

TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service



● HelpDesk ●

You can call them at:
(909) 384-HELP

On Site dialing extension:
xHELP (x4357)

Submit a ticket through:
Support.sbccd.org
Support.valleycollege.org
Support.craftonhills.org

"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

Emailing Students System

TESS has developed a system that allows departments to request a communication to be sent out to the student population. There will be a template that can be filled out to request the communication and then there is a workflow that will send this request to the appropriate administrator at the colleges. If the message is approved, the system will then communicate with Regroup, the mass communication tool used by SBCCD, to then send out the message to the student population.

- Administrative Applications and DE



COVID CLINIC

CovidClinic

We continue to make progress on developing the platform that allows students and employees to upload their proof of vaccinations. Currently the employee side has been launched and employees are allowed to upload their proof of vaccinations. In the first two weeks that it has been launched, the vendor has received over 800 uploads and CovidClinic staff are verifying each upload for validity. On the student side, the student group is finalizing the form questions and layout and will launch this by early Spring 2022. TESS is working with the vendor to automate the upload of student data and the download of student statuses so Colleague can be updated with the students' vaccination statuses.

- Administrative Applications and DE

Enhancement to Academic Standing

It was requested that the Academic standing process be enhanced to include a process that will reset a student's academic standing if they have not attended for 2 or more terms. This will allow a student to reset their standing back to level 1. We are currently working on this enhancement but ran into an issue where a patch from Ellucian seems to have broken the process in our development environment. We are working with Ellucian to figure out why their patches broke the customization and try to find a remedy.

- Administrative Applications and DE

Classroom and Computer Refresh

As part of the annual refresh process, we have a number of classrooms and computer labs that are slated to be replaced. The systems have been ordered and we await delivery on the hardware in order to begin scheduling rooms. The plan is to replace at least 3 full classrooms worth of computers over the course of the semester, access permitting.

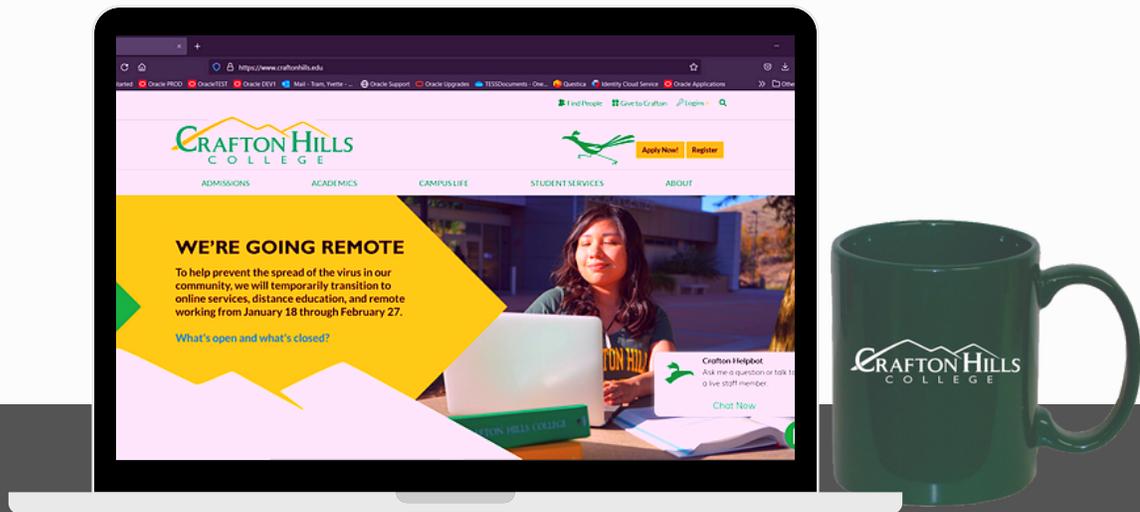
- CHC Technology Services

Conference Room Upgrades

We are in the process of upgrading 9 of the campus conference rooms through a two phase project. The first phase, which is currently underway, is to replace the old displays with new ones in each of the spaces. 7 of the 9 displays have been deployed so far.

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.

- CHC Technology Services



Secure Wireless Rollout

The secure wireless SSIDs have been rolled out campus wide. We are in the process of bug testing and reconfiguring the captive portal for guest/student wifi connections.

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.

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. The plan is to have the decommission completed by end of summer session 2022.

- CHC Technology Services

OneDrive Migration

As part of the laptop rollout for users, we setup everyone on OneDrive. This is only the first part of this project and is now complete. We will begin working with users to migrate their "home" directories from the local server storage into their OneDrive now that everyone has been configured and had time to make the adjustments to the cloud based file system.

- CHC Technology Services

Printing

Printing staff is currently working on printing Safety Vax reminder posters for District Health and Safety. We also completed printing and binding on 1,500 SBVC Outreach Booklets, for SBVC Student Services Department. 700 Fire Calendars for the Emergency Training Center at CHC. 300 Student Transfer Planning Guides for SBVC Student Services. This quarter we also completed printing and binding of 600 Programs for SBVC Theater and 100 posters for SBVC Arts and Humanities. In the month of October through December we printed 201 Quick copy job orders (black and white copier) 470,365 impressions, 109 color copier print job orders 85,572 impressions, 3 Oki Envelope Printer job orders 3,750 impressions and 21 wide format orders 916 total posters.

- Print Shop



SIEM, District Board room, and Environmental Monitors

Technical Services will be taking another step to help prevent cyber security incidents with the implementation of a Security Incident and Event Management system (SIEM). This system analyzes all the security logs from our various systems for any possible security incidents. The system will be setup to monitor these logs in real time and alert and report IT staff across the district when a possible security incident has taken place. This system will allow us to quickly identify and remediate any possible threats on our network.

The DSO Boardroom is being redesigned with a new dais and audio-visual system in the coming months. Technical services will be working with the facilities team to upgrade the audio-visual technology that supports the various

meetings and events taking place in the Boardroom and Boardroom extension area. This upgrade will greatly improve the onsite and remote meeting experience in these rooms.

To aid in the safe keeping of the SBCCD's information assets Technical Services will be upgrading the environmental monitors in its data centers. The new equipment will monitor and alert on temperature, humidity and flood conditions. The new monitors are key in keeping our data and IT services safe from flood and over heating.

- TESS Technology Services





Desktop Upgrades, Zoom Classrooms, and Campus Labs

SBVC Campus Technology Services is 99% 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 70 percent of classrooms to HyFlex. We continue to wait on shipments and installation of TVs in 30% of the rooms. The shortage of electronic equipment has limited availability.

We have ordered 320 computers for campus labs and they have started to arrive. The new computers are for the Library, Professional Development Lab, and various other instructional labs on campus. The move back to remote work and instruction along with impacts of Covid has put us behind on projects as we move to support these unforeseen changes.

- Valley 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 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.



Helpdesk



ORACLE UPDATE

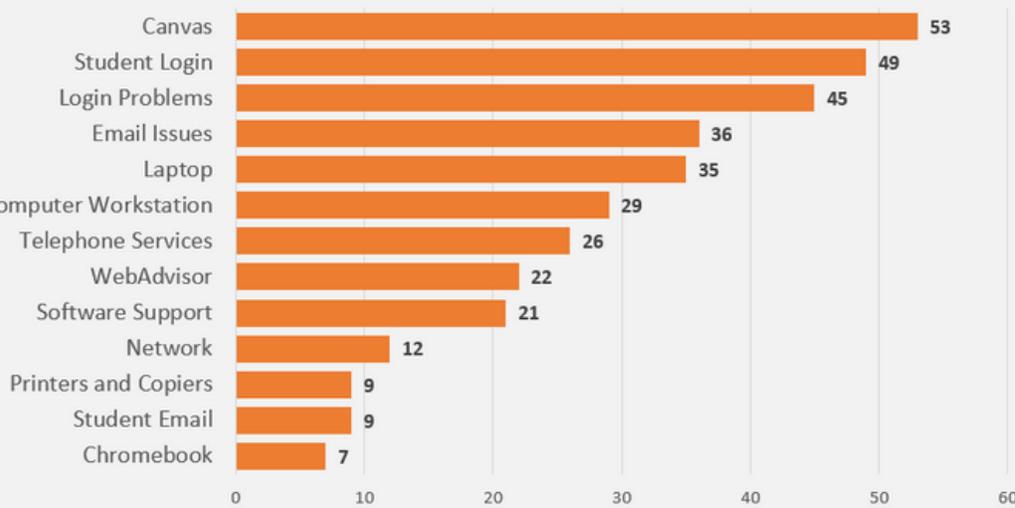
The first chart below shows the type of Help Desk tickets that are received by volume. Over the past 30 days the Service Desk received 353 tickets excluding project requests. The second chart below shows the activity on Canvas. There has been a steady increase in the overall usage of Canvas by both colleges.

District Support Services and ideaMetrics, our Oracle consultant, are currently implementing integrations between Oracle and Qestica. These integrations would allow for data to be synced nightly between the two systems creating additional efficiencies and more accurate data visible to users.

Also, we have run an audit of users that have accessed Oracle within the last year. Any users not identified on the report had their accounts locked. If you are unable to log in please enter a helpdesk ticket and we will assist you as soon as possible.

Lastly, we are working with ideaMetrics and the Fiscal Department to improve efficiency and help functional users with day-to-day processes.

Help Desk Tickets
January 2022 - Ticket Count By Category



Canvas Usage

