

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

Rick Hrdlicka's Retirement

Rick Hrdlicka Director of Technology Services at SBVC has announced his retirement effective June 30, 2022. Uvaldo Sifuentes will step in as Interim Director until the vacancy is filled effective July 1, 2022.

- SBVC Technology Services



CovidClinic Implementation

Recent changes in SBCCD's COVID mandate state students are no longer required to request an exemption or provide proof of vaccination status. Non-compliance would have prevented the student from registering for classes or attending in person classes. As a result, TESS has rolled back the CovidClinic implementation changes made to Colleague and other systems, one of which is a nightly data import to Colleague that provides student's vaccination/exemption status from CovidClinic. Admin Apps also reset all student statuses in Colleague and SARS related to Covid. Lastly, the "ok on campus" modification on student cards in Colleague UI has been reverted to its original status.

- Administrative Applications and DE

Classroom Upgrade

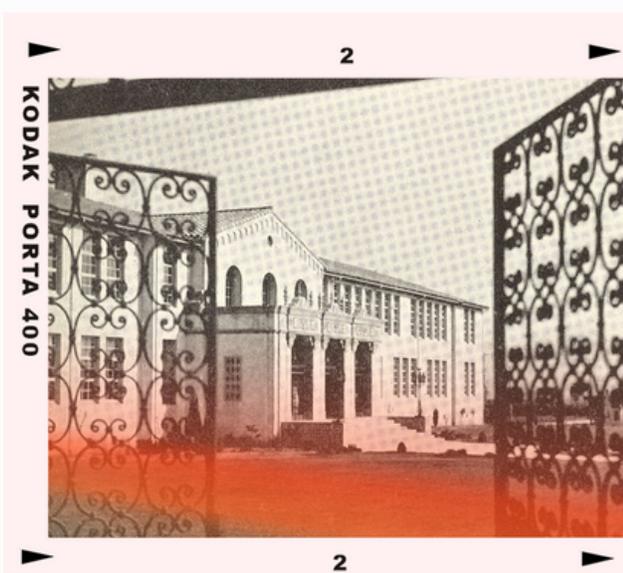
The upgrade of all classrooms to accommodate synchronous Zoom meetings with in-class and remote students, also known as HyFlex continues. We upgraded 90 percent of classrooms to HyFlex. The contractor has finished their portion of the upgrade. Employees are working to finish the install in the remaining rooms.

- SBVC Technology Services

Lab Computer Replacement

SBVC CTS is in the process of replacing 320 computers for campus labs. 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.

- SBVC Technology Services



SBVC 95th Foundation Anniversary

Staff has been working on a few print orders for the 95th anniversary of SBVC Foundation held April 1, 2022, including, invitations, programs, thank you cards, posters and elevator and parking signs. Staff is also currently working on 1,000 booklets of SBVC Foundation annual reports. Staff has also been working on a few print orders for the CHC anniversary GALA, including invitations, stickers, banners, envelopes and brochures.

- Print Shop



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 have begun working with users to migrate their "home" directories from the local server storage into their OneDrive.

- CHC Technology Services



Ethos Integration

More and more vendors are utilizing Ellucian's API platform called Ethos to perform data reads and writes from the Colleague student information system. One such vendor is the Online Education Initiative (OEI) and they have requested that SBCCD make the transition from using CSV data exports to utilizing the Ellucian Ethos platform to fully integrate with the OEI. As such, we have started the work with our hosting partners in standing up an instance of Ethos in our Ellucian hosting environment and will work to configure it to communicate with the OEI for data transfers.

- Administrative Applications and DE

Project Glue for OpenCCApply

The current way of importing applications from OpenCCApply for both SBVC and CHC is using a legacy download client that was developed by the CCC Tech Center and hosted locally at SBCCD. The download client will be coming to end of support by the CCCTech Center in early 2023 so we are working to transition to their new platform called SuperGlue. This requires new software as well as additional programming to bring in the application data from OpenCCApply.

- Administrative Applications and DE



Oracle

District Support Services and ideaMetrics, our Oracle consultant, have completed 1/2 of the Oracle to Qwestica integration. The data is synced nightly between the two systems creating additional efficiencies and more accurate data visible to users.

Also, we have been working with Purchasing and Payables to create a Fiscal User App. This document will be used to add new users or request user account changes in Oracle, Fin2K, and Qwestica. We are testing the process flow between departments and ensuring all necessary data is accessible on the document. Once completed the document will be made available on the district's site for use.

Lastly, we are currently in our testing phase for the 22B Oracle update. Any changes that will impact our users will be sent out the Thursday before installed into production.

- Business Systems



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.



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

National Paper Shortage

We expect the next few months to be a little challenging for our department. There is a national paper shortage. We are working with our paper vendors to get paper orders in as soon as possible but there is up to a 6 month delay on specialty paper orders.

- Print Shop

Upgrades & Refresh

As part of the annual refresh process, we have a number of classrooms and computer labs that are slated to be replaced.

3 full classrooms worth of computers have already been replaced, and the final 2 classrooms are on the slate to be scheduled for replacement.

Phase one of the conference room upgrade has finished and we have now started phase two. Phase two will upgrade 9 of the campus conference rooms including the installation of cameras and microphones into each of the spaces to facilitate hybrid meetings.

- CHC Technology Services



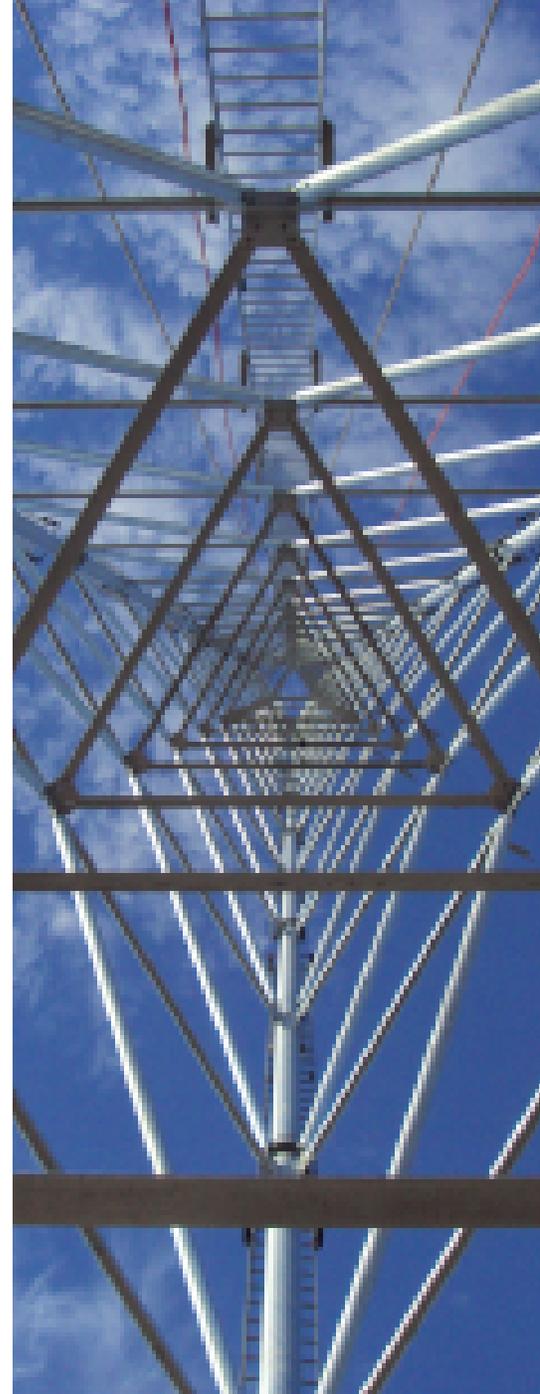
Technical Services Update

Technical Services is in the process of implementing Multi-Factor Authentication for its Single Sign-On applications and Microsoft 365. Multi-Factor Authentication provides the use of a second form of verification beyond just the standard password. Our users will have the option of using their cell phone or personal e-mail to receive a security code as the second form of verification. This will better protect our user accounts from being compromised.

We are in the process of upgrading the credit card terminals around campus. The upgraded units will provide additional layers of security to protect credit card holder information. These new devices utilize a technology called Point-to-Point Encryption. This technology makes it nearly impossible for credit card information to be read while in transit over the internet.

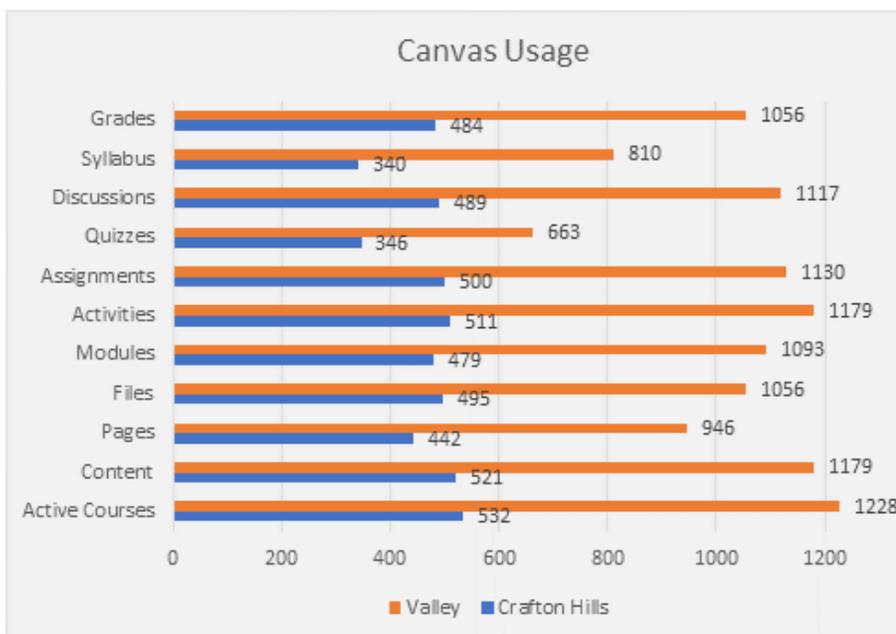
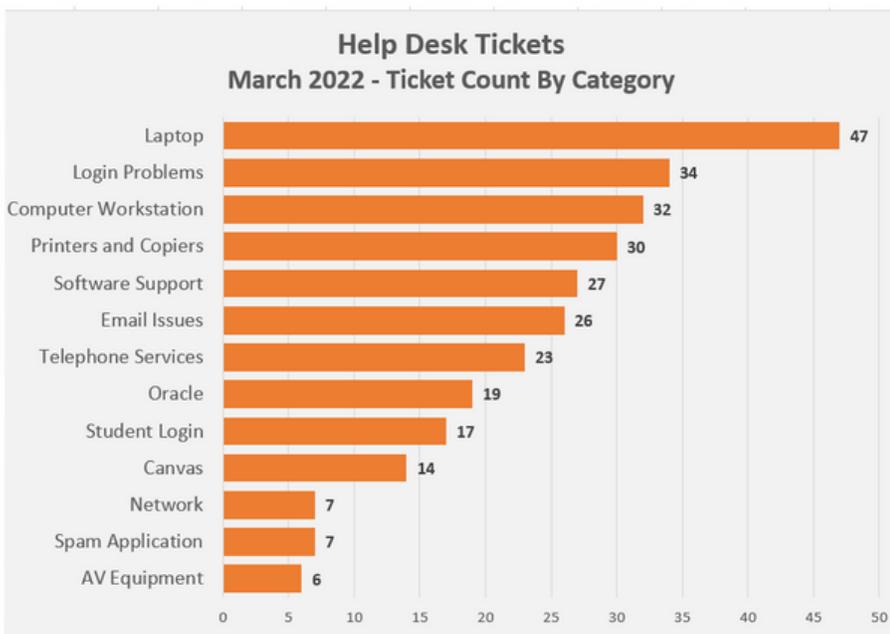
Technology Services is in the process of creating new information security plans and practices. These items will include Incident Response, Business Impact Analysis (BIA) and our overall Information Security Plan. The Incident Response plan will better help us detect, respond and mitigate information security incidents. The BIA will help us classify and protect critical business functions and the Information Security plan is a collection of policies, standards and agreements surrounding best practices in Information Security.

- TESS Technology Services



Helpdesk

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 289 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.



Print Shop

Jan-Mar Orders

Between January and March the Print Shop printed:

- 418 Quick copy job orders (black and white copier)
- 396,849 impressions
- 104 color copier print job orders
- 80,545 impressions
- 10 Oki Envelope Printer job orders
- 6,030 impressions
- 6 offset press orders
- 33,950 impressions and 9 wide format orders
- 83 total posters.

