"Tech News" is a quarterly newsletter that provides updates and information on various projects the Technology and Education Support Services departments are developing. If there are questions or you would like additional information please contact us. Thank you for taking the time to review our newsletter and we look forward to hearing from you.

- Luke Bixler, Chief Technology Officer

COURSE DOG

We are on User Acceptance Testing with faculty, department chairs and Office of Instruction with the scheduling portion of CourseDog. There are still outstanding issues that still need to be resolved both on the technical side as well as business process side. CourseDog will provide SBCCD a quote for changes both colleges want to the integration that would more closely mimic how the Office of Instruction normally operates. We are also in the midst of the facilities portion of CourseDog called CD Events. Things are going smoothly there with minimal issues.

- Administrative Applications & DE
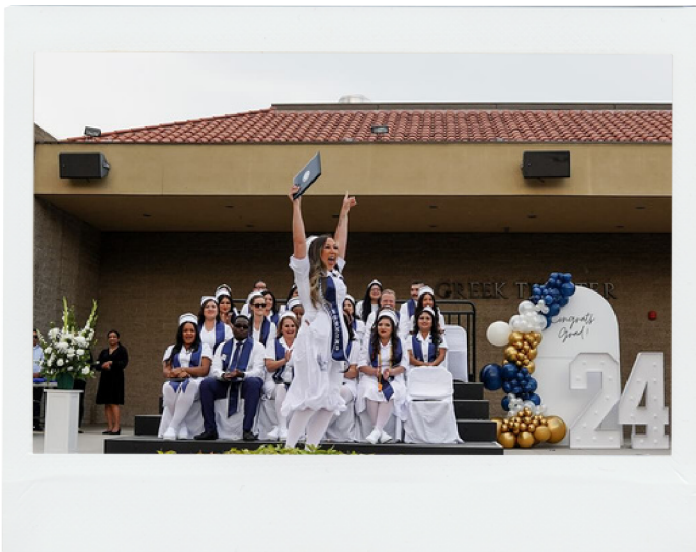
GLBA RISK ASSESSMENT

We are working through our annual GLBA risk assessment for the district. This process entails the analysis of a number of hardware and software systems, the collection of information from a variety of business groups, and interviews with specific parties to ensure that all data related to systems they are responsible for has been collected correctly. This process will help identify any internal information security risks that need to be addressed for the sake of compliance, and will assist in prioritizing near future information security initiatives.

- Security Services

TOOL ROOM TECHNOLOGY UPGRADE IN APPLIED TECHNOLOGY

SBVC CTS, led by Technology Support Specialist II Kevin Moreno, is collaborating with the Applied Technology Tool Room to upgrade its Tool Database software and scanning equipment. This project aims to enhance the efficiency of tracking and distributing tools to students, transitioning from an outdated system to the latest technology. The upgrade will significantly benefit the department, streamlining operations and improving the overall management of tools.

- SBVC Technology Services

CORE SWITCHES

TESS is finalizing plans to replace our aging Core switches this summer. This upgrade will ensure our systems can handle current and future demands on our network efficiently. We will work with the campuses to schedule the cutover during off-peak hours to minimize downtime.

- DSO Technology Services

PRINT SHOP

One of the projects Print Shop staff printed in January was 1,000 San Bernardino Regional Emergency Training Center Calendars for the Emergency Training Center at CHC. The calendar was 18 pages, in colored ink and saddle stitched. We also printed 25, It's time to apply, lawn signs on corrugated plastic board for The Transfer Center at CHC. These were in colored ink and two sided. These were printed on our flatbed Mimaki printer. Another project we worked on was 1,000, 3" round stickers for Tutoring at CHC.

In February one of the projects we printed was 2,000 Career Technical Education booklets for Applied Technology at SBVC. These were 20 pages, the booklets were stapled and folded (saddle stitched) and printed in colored ink.

In March we printed 1,200 SBVC Foundation - 2022-2023 Annual Reports. They were 58 pages, two sided, colored ink and perfect bound.

In the months of January through March 2024, we completed 861 Quick copy job orders (black and white copier) 684,444 impressions, 435 color copier print job orders 380,034 impressions, 8 Oki Envelope Printer job orders 4,700 impressions and 73 wide format orders 6,974 total (stickers, posters, banners, back drops, yard signs, etc.,).

- PrintShop

STUDENT COMPUTER UPGRADE

The CHC Technology Services team will be deploying over 200 new computers during the summer for student use. These computers will be replacing older computers in several key areas across campus, including the campus library, Tutoring Center, and several classrooms.

- CHC Technology Services

PHYSICAL INVENTORY

As the base inventory management system is up and running. We will be working on building out a complete physical inventory for technology at the various district sites. This means that we will be collecting pertinent information from all of the hardware at 550, EDCT, ATTC, and KVCR. This process is likely to take a good little while, but we will begin building out the comprehensive technology inventory in the coming months.

- Security Services

AV TECHNOLOGY UPGRADE UNDERWAY IN LIB149

SBVC CTS is excited to announce an upgrade to the AV technology in LIB149, a space frequently used for hosting film viewings and guest speakers. The project is being led by Jonathan Flaa, is diligently enhancing this heavily used area with a state-of-the-art 8000 lumens projector and other new features to significantly elevate the student experience, providing a more dynamic and engaging learning environment.

- SBVC Technology Services

CHART OF ACCOUNT CONVERSION PROJECT UPDATE

Our Chart of Accounts project continues to advance significantly. We're pleased to announce the successful completion of User Acceptance Testing (UAT), marking a pivotal milestone in our journey towards migrating from the current Oracle account strings to a modified version of the Financial 2000 chart of account string. Fortunately, we've encountered no major challenges or obstacles, and the project remains firmly on schedule.

In preparation for the impending Go Live phase, we're actively organizing training sessions to ensure users are well-prepared. These sessions will be conducted both in-person and via Zoom to accommodate varying preferences and ensure comprehensive coverage. Our aim is to provide all employees with the necessary support and guidance.

We'll continue to provide updates as we progress towards our scheduled implementation at the beginning of the fiscal year '25 on July 1, 2024. Stay tuned for further developments.

- Business Systems Administrator

WEBADVISOR TO SELF-SERVICE MIGRATION

Self-service went live in early February but wasn't used for mass registration until April 8. As for 4/8, students have been using Self-service to register for summer and fall 2024 classes. Reception to the new workflow and new interface has been positive with general consensus that it is easier to use and navigate than WebAdvisor. Faculty have also used it for add authorizations for late start spring 2024 classes as well. Faculty will still be using WebAdvisor to enter grades for spring 2024 classes through 6/7/24.

- Administrative Applications & DE

PASSWORD RESET

TESS will be enabling a feature on the Single Sign-On portal to provide Students, Faculty, and Staff a method to reset a forgotten password. This feature will require a Phone, or E-mail to be registered to receive a One Time Passcode (OTP) or challenge questions to be answered to confirm the identity. A "Forgot password" link will become available on the Portal login screen.

- DSO Technology Services

SOCAAS ONBOARDING

We have contracted with Threathunter.AI to provide us Security Operations Center as a Service support. They will be actively threat hunting and locating potential security issues. They will investigate and notify so that we can take action on the issues that are detected. We will be beginning the process of integrating their services in the coming months and this will entail the classification of alerts, the definition of guidelines for response, and playbooks to define the course of action in case of specific events.

- Security Services

CLASSROOM UPGRADES

The CHC Technology Services team has been updating projectors in classrooms. Several classrooms have already been updated with newer projectors. During the summer we will be updating 6 classrooms with new laser projectors. These new projectors will have lower maintenance costs and provide better image quality, color accuracy and brightness.

- CHC Technology Services

SBVC COMPUTER REFRESH PROJECT

SBVC CTS is excited to announce the Summer Computer Refresh Project, targeting several computer labs and laptop carts. The labs slated for upgrades include HLS231, GYM140, LIB109, NH117, and PS306. We will be equipping these spaces with Dell's newest All-in-One computer models and their latest Ultra CPU laptop models. The computers have been purchased, and the CTS team will soon start scheduling installation dates throughout the summer. This initiative reflects our commitment to providing top-tier technology for our students, ensuring an enhanced learning environment.

- SBVC Technology Services

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 39,000 textbooks that are available to all 118 colleges and serve approximately 7,000 requests per year. The products we supply include braille books, tactile graphics, large print, and electronic textbooks.

We are currently fulfilling requests for summer 2024 and fall 2024 semesters. Additionally, we are available to provide step by step guidance on placing requests, via Zoom. Please contact Marie Zaldivar, Interim Director, at mzaldivar@atpc.net for more information.

- Alternate Text Production Center

ORACLE 24B UPGRADE ANNOUNCEMENT

We're thrilled to share that the installation of the 24B upgrade is now complete, bringing with it a host of enhancements and new features. This upgrade is designed to optimize performance, functionality, and security across our systems, ensuring an even better service experience for you.

- Business Systems Administrator

SELF-GUIDED PLACEMENT

TESS is working with CHC student services in migrating the assessment from the current Laserfiche process to the OpenCCCApply application. To do this migration, we have to use new placement data that is based upon the new question set available in the CCCApply application. Also as part of this migration, a reprogramming of the process that uploads the assessment scores to Colleague is needed. Currently that process is based upon an old programming language and is a manual process for each college. Reprogramming it in Envision will allow a more automated process that can also be scheduled at regular intervals

- Administrative Applications & DE

GOOGLE WORKSPACE

TESS has acquired enhanced features and toolsets for the SBCCD Google tenant. These tools will allow us to better respond to security threats aimed at student e-mails.

- DSO Technology Services

SYSTEM SECURITY PLAN

We are in the process of developing a comprehensive system security plan. This plan will encompass all of the aspects of our information security with respect to the NIST framework and provide internal documentation as to the general security posture of our systems. There are multiple reasons for the development of this plan, one of the primary of which is to identify areas of improvement within our existing information security posture to allow for the identification and prioritization of future projects and initiatives in order to strengthen and improve it.

- Security Services

Helpdesk and Canvas

The chart below shows the type of Help Desk tickets that are received by volume. Over the past 30 days, the Service Desk received 537 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

April

Category	Count
Email Ticket	264
Desktop/Workstation	31
Software Application...	59
Laptop	30
Canvas	10
Student - Login Issues	492
Login/Account Issues	76
Printers/Copiers	33
New Tech Request	8
Telephone Services	12
Email	24
Change Management	0
Network Connectivity	9
AV Equipment	18
WebAdvisor/Self-Service	59

Canvas Usage for Spring 2024

	Valley	Crafton Hills
External Tools	501	1780
Grades	504	1743
Pages	478	1574
Files	548	1867
Modules	481	1683
Assignments	511	1781
Quizzes	362	1453
Discussions	382	1435
Syllabus	391	1378
Announcments	490	1724
Active Courses	560	1918