TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service

In this newsletter:

Technology and Education Support Services
Page 01

Administrative Applications
Page 02

Alternate Text Production Center
Page 02

Crafton Hills Technology Services
Page 03

TESS Technology Services
Page 04

Valley Technology Services
Page 05

Print Shop
Page 06

Helpdesk & Canvas Dashboards
Page 07

Oracle
Page 07

TECHNOLOGY AND EDUCATION SUPPORT SERVICES

In light of all the changes that have been taking place in our District, our State and the rest of the Nation, we have faced and overcame many challenges over the past few months. It has been great to see everyone across the District working together to come up with solutions to many of the problems that we have faced.

We recently completed the Institutional Effectiveness Partnership Initiative (IEPI) Partner Resource Team (PRT) visit number three. This meeting took place on Monday, May 18 and covered about four hours. The PRT team provided some great information and gave us some positive feedback about the progress that we have made.

The other area that is a major priority within TESS is the Network Security Audit that is taking place. This audit is examining our network, servers and computers across the District to make sure that we following the best practices regarding security. This project started on May 18, 2020 and will be completed by June 30, 2020.

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

ADMINISTRATIVE APPLICATIONS

Automatic refunds for COVID-19

SBVC and CHC asked that programming be done for students that have attended for Spring 2020. Current practice for enrollment fee refunds is students would have to go physically into Admission and Records and fill out a form to request a refund. Due to recent events, students are not coming on campus and for students have to drop because of COVID-19 reasons, the colleges would like the refunds to be automatic without the students having to fill out a form. Currently looking at programming options, working with other CCC's who are working on similar solutions to figure out a way to accommodate this request

Refunding Student Parking Fees

SBVC and CHC asked that we look into a way to refund student parking fees. Students who are eligible for BOG paid $20 for parking and non-BOG students paid $35. Students typically pay for parking permits in WebAdvisor through a third party company. We contacted the 3rd party company and got a list of students for both colleges along with the students' BOG status. We also worked with Ellucian and fiscal to identify processes in Colleague that would allow for the crediting of student accounts within Colleague.

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 35,000 textbooks that are available to all 115 colleges and serve approximately 10,000 requests per year.

This fiscal year we have created 1986 new accessible electronic textbooks that have helped students across the state. Of these books, 222 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.

Cranium Cafe Integration with Various Systems

SBVC and CHC requested integration of Cranium Café with Canvas, SARS and Colleague. Cranium Café has turned into the most reliable way of communicating with students in real time while staff is primarily working remote. The integration with Canvas w/ Cranium was already purchased and they gave the Canvas admins the secret key to turn on the functionality from within Canvas. The SARS integration is a bit more involved and a separate contract had to be signed for that with implementation occurring when the contract has been approved and Cranium has the resources to work with SBCCD. Colleague integration is similar in that the Cranium team is too busy to address that at this time but SBCCD is in an implementation queue so TESS will be contacted once their team is ready to work with us.

Cranium Cafe™
Because Human Connection Matters™

CRAFTON HILLS TECHNOLOGY SERVICES

UPDATING OUTDATED CAMPUS PCs

Technology Services is working on a project to update all faculty instructional computers. Essential Windows Updates and patches are being applied. Any other issues with the computers are being addressed as well. This will create a smoother, faster work environment for all faculty.

Technology Services now Remote

CHC Technology Services recently has gone remote! In addition to supporting all faculty and staff virtually, we are working on a solution to provide needed instructional software and resources to students. Currently, our Senior Technology Support Specialists are researching solutions to provide students with remote access to CIS software such as Adobe products and Maya.

Crafton's New Printers

CHC Technology Services will be receiving new copiers this summer! With these new copiers, we will be providing a cashless printing solution for students. Students will no longer need to worry about carrying around cash or exact change. Instead of paying for print jobs with cash, students will be able to add money to their print account through a credit card in advance, saving time.

TESS TECHNOLOGY SERVICES

DISTRICT SERVICES GOES REMOTE

Technical Services has spent the last month preparing our users to work remotely. We have setup VPN accounts for our users to connect back to work from home. We have purchased and distributed laptops and internet hotspots for our users who need them. To help our users with remote phone calling we have started to deploy RingCentral. This product allows our users to make calls from home using their laptops and internet connection instead of their personal phones. We will continue to explore and deploy new services to support our remote users.

CISCO EMERGENCY RESPONDER

Cisco Emergency Responder (CER) is being deployed to improve our 911 calling. CER will provide 911 operators and college police with more details of where our 911 callers are located. Once complete 911 operators will know the location details of our users on campus and will be able to call them back at their location if disconnected. College police will receive this information via e-mail and text alert.

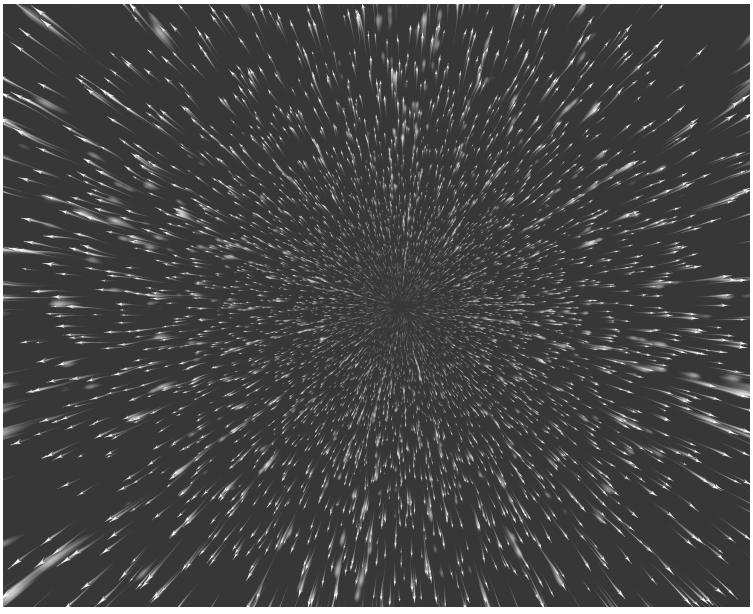
ADVANCED CYBERSECURITY LEARNING PLATFORM

Technical Services is continually taking steps to better secure our network and data. We continue to scan and fix vulnerabilities within our networks. We recently rolled our SANS Advanced Cybersecurity Leaning Platform (ACLP). This training provides our users with the information they need to stay safe on the internet. The trainings cover a wide range of topics including social engineering, Malware, Phishing and password best practices. There is even a training on working remotely.

VALLEY TECHNOLOGY SERVICES

DEPLOYMENT OF AMAZON WORKSPACES

We have been working with a consultant to deploy Amazon Workspaces for students. We were able to provide workspaces to Electronics students and a couple Architecture Students for this semester. We are building a system to deploy more workspaces to students in the summer and into the fall if needed. This will allow students taking online classes to get access to software that is currently available only on campus. The system allows students to run virtual machines on their Chromebooks or other personal devices.



UPGRADE OF WIRELESS CONTROL SOFTWARE

Our current wireless control software does not support the new WAPs (Wireless Access Points). We need to upgrade the control software in preparation of for expansion of our current wireless system. This upgrade does not require us to replace any existing WAPs.

UPGRADING SWITCH GEAR

We have replaced 90% of the campus switch gear. The switcheS that were installed had an issue with losing connections with their neighbor. We have been working to upgrade the firmware of the new switchgear. We will soon finish deployment of the new switchgear.

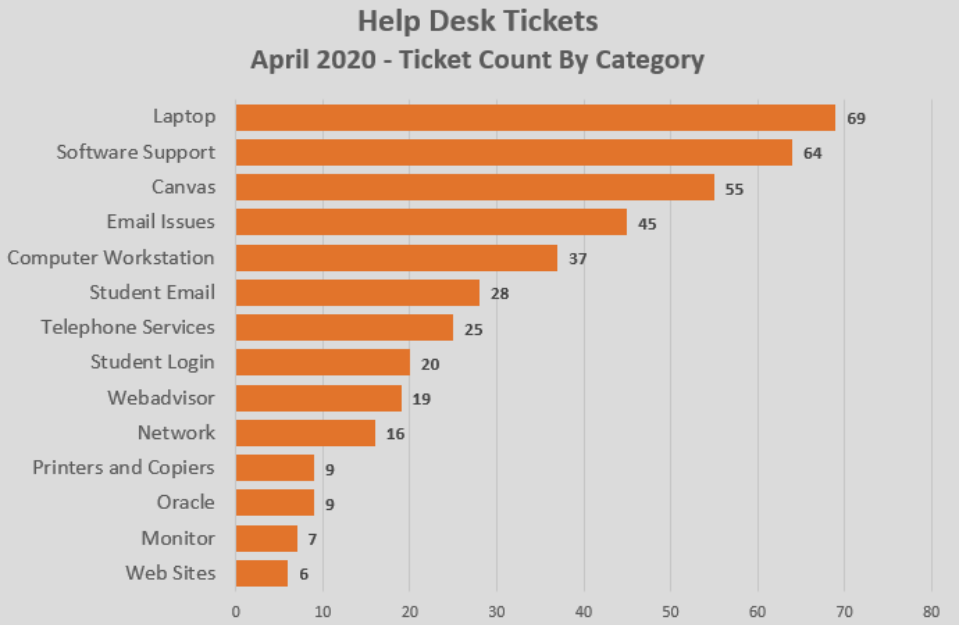
PRINT SHOP

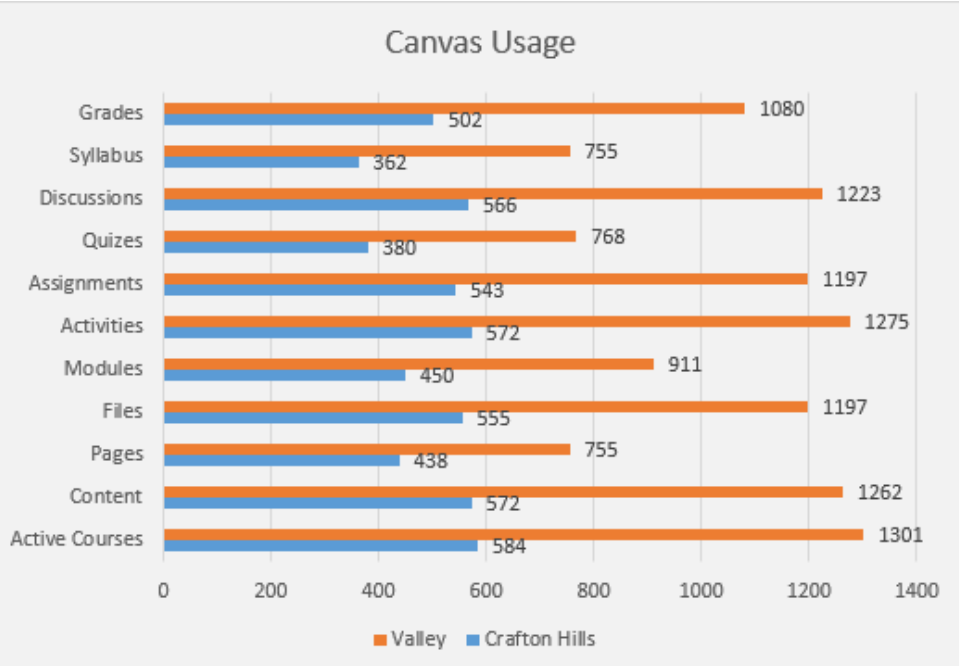
Printing staff has been working on installing the new SBCCD logo decals on the district vehicles and Del Rosa Building windows. They have been doing this over the past couple of Thursdays, which are the only days we are physically in the office.

We have also printed several summer projects for SBVC Marketing. These include yard signs, flags for their flag poles and banners for the campus.

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 632 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.





ORACLE UPDATE

On May 17th Oracle went through its second quarter upgrade, 20B. This upgrade brought changes to the Expense Report module by enhancing the screens for ease of use. The organization of items and created reports are more accessible on the main screen. Also, the module has optimized the number of clicks the user needs to interact with the system.

Also in May, SBCCD obtained a new consultant company named ideaMetric. We will be transitioning between our current consultant to ideaMetric over the next couple of months. With ideaMetric's help, SBCCD has road-mapped the creation of additional reports for our users to utilize.