# 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

## FortiSIEM

In collaboration with the colleges and district IT, the FortiSIEM installation and integration with Office 365, Amazon Web Services, and internal systems such as switches, firewalls, and servers was completed. FortiSIEM is an event correlation and risk management system for networks, servers, and applications. This integration will provide a unified data collection and analytics from logs, performance metrics, SNMP Traps, Security Alerts, and configuration management changes across the district in one dashboard.

- TESS Technology Services

## File Server Analysis & Cleanup

File server analysis and cleanup: We are in the process of cleaning up campus file servers. There are a number of employees that are no longer with the district who have shares and files that remain on the file servers. In order to clean up space and allow for future users/departments to have space to store necessary files locally, we are analyzing and cleaning up files and folders that are no longer needed. A full backup of the system was done prior to the beginning of the cleanup process and should things need to be restored, they will be available.

- CHC 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.

# Full Physical Inventory

We are in the process of creating a full physical inventory of technology equipment across the campus. This is a simple but necessary project that allows for accurate counts of deployed equipment and provides the information necessary to plan for replacements and upgrades.

- CHC Technology Services

# GSETG

The Golden State Education and Training Grant program (GSETG) supports Californians who lost their jobs due to the COVID-19 pandemic with one-time grants up to $2,500 for reskilling, up-skilling, and accessing educational programs to get back into the workforce. TESS is assisting the requesting college to set this up in Colleague that would allow the college to disburse this money to qualified students. We are working with the college as well as district fiscal to set this up in Colleague with the correct codes and account numbers and hope to go live soon.

- Administrative Applications and DE

# Oracle

The ACH (Automated Clearing House) project is currently underway to reduce the usage of checks used for transactions between the District and its Suppliers. This system would allow the district to save time, and money, and cut down on security risks associated with paper checks. The project is currently in phase one and will be available for use in the 2022 4th quarter.

We are currently in the middle of our testing phase of Oracle's 22C upgrade. As always any changes that will impact our users will be sent out the Thursday before being installed into production.

Lastly, we have successfully completed our Fiscal User Application testing. An email with information about the process along with where to obtain the application will be emailed out shortly.

- Business Systems

# Valley Classroom Upgrade

The SBVC CTS team are in the final stretch of completing the upgrade of all classrooms to have the capability of synchronous Zoom meetings with in-class and remote students, also known as HyFlex Learning. The next phase of the Classroom Upgrade will involve equipping classroom with wireless connectivity for user personal devices.

- Valley Technology Services

# Google Workspaces

Google is reducing its unlimited workspace storage to 100TB per institution beginning July 1st. In collaboration with Admissions and Records at the colleges, TESS reduced the overall district usage from 660TB to under 100TB by initially removing accounts using excessive storage. The current phase is to terminate accounts of students no longer associated with either college for the past year. To stay within the allotted storage space, TESS will limit the storage each current student can use. Accounts that were being used but no longer students were notified and given the option to download their files before being deleted by June 30th.

- TESS Technology Services



# IDaaS (Identity as a Service)

TESS is beginning its transition to a cloud-hosted Single Sign-On (SS0) solution that will reduce downtime and improve overall security for district application logins. The current SSO is hosted in one of the district Data Centers and lacks redundancy in case of internet outages. When internet outages occur, there are disruptions to access the district's numerous applications, including but not limited to Canvas, Oracle, and soon library databases. By moving to IDaaS, authentications will have redundancy by being in various cloud-hosted systems. IDaaS will also begin providing the district community the ability for self-service to reset passwords.

- TESS Technology Services

# Valley Computer Lab Replacements

The SBVC CTS team has been working diligently replacing computer labs around campus with new computers in preparation for Fall semester. In 2022 the CTS Staff has upgraded the following computer labs; Library Open Lab, Library Reference Computers, Library Circulation, NH216 Midi Lab, PS135 Math/STEM, PS210 Physics/Astronomy, T112 MachineTrades. Over 230 computers have been replaced and the team hopes to complete a couple more Labs by the start of Fall semester.

- Valley Technology Services
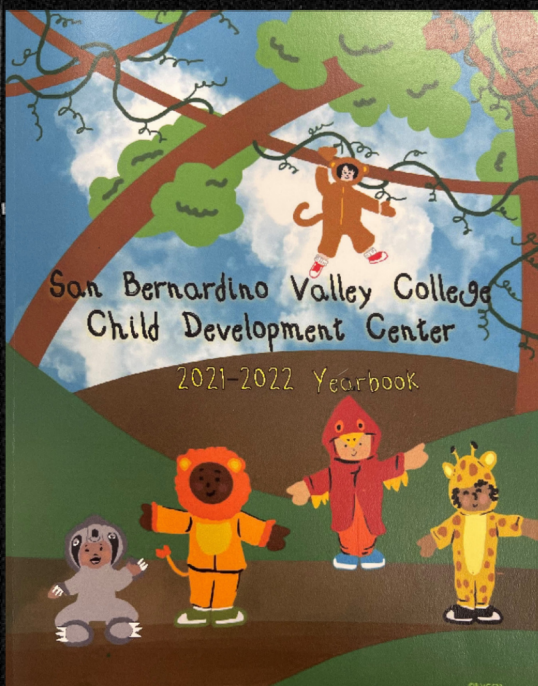
# Print Shop

In May staff worked on the layout and print of 3,600 Commencement Programs for CHC. They also worked on 70 posters and corrugated signs for the evening event. We also printed 230 books of the year book for SBVC Child Development Center. Printing and graphic staff also worked on 500 books of the Phineas Magazine for SBVC English Department.

In June Staff printed over 300 posters of Mask Strongly Recommended signage for the District and Campuses. Printing and Graphics staff also worked on 2022-2027 Strategic Plan Progress Report for the Chancellors office.

These next few months will continue to be challenging for our department due to the current national paper shortage. We are continuing to work with our paper vendors to get paper orders in as soon as possible.

- Print Shop

# Crafton Campus Wireless Update

We are in the process of updating and upgrading firmware for our campus WIFI systems. We are upgrading the wireless controllers, upgrading the firmware in the wireless access points, reconfiguring the secure wireless, and analyzing traffic over the wifi in relation to Zoom in order to determine if further tweaking or QOS rules are necessary to provide the best possible service.

- CHC Technology Services

# Common Application Project

Both colleges are working to put in place a process that would allow students to apply to one college and without having to apply at the other college, register for classes at the other college. Considerations the committee are looking at include priority registration, Starfish, Financial Aid, matriculation, education plans, pre/co-requisites, assessments and many others. We are currently looking into a programming model that would automatically assign a default academic program to a student's record of the other college as well as modifying the integration between Colleague and Starfish to accommodate for the new model. The goal is to go live by 10/1/22 in time for spring 2023 term.

- Administrative Applications and DE

# Sharepoint

In the coming months, SharePoint will make its debut on Campus. SharePoint will be an intranet one stop shop for department content, calendars, and file shares. The SBVC CTS team are currently getting trained on SharePoints features, so they can be prepare to support campus SharePoint needs. In the near future, the CTS team will be working with campus departments in the file migration process of department files in efforts to move away from local share drives. Be on the look out for SharePoint updates in the near future.

- Valley Technology Services

# CVC-OEI

The CVC-OEI allows colleges to become participants in the OEI exchange program. This allows students to take classes at participating teaching colleges around the state. As part of this effort, one component is a requirement that any college that wants to participate as a teaching college, their student information system integration must be migrated from the current nightly .CSV import to a company called Quottly to a different platform called Ethos. As such, TESS has been working with the CVC-OEI folks over the last 5 months to implement this migration to Ethos and have recently ironed out the final technical glitches. There are other considerations such as data cleanup the CVC-OEI is requiring but they are working on a methodology with Ellucian that would not put too much burden on the colleges in "cleaning up" their data.

- Administrative Applications and DE

# 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 472 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.

## June



Bar chart showing ticket volume by type (June):
- Email Ticket: ~195
- Desktop/Workstation: ~40
- Software Application...: ~35
- Laptop: ~30
- Canvas: ~25
- Student - Login Issues: ~25
- Login/Account Issues: ~22
- Printers/Copiers: ~20
- Student - E-Mail: ~15
- Telephone Services: ~13
- Email: ~12
- Change Management: ~10
- Network Connectivity: ~7
- AV Equipment: ~5
- WebAdvisor: ~5

## Canvas Active Course Content as of June



| | # Current Courses | # Current Published Courses | % Current Published Courses | # Active Courses |
|---|---|---|---|---|
| Crafton | 650 | 567 | 87% | 371 |
| Valley | 1572 | 1342 | 85% | 836 |

# Print Shop Apr-Jun Orders

Between April and June the Print Shop printed:

- 389Quick copy job orders (b/w copies) for a total 227,141 impressions
- 226 color copier print job orders for a total 236,588 impressions
- 15 Oki Envelope Printer job orders for a total 22,550 impressions
- 2 offset press orders for a total 11,804 impressions
- 68 wide format orders for a total of 3,335 posters



2022-2027 STRATEGIC PLAN PROGRESS REPORT
Executive Summary | June 2022