San Bernardino Community College District
Technology and Educational Support Services

TECH News

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Promise Program

Working with the colleges to setup an automated communications worflow for the SBCCD Promise Program. This project allows pre-determined emails to be sent out to students upon certain actions such as completing orientation. This helps to alleviate the time spent manually sending emails so staff can concentrate on other duties.

Contract Module

TESS has been working with the Human Resources department to develop a module that will support the tiered salary schedule for adjunct faculty. The amount of pay is based upon the number of consecutive terms of service as well as level of education. The coding had been completed, tested and moved into production.

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Technology Update

Technology and Educational Support Services (TESS) has been finalizing some of the summer projects and has started working on new projects for the fall term. Several of the projects that were worked on over the summer were 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 working on a project to prepare for the District and TESS move to the New District Building. The new voice and internet circuits have been installed and we are now setting up the network, servers, storage and other technology that will be utilized at the new building. The current plan is to have the TESS staff move the week of October 12th, and then the District staff will move immediately after TESS moves.

Another project that we are working on is the new District Web Stie. As part of the new District logo, TESS and Marketing are working together to build a new web site that reflects the new brand identity. This is an exciting project and it will allow us to implement new features and functionality that will be helpful to the various types of viewers that use our district website.

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 and any future projects.

Sincerely,

Luke Bixler

Chief Technology Officer

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 November 2019.

Student Applications

Both colleges have been receiving an increased amount of fraudulent applications due to the fact that acquiring a .edu address gives a person access to lots of free and discounted items. We are working on a measure where the student email account will not be able to send or receive emails outside of the sbccd domain until that student has registered for a class. This is intended to make it harder for fraudsters to gain access to the benefits of a .edu account and discourage them from creating accounts within our district.

New Student Information System (SIS) - Update

We are finalizing the Business Process Analysis Workshops and developing the scripts for the demonstrations.

As an update to our previous articles regarding the new Student Information Systems that we are evaluating, we wanted to share with you the activities that have taken place over the past few months. The major step that we took was to cancel the current Request For Proposal so that we could focus on documenting our existing processes.

In order to make sure that we have all of our processes properly documented, we are conducting five Busines Process Analysis (BPA) workshops. During these workshops, we are identifying and documenting all of the current processes that we follow in these areas:

- Admissions and Enrollment
- Advising and Ed. Planning
- Catalog and Scheduling
- EDCT
- Financial Aid

We have completed three of the BPA workshops and we have the last two scheduled for September and November.

Once the BPA Workshops are completed we will be working with the various teams to review and finalize the scripts that the vendors will follow to show us how their software will meet our needs.

We are planning to reissue the Request For Proposal for the Student Information System in February, 2020. This will enable us to get the responses and go through a full review of the responses from each of the vendors.

After we complete the review of the RFP responses, we will be working to setup the software demonstrations from each of the vendors. The software demonstrations allow the evaluation teams to understand how the software can support our processes.

Vendors will be ranked 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 system. After the implementation partner is selected, we will work on establishing implementation teams and the timeline.

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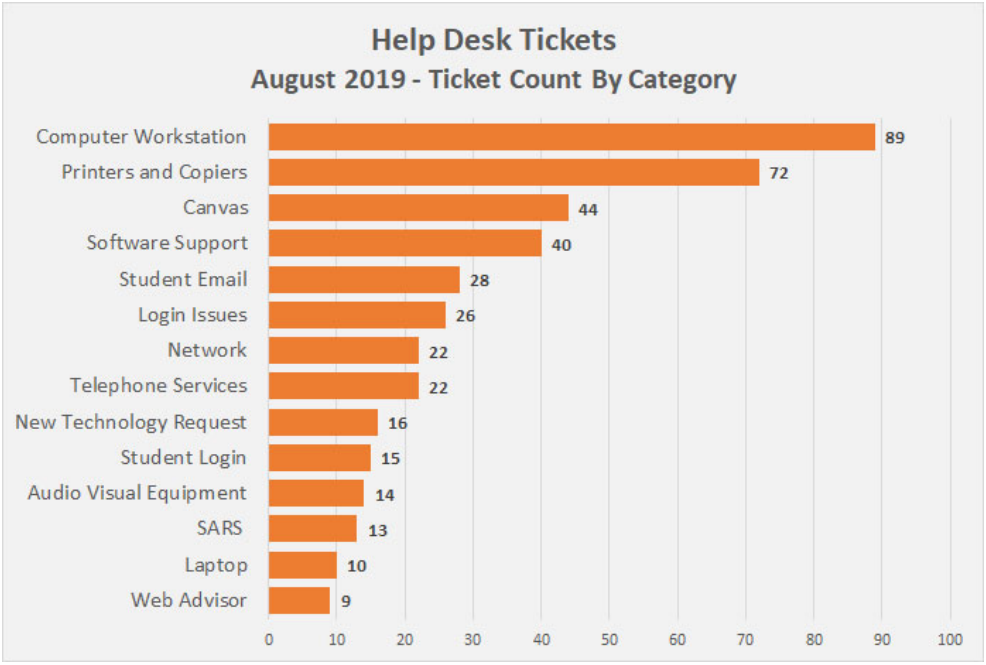
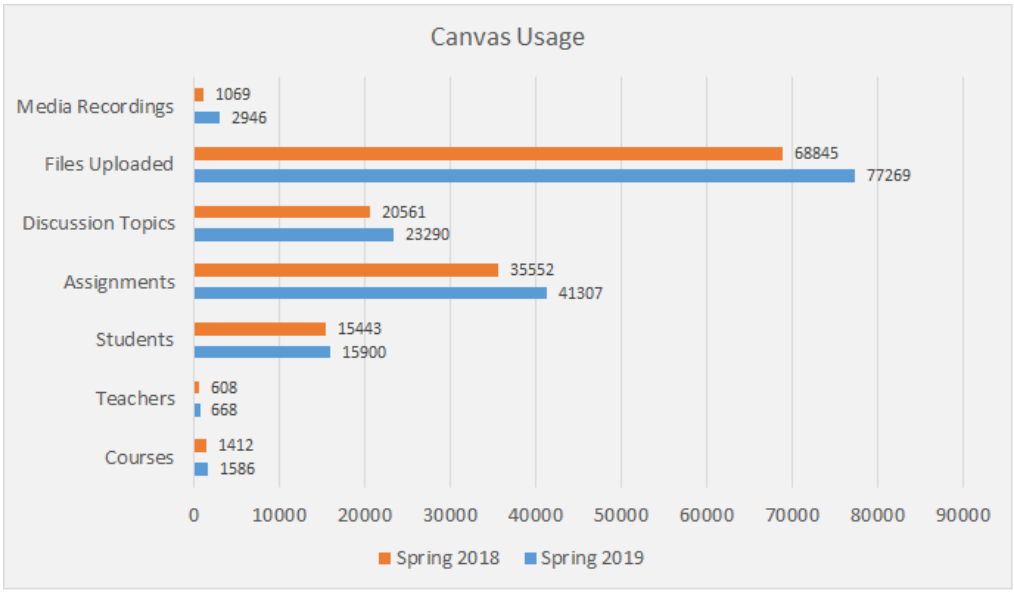
Help Desk and Canvas Dashboards

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 567 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. We will update with Fall 2019 in the next edition.





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

DE Department is continuing with Canvas based training at both Crafton and Valley. Training this semester are looking to encourage all faculty to utilized tools within Canvas. The DE department is actively encouraging faculty teaching face-to-face to take advantage of the resources in Canvas.

Printing and Graphic Services

The Print Shop is currently completing all the requests that were submitted that need to be delivered before the move is scheduled for the week of September 9.

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 September 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 all of the applications to PortalGaurd except for Oracle. We will be moving Oracle over within the next few weeks. Once all of the 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 prior to December 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 steps 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. The rooms that will house the district data and voice services have been completed and our voice and data circuits have been installed. We have begun moving the new tech for the building and remaining items will be moved this week. TESS will be moving the week of October 12 with District moving the following week.

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

- **Distance Education Projects**

  The DE Department continues to work with the DE Faculty Leads on both campuses to better serve faculty. Over the summer, the department assisted Valley College to prepare for the development of the faculty to get online courses ready to participate in the OEI. We also worked with Valley's Math department to add a course for supplemental materials using Canvas.

  Employees are now added to the Office 365 Training in Canvas as part of joining SBCCD. For faculty and staff to gain access to the full Office 365 Suite, they must participate in the training. The online training replaced the face-to-face training the DE department conducted previously.

  DE Department is continuing with Canvas based training at both Crafton and Valley. Training this semester are looking to encourage all faculty to utilized tools within Canvas. The DE department is actively encouraging faculty teaching face-to-face to take advantage of the resources in Canvas.

- **Valley College Projects**

  Campus Technology is working on reloading and patching the computer labs in Tutoring, Business and the Library Open Lab.

  Replaced computer labs for Architecture, GIS, Library, Electronics, Art, and Media Academy. Working on replacing the labs in Chemistry, Police Academy, Biology and the Tech Open Lab. Installed and deployed the 1,040 AB 705 Chromebooks in English, Math, Reading as well as two new Math computer labs.

  Finished replacing the majority of the networking switches and working on refreshing the employee computers that are more than five years old.

- **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**

  The inventory project is underway to inventory, reimage, upgrade and run maintenance on the student access computers.

  Working with district to identify and mitigate security concerns on the network, computers, and servers.

  Working with the Promise Program Office and the bookstore to deploy Chromebooks to stduents as part of the Promise Program.