TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service

In this newsletter:

TECHNOLOGY AND EDUCATION SUPPORT SERVICES

Over the past year, the TESS department has been able to complete several major initiatives that I am excited to share with you. The District Technology Strategic Plan was completed and identified five major goals for improving technology across the district. The District Technology Tactical Plan was also developed to identify the projects that we will work on in alignment with the District Technology Strategic Plan. In order to document many of the processes and procedures that are followed within TESS we developed the TESS Operations Manual. This is a working document that we will continue to update as we make changes to our processes and implement new solutions.

Another area where we have made significant progress is implementing several new security initiatives at the district. The Campus Technology Services teams and the District Technical Services team made great progress in improving the security on our networks and servers. During this time we also implemented a new Cybersecurity training program for employees, to help us better understand phishing emails and other security issues. Recently, we were able to complete an Information Security Risk Assessment and a District-Wide Network Security Audit. The outcomes of these reports are driving the work that we will do over the next year to continue to improve our security. We are currently working on implementing the NIST Cybersecurity Framework and completing the Disaster Recovery and Business Continuity Plan. The teams are also busy working on the projects that were identified in the tactical plan and those that were submitted as project requests.

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 AND DISTANCE EDUCATION

Digital Timesheets:

TESS is working on a digital workflow for the adjunct faculty contracts process. This project stems from a need to help digitize a process that was previously in paper form and during the pandemic, done via emails. Contracts were getting lost in transit or getting lost after being printed out so a project was formed to help formulate a digital workflow that would help prevent those losses. TESS is working with a company called SignNow to test a process where contracts generated by Colleague will flow to the vendor which would then send email notifications for faculty and administrators to sign. They can then sign digitally and the signed contract or timesheet would flow to the departments where they can maintain their current workflow of sending those to payroll on a monthly basis.

Future Student Applications:

We are helping the San Bernardino Valley College marketing department with some programming that will allow them to track students that have applied through a link from the SBVC website that goes to CCCApply. The marketing strategy is to collect student information when they click on a certain link to register for the college which will collect information such as full name, email address and phone number. When the student clicks on that register link, they will be redirected to the

OpenCCCApply website to continue the normal application process but there will also be a unique tag generated by SBVC that will be collected and later downloaded into Colleague. The marketing department can then compare that unique identifier to see which students that went through the SBVC website eventually apply to the college.

25-Live:

CHC is continuing with the 25-live implementation for their room scheduling needs. It was held on pause while key staff member(s) were out on leave but have picked back up since late March. The room scheduling software is intended to automatically schedule class room assignments for instruction purposes. It will also be used by Administrative services to schedule non-instructional space use as well. CHC shares quite a few spaces for both instruction and non-instructional uses so getting input from both departments is essential.

CRAFTON HILLS TECHNOLOGY SERVICES

Computer Replacements:

CHC is purchasing laptops for all full-time employees to replace the desktop computers currently in use. Included with this purchase are dual monitors, a docking station, wireless keyboard and mouse, webcam with microphone, speakers and a carrying case for the laptop. This will provide faculty and staff with more mobility and flexibility to work from home or the office once we return to onsite work.

OneDrive:

We will be working with all faculty and staff to migrate your files over to OneDrive. When we check out your laptop we will work with you to set up your OneDrive and move your files over from your current desktop. By moving your files to OneDrive you will always have access to your files from any computer that has an internet connection. You will no longer need to use unreliable flash drives or email documents back and forth. You can also easily share documents with co-workers to collaborate.

Security:

We are upgrading our campus firewall equipment to continue to ensure our campus information and data is secure while enhancing performance. Along with this we are upgrading servers throughout the CHC Data Center to minimize security threats and risk. We continue to scan for security vulnerabilities and secure them.

Printshop

Debbie, in Graphics, is currently working on replacing 30 flag pole banners here at CHC. She has been working with Michelle Riggs on this project. They have been working through the design part and they are currently in print. Dennis and Kevin will start to cut and weld the seams soon.

Debbie is also designing the SBVC Scholarship Program that will get printed by our Printing staff soon.

We have also been printing office letterheads and envelopes for several departments.

TESS TECHNOLOGY SERVICES

Technical Services will be upgrading its Voice Over IP phone system. We will be installing the latest versions of Cisco's Unified Communications software and replacing the server hardware at CHC and SBVC locations. This upgrade will take place on our CallManager's, Unity voicemail, Emergency Responder and Contact Center servers. The upgrade will ensure we receive continued support and security patches on our Cisco Unified Communication platforms.

Technical Services is looking to move our single sign on services to Amazon's cloud. This will ensure higher availability for all of our SSO enabled services including Canvas, Oracle, Microsoft 365, Questica, CCCApply, SARS, etc.

TESS and the college's CTS departments are currently involved in a proof of concept for Security Indecent and Event management system. This system will aggregate and parse all of our various security system logs into one place. This will provid us higher visibility into the information security events in our district and enable us to respond and correct these events in a timelier fashion.

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.

VALLEY TECHNOLOGY SERVICES

We have begun the migration of Fulltime Employee Desktops to Laptops and Docking Stations – Laptops, dual 24" screens, docking stations, keyboards, and mice were purchased for all fulltime employees desks. Laptops have already been issued to most fulltime employees. We will be migrating all data stored on the user's desktop to OneDrive as part of this process. Employees will be contacted and an appointment scheduled before we remove their desktops. Once Covid-19 restrictions are lifted employees will be able to bring in their laptops and be up in running immediately. This also allows for employees to quickly mobilize if needed in the future.

Amazon AppStream for Students - SBVC Campus Technology Services has provided virtual workstations to students across the campus. AppStream the service is available to all students at SBVC. They go to the AppStream web page (https://www.valleycollege.edu/about-sbvc/offices/campus-technology-services/appstream.php) and choose the AppStream they wish to use. The login is their student email credentials. Students can use their Chromebook or other personal computing device to access the AppStream. It provides them a Windows virtual computer via the browser on their preferred device.

Upgrades to Classroom Technology in North Hall - Equipment was purchased to upgrade the instructors stations in all of the classrooms in North Hall. This will provide a better interface for the instructors. It will also allow IT to make change to the system when needed. We could not modify the old systems.

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 311 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
March 2021 - Ticket Count By Category

Category	Count
Canvas	43
Laptop	42
Software Support	38
Student Login	37
Printers and Copiers	28
Network	25
Login Problems	23
Email Issues	23
Telephone Services	14
Student Email	10
SARS	9
Oracle	8
WebAdvisor	8
Student Counseling	3

Canvas Usage

	Valley	Crafton Hills
Grades	1250	601
Syllabus	955	420
Discussions	1221	568
Quizes	856	433
Assignments	1236	588
Activities	1292	601
Modules	1095	543
Files	1081	549
Pages	969	497
Content	1264	620
Active Courses	1404	646

ORACLE UPDATE

District Support Services and ideaMetrics, our Oracle consultant, are working through examining the latest upgrade (21B) Oracle Support installed in our TEST system on May 7th. 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, May 24th. Any changes that will affect district users, be it functionality or display, will be communicated at the end of the testing phase.
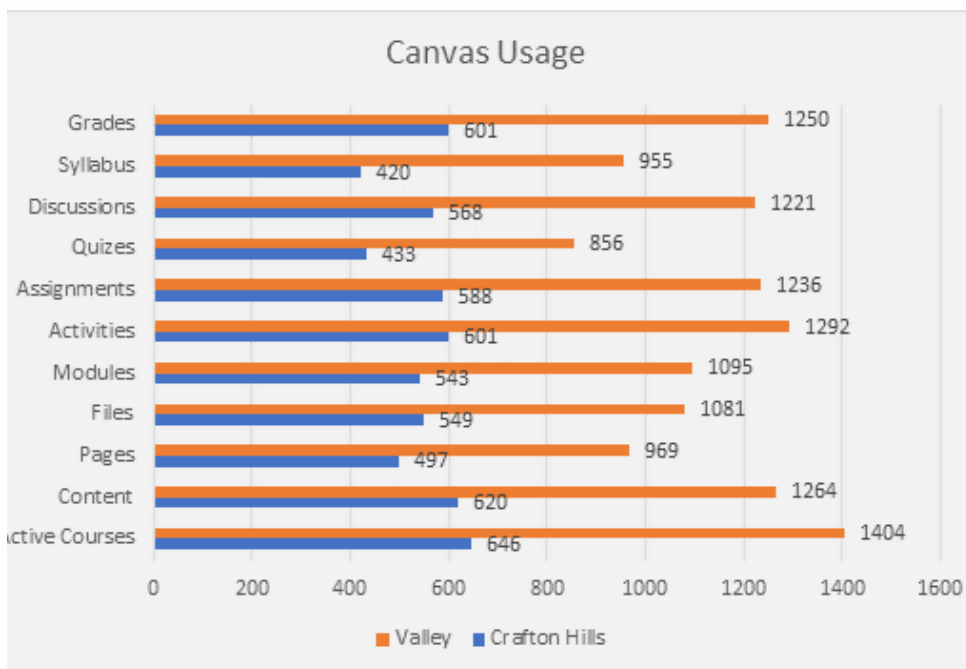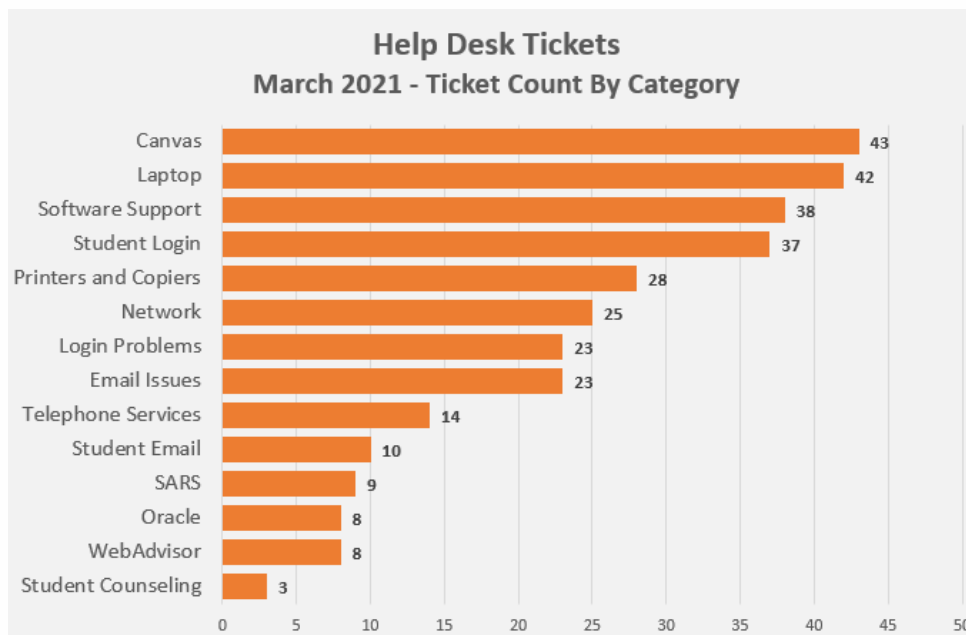
We are also working with ideaMetrics and the Fiscal Department to create reports with the goal of improving effeciency and helping functional users with day to day processes.