selected, we will work on establishing implementation teams and the timeline.

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Help Desk and Canvas Update

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 488 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 with increases in all areas from Spring 2018 to Spring 2019.

Help Desk Tickets - 30 Days
June 2019 - By Ticket Count

Category	Count
Email Issues	132
Computer Workstation	65
Software Application	63
Printers and Copiers	45
Canvas	41
Login Account	32
Network	27
Email Issues	25
Laptop	14
Student Login	12
Telephone Services	10
New Technology Request	9
Student Email	7
WebSites	6

Canvas Usage

Category	Spring 2018	Spring 2019
Media Recordings	1069	2946
Files Uploaded	68845	77269
Discussion Topics	20561	23290
Assignments	35552	41307
Students	15443	15900
Teachers	608	668
Courses	1412	1586

Distance Education

The District's Distance Education (DE) department provides services to assist in the delivery of face-toface 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

On June 28th DE will conclude ALL Fall 2018 courses. Concluded courses are a read only state and removes the course from your dashboard. You may still access your course by selecting the COURSES menu and ALL COURSES. If you have any questions please reach out to the help desk

Printing and Graphic Services

The Print Shop is currently designing and printing the fall banners, flag pole banners, kiosk posters, signs, yard signs, and fliers for San Bernardino Valley College.

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.

Print Shop Location

The Print Shop will be moving from the Annex in Redlands to the old book store on the campus of Crafton Hills College. The move is tenatively planned to take place over the summer and we are scheduled to be moved by August 2019.

Current and Recently Completed Project Summary

- **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 a majority of the applications to PortalGaurd and will be moving the remaining applications over in the coming months. Once all applications are moved we will begin rolling out SSO Portal, Self-Help Password Reset and Multi-Factor Authentication.

  Patching – TESS is currently scanning and identifying any systems with vulnerabilities and scheduling identified systems for upgrades, patches and firmware revisions. This covers servers and networking equipment at the district and both colleges.

  Security Training – TESS is working with the State Chancellors Office to take advantage of the security training that is available. This training will be for all of the staff and faculty at the district. We are planning to have this implemented and deployed by September 2019.

- **Oracle Data Warehouse**

  This project is still a work in progress. It started in its current iteration over the summer of 2018. TESS plays a support role in the roll out of the new data warehouse working closely with the institutional researchers from CHC, SBVC and District. The goal of the first phase is to replace our ageing EIS (Executive Information System) with some enhancements such as including data about abbreviated vs. comprehensive student education plans. The plan is to finalize phase 1 during summer 2019 and each college will determine how to roll out the platform to their constituents with the goal to replace EIS.

- **Cable and Power Cleanup**

  To improve the stability and support of the data center, we have begun a project to recable the computer room, computer racks and network racks. The first step was to install switches within the racks in the data center. This allows us to remove many of the cables that are required to connect the various servers to the network. To improve the functionality and ease of support, we will be implementing new cable color standards, cable management and new Power Distribution Units will be implemented.

- **New District Building**

  District Support Services (DSS) and TESS will be moving from their current locations to a centralized location at 550 East Hospitality Ln. The new technology that will be implemented in this location will increase the accessibility and management of network resources. TESS and DSS management have been working with engineers from Nineteen Six Architects to build a new technology equipped boardroom. Construction is underway at the new District Support Services location with a move in date scheduled for late August 2019. The rooms that will house the district data and voice services have been completed so Frontier and ATT can begin building our voice and data circuits. Staging areas for the new technology has been setup and implemented in the new building.

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

- **Canvas May Updates**

  Gradebook Override - The Final Grade Override option in the New Gradebook is treated as a course setting and is persistent for all graders in the course.

  Quizzes.Next - This feature allows users to view most Quizzes.Next features in the Canvas beta environment instead of waiting for production releases.

  Course Import Tool - This change allows instructors to copy courses where they are enrolled from another account. This option is currently limited to accounts located in the same region.

  Android Canvas Teacher App - The Teacher app supports viewing Modules. This change allows instructors to view and open items from their course modules.

  iOS 1.8 Canvas Teacher App - The Teacher app supports viewing Modules.

- **Valley College Projects**

  Lab Computers – Campus Technology is working on reloading and patching the computer labs to include the latest versions of the software.

  Lab Upgrades – Several labs are getting new equipment over the summer, as well as the installation of the AB 705 Chromebooks.

  Network Equipment – Replacing the majority of the network switches that have reached end of life.

- **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.

- **Crafton Hills College Projects**

  Audio Visual Upgrades – Over the summer there will be three classroooms being upgraded in the East Complex.

  Digital Signage - Technology Services is currently evaluating a more cost effective method of supporting the campus digital signage.

  Inventory – Project is underway to inventory and run maintenance on the student access computers.

  Network Security – Changes are being implemented to better segment and secure the student related network traffic.

- **Distance Education Workshops**

  Training and one-on-one appointments for ConferZoom, Canvas, and accessibility are made available to our campuses. The schedule is found on our Faculty Resource Page under professional development (http://bit.ly/sbccdfaculty). Individual faculty can arrange more in-depth help with course structure and development by contacting the DE department. The Summer One-on-One training dates are: June (11, 20, 26), July (3, 16, 24), and August 1.