TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service

In this newsletter:

TECHNOLOGY AND EDUCATION SUPPORT SERVICES

As part of the Institutional Effectiveness Partnership Initiative, we were approved for the $200,000 seed grant in December 2019. This seed grant will help to expedite the implementation of our PRT plan that was finalized in September 2019. The plan includes improving the following areas within the Information Technology throughout the district:

- District Wide IT Strategic Planning
- Technology Governance
- Organizational Structure
- Software Procurement
- Effective District Infrastructure
- Project Management
- Support Services

Several of these initiatives are underway and we will be meeting with the PRT team in May to provide updates on our progress in each of these areas.

– Luke Bixler, Chief Technology Officer

ADMINISTRATIVE APPLICATIONS

ESL ASSESSMENTS

We have been working with the ESL and counseling departments to implement the CELSA assessment for SBVC. These include multiple meetings with the vendor to detail out the necessary steps on both sides for a successful implementation. This also required some re-programming of the import program (formerly used for Accuplacer imports) so the scores from the CELSA program can be imported and update Colleague appropriately. Admin Apps team tested with local assessment staff to ensure the file produced by CELSA was compatible with the import program. Also coordinated with SBVC CTS to load the application on a network server and make it available for students in the Assessment center.

ALMA LIBRARY SYSTEM MIGRATION

Starting March of 2020, both SBVC and CHC's contract with the current library system provider OCLC will end. Knowing this, TESS has been working with key stakeholders at both college libraries to migrate their system to the new state sponsored platform called Ex Libris Alma. Through a centralization effort, Ex Libris has been provided to the CCC's as a no charge option (similar to Starfish/Hobsons). A TESS programmer has been working to integrate and feed data from our Colleague student information system to the new platform during the Fall term. Currently SBVC has gone live on the Alma platform as of January 2020 and CHC is slated to go live on Alma in March 2020.

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 1368 new accessible electronic textbooks that have helped students across the state. Of these books, 188 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.

CRAFTON HILLS BUILDING NUMBERS

In certain designated areas on the Crafton Hills campus there are physical map signs that are intended to help students navigate their way around campus. Buildings are usually denoted by their respective abbreviations such as CCR for the Crafton Center and SSB for the student support building. In recent maps there are now building numbers associated with each building as well. The request was to allow in WebAdvisor and the online schedule a place to display the building number. In WebAdvisor and the online schedule (eSchedule), there is now a place in the course description where a student can also see the building number so they can find their classes easier.

CRAFTON HILLS TECHNOLOGY SERVICES
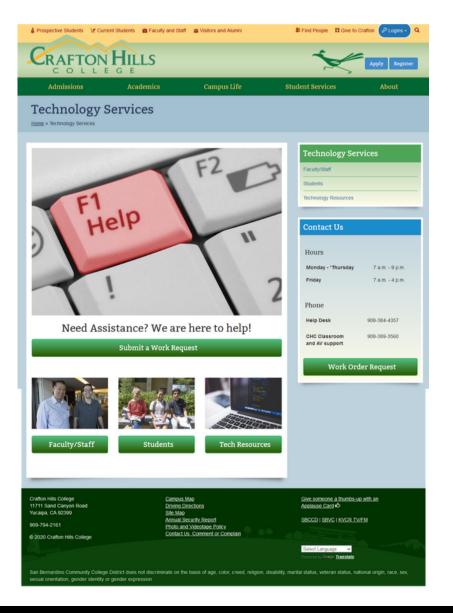
UPDATED WIRELESS SYSTEM

Technology Services recently updated CHC's wireless system. This update will provide CHC staff with campus-owned devices access to internal network resources, such as departmental network shares. Students will login using their student username and password to an Internet only wireless network. Guests will also have the ability to login through the captive portal. This change will be made during the summer for a smooth transition.

SOFTWARE UPGRADES

Technology Services has identified computers running Office 13 and Office 16. We are in the process of updating all computers still running those older versions of Office to Office365. All staff using Office365 have access to OneDrive allowing them to save files securely in the cloud and work anywhere with an internet connection, share files with CHC employees and automatically sync files saved to the desktop.

NEW TECHNOLOGY SERVICES WEBSITE

We have recently updated the Technology Services website. On the website Faculty & staff have access to the Technology Services Reference Guide, the CHC newsletter, and other information regarding services provided by CHC Tech Services. Students have access to information regarding computer lab location & hours, printing locations & discount software. Other information includes how to submit work orders and cybersecurity information.

TESS TECHNOLOGY SERVICES

DISTRICT BUILDING TECH ADVANCEMENTS

Construction is complete at the new building. Backup power, telephony, network, firewall and training room are all complete. Our server infrastructure will be completed the week of 2/17 and we will then begin to build and migrate servers to the new infrastructure. Audio and visual systems are currently up and functional but new features will be added in the coming months. Separate projector control will be added to the board extension room to allow for softer voices to be heard throughout the room without the use of personal microphones. Higher quality cameras will be installed in the boardroom to allow for better livestream, production quality for our board meetings and other events.

ACCOUNT SECURITY

We have continued work on migrating Oracle to Portal Guard. We have successfully implemented SSO for Oracle with Portal Guard in our test environment and will be moving it to production in the coming weeks. Once complete we will have a fully functional SSO Portal that will allow our users to login to one system, https://idp.sbccd.edu, to access all SSO applications. To help secure our user accounts we will be implementing multi-factor authentication with Portal Guard in the coming months.

DISTRICT SUPPORT SERVICES WEBSITE

The District Support Services website is wrapping up its re-design and is hoping for go-live date the week of February 24th. Our templates and basic navigation are complete. We are currently working with the vendor to fix issues found in testing. The majority of our content has been migrated over to the new site. We are still finalizing the content migration for ILEAD and TESS.

TESS TECHNOLOGY SERVICES

SBVC SWITCH GEAR UPGRADE

In the Summer of 2019 we started on a project to upgrade all the switch gear at SBVC. We have upgraded 85% of the switch gear on campus. These upgrades require downtime to complete. The HLS, CDC, and CTS buildings were completed over Winter Break. The following buildings have not been upgraded yet. B, T, G, and WH. We will upgrade B and WH buildings over Spring Break. The equipment for T and G needs to be purchased and will be completed in the Summer.

WINDOWS UPGRADE

Valley College CTS is in the process of upgrading all campus lab and office computers from Windows 7 to Windows 10. We had over 250 computers in need of upgrades in July of 2019. We have about 25 computers remaining. Our goal is to have this complete by Spring Break.
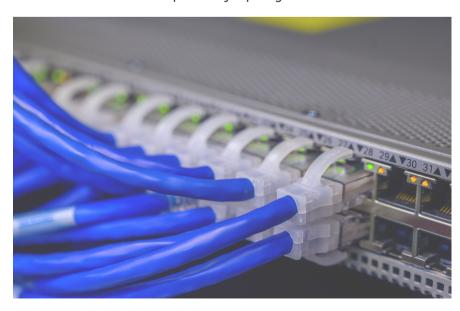
SERVER MANAGEMENT

The local server and storage equipment managed by SBVC CTS were at end of life. New equipment was acquired and has been deployed. All existing lab and administrative servers are being migrated to the new hardware. The migration will be completed within the next two weeks.

PRINT SHOP

PRINTSHOP PRO

Deborah is currently working with Jason on updating our Printing Services Website. They were able to start working on it again, since the new SBCCD logo has been established along with new branding guidelines. We hope to get it updated soon. It has not been updated in about five years. The website provides information on the Print shop and links to all of our services.

http://printingservices.sbccd.org/

GLORIA PIGGOTT RETIRES

Gloria Piggott, our Graphics Specialist, retired in December after working in our Printing Services Department for over 30 years. We are hoping to find a replacement for this position soon, so that we can continue to meet everyone's deadlines and graphic expectations

UPDATED NAME BADGES
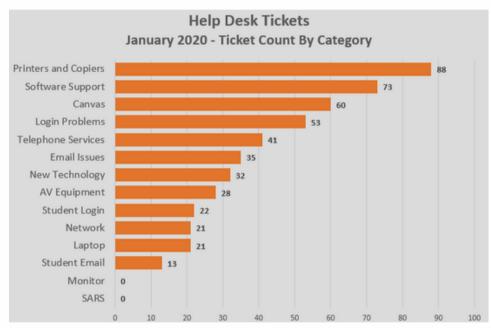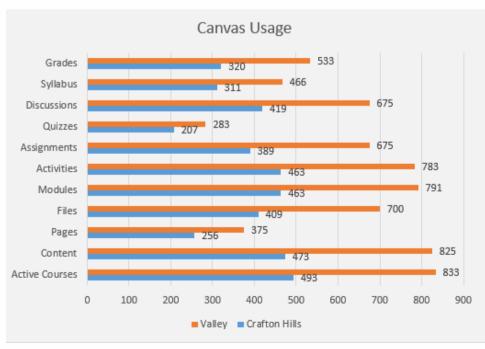
The Print Shop is also working on a new design for the SBCCD name tag we offer on Print Shop Pro. We will be offering a new option starting this month. We are going from a name tag with a white background to a new one on silver with black type and the yellow logo.

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT

Heather M. Ford
Executive Administrative Assistant
Office of the Chancellor

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.

Help Desk Tickets
January 2020 - Ticket Count By Category

Category	Count
Printers and Copiers	88
Software Support	73
Canvas	60
Login Problems	53
Telephone Services	41
Email Issues	35
New Technology	32
AV Equipment	28
Student Login	22
Network	21
Laptop	21
Student Email	13
Monitor	0
SARS	0

Canvas Usage

	Valley	Crafton Hills
Grades	533	320
Syllabus	466	311
Discussions	675	419
Quizzes	283	207
Assignments	675	389
Activities	783	463
Modules	791	463
Files	700	409
Pages	375	256
Content	825	473
Active Courses	833	493

ORACLE UPDATE

On February 7th Oracle's authentication method for user access was upgraded from Shibboleth, our previous federated identification system, to Portal Guard. This change puts Oracle in alignment with the rest of SBCCD's other secure websites and presents uniformity to the user. Users will only experience minor changes however the benefits to security make the upgrade worthwhile.

Towards the end of February Oracle will be receiving a system upgrade, 20A. This will be the first of four for the calendar year. The TEST environment will obtain the patch on February 7th and District personnel will inspect functionality. Any changes to the user experience will be addressed and instructions will be circulated.