TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service

In this newsletter:

Merry Everything & Happy Always

ADMINISTRATIVE APPLICATIONS AND DISTANCE EDUCATION

Assessment Change:

CHC math placements have changed and necessitated changes on the Colleague side to accommodate the new requirements. Research at CHC worked with faculty to get new placements and co-requisites and those are being modified in Colleague as well as the Red Dot import program so the changes can reflect new placement and equates in Colleague.

Student Vaccination Project:

A new state mandate and board directive states that all students who attend on-campus courses must be fully vaccinated. We are working on a project that would allow students to upload their proof of vaccination. SBCCD has chosen to go with the vendor CovidClinic which provides a platform for students and employees to upload their proof of vaccination. The vendor also provides onsite testing, verification services, and staffing that will remotely verify student and employee uploaded proofs of vaccination. The contract is currently in the process of going through the purchasing workflow and we hope to engage with the vendor soon for a kickoff meeting.

Meta-Majors:

This initiative is to allow the colleges to group their program offerings within CCCApply into meta-majors. These meta-majors are currently being worked on by the colleges and they can include several majors that the colleges offer. This selection will be available for students to use when they apply to the college and helps with research and data classification. Researching screens and fields that the colleges can use in order to enter the meta-majors into Colleague which we will then need to modify the upload to include these meta-majors.

CRAFTON HILLS TECHNOLOGY SERVICES

Laptop for Desktop Replacement:

We are over 90% of the way through the rollout of laptops for desktop replacements. We had a delay due to backordered monitors, but have received the equipment and are rolling smoothly again.   The process should be complete before Thanksgiving barring schedule conflicts for the final members of the faculty and staff.

Secure Wireless Rollout:

We are in the process of rolling out our secured wireless SSIDs. The current wide open wireless platform has served a general purpose, but it does not require device registration or provide any kind of sufficient information for connected clients. We will be rolling out a more secure wireless which will allow for faculty, staff, and administrators with SBCCD devices to authenticate and connect to the secure side of the network. Additionally, student and guest users will be connected to a captive portal page that will allow the login of students or the registration of guest users. They will be connected to an internet only network and the registration of user and device will be captured. The wide open wireless network will be slowly decommissioned to prevent any serious disruption for users.

Conference Room Upgrades:

We are in the process of upgrading 9 of the campus conference rooms. This is a two phase project. The first phase, which is underway at the moment is to replace the old displays with new ones in each of the spaces. After all of the displays have been replaced, phase two of the project will begin which will involve the installation of cameras and microphones into each of the spaces to facilitate hybrid meetings.

OneDrive Migration of User Files:

As part of the laptop rollout for users, we are setting up everyone on OneDrive. This is only the first part of this project. Once the end users are familiar with how OneDrive functions and are routinely synchronizing their desktop files, we will begin working with users to migrate their "home" directories from the local server storage into their OneDrive.
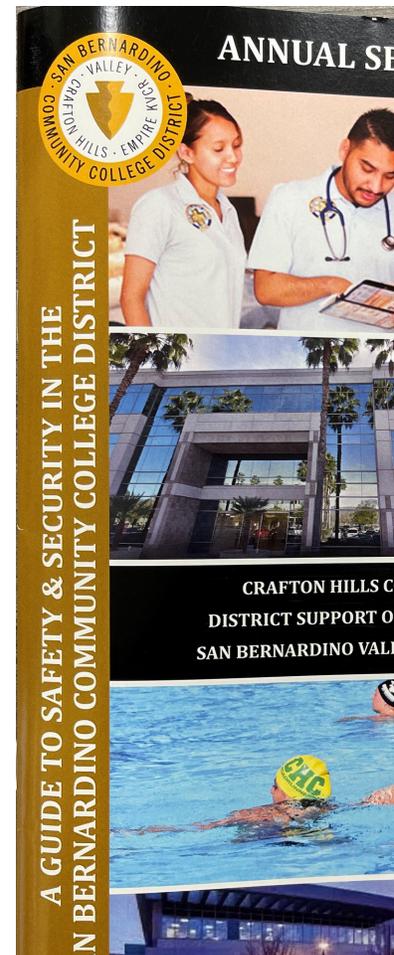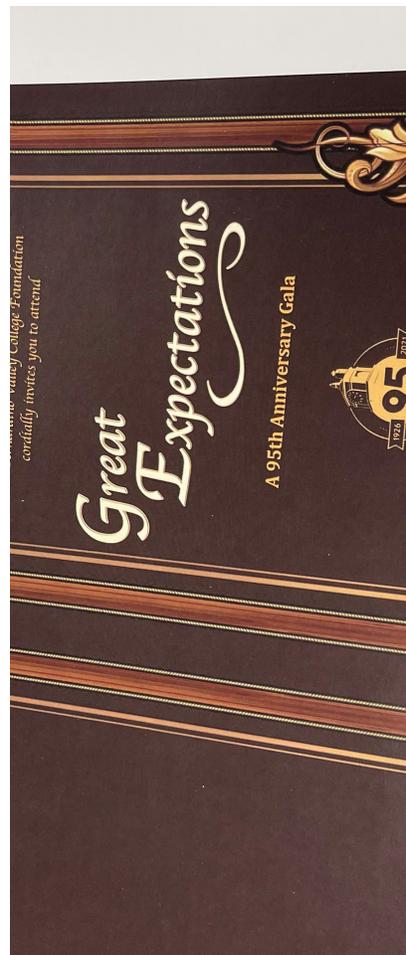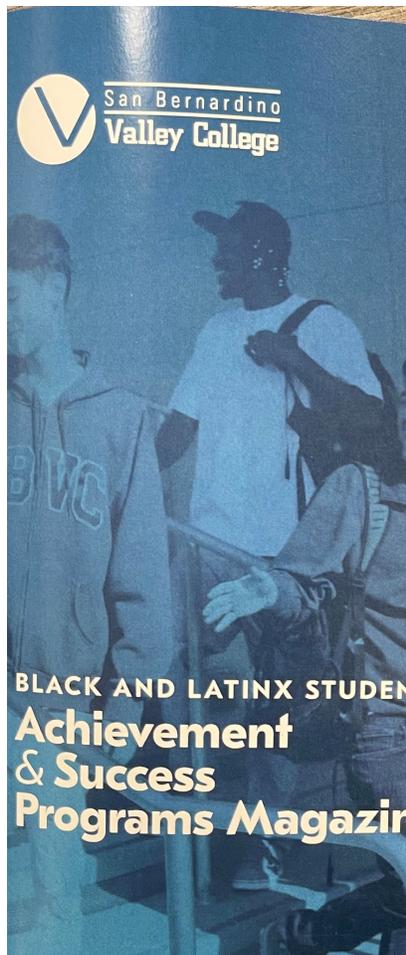
TESS TECHNOLOGY SERVICES

Technical Services continues to improve its information security by implementing Multi-Factor Authentication (MFA) for Microsoft 365 Logins. All the preliminary steps in changing our authentication mode from Classic to Modern authentication is complete. MFA adds a second authentication method that goes along with your password. This second method is typically an access code that is sent via text message to a user registered cell phone or e-mailed to a registered private e-mail address. We will start testing MFA in the coming weeks with small groups of selected users. Once testing is complete we will start rolling this out to all users.

We will be implementing idle timeout for our Windows 10 workstations in the coming weeks. Idle timeout will lock access to the workstation when there has been no activity for 15 continuous minutes. The user will then need to supply their password to unlock the workstation. This helps protect our user's information and network accounts from unauthorized access when workstation are left logged in and unattended.

Technical services will be upgrading our datacenters VPN, Intrusion Prevention and Firewall in the coming weeks. These systems help protect our information resources from threats on the internet This is done by analyzing the connection and data we allow in from the internet for malicious activity and known malicious IP addresses.

Printshop

Printing staff is currently working on printing and folding 2,000 V Foundation (SBVC) Gala invitations. We also completed printing and binding on 400 SBVC Black and Latinx Student Achievement and Success Programs Magazine, for the SBVC Student Services Department and 100 SBVC Foster & Kinship Care Education Summer/Fall Booklets. This quarter we also completed printing and perfect binding of 750 SBVC Instructional Catalogs for the SBVC Instruction Department as well as printing and binding of 300 Police Annual Security Reports for the District Police Department . In the month of July through September we printed 482 Quick copy job orders (black and white copier) 682,093 impressions, 137 color copier print job orders 199,455 impressions, 11 Oki Envelope Printer job orders 10,360 impressions and 27 wide format orders 716 total posters.

VALLEY TECHNOLOGY SERVICES

SBVC Campus Technology Services is 98% through migrating full-time employee desktops to laptops and docking stations. We are migrating all data stored on the user's desktop to OneDrive as part of this process. As employees return to work, they can bring in their laptops and be up running immediately. The notebooks and docking stations allow employees to mobilize if needed in the future quickly.

Upgrade all classrooms to accommodate synchronous Zoom meetings with in-class and remote students, also known as HyFlex. We upgraded sixty-five out of seventy-one classrooms to new controllers. We are waiting on shipments and installation of forty-one TVs and cabling for cameras by the contractors.

We have ordered two hundred and eighty-nine computers for campus labs. The new computers are for the Library, Professional Development Lab, and various other instructional labs on campus. The equipment ships in February 2022.

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.

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 264 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.

Help Desk Tickets
October 2021 - Ticket Count By Category

Category	Count
Software Support	42
Laptop	36
Student Login	33
Telephone Services	33
Printers and Copiers	30
Canvas	28
Login Problems	18
Network	12
Email Issues	9
Student Email	8
SARS	8
Display Monitor	7

Canvas Usage

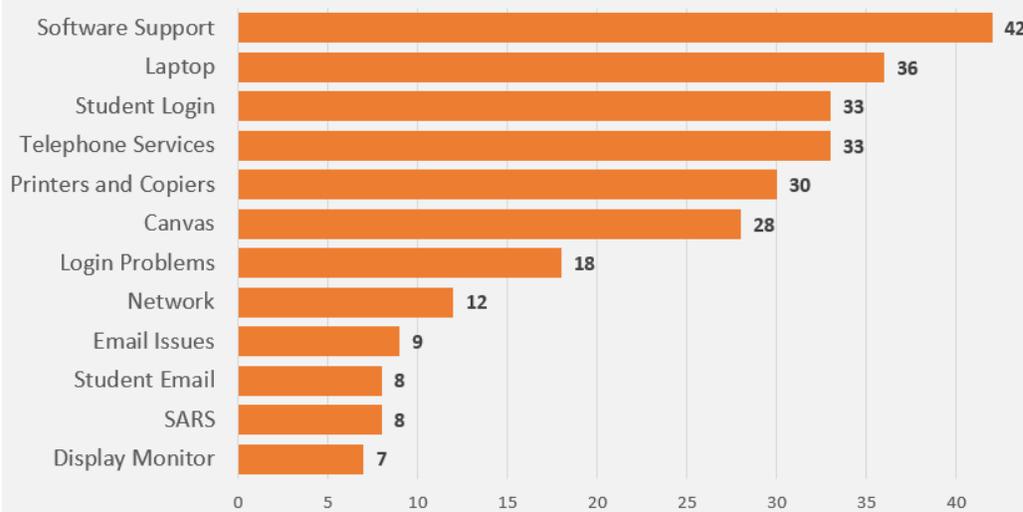|	Valley	Crafton Hills
Grades	1066	505
Syllabus	796	342
Discussions	1103	499
Quizzes	686	348
Assignments	1127	522
Activities	1176	539
Modules	1066	482
Files	1078	505
Pages	931	449
Content	1188	550
Active Courses	1225	561

ORACLE UPDATE

District Support Services and ideaMetrics, our Oracle consultant, are working through examining the latest upgrade (21D) Oracle Support installed in our TEST system on November 5th. 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 22nd. Any changes that will affect district users, be it functionality or display, will be communicated at the end of the testing phase.

We are also working with ideaMetrics and the Fiscal Department with the goal of improving efficiency and helping functional users with day to day processes.

ORACLE