

TECH NEWS

San Bernardino Community College District
Technology and Educational Support Service



education

● 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

iPads for the Children Development Center

The 80 iPads for the Child Development Center (CDC) is a new project aimed at providing children in the CDC with access to cutting-edge technology. Campus Technology Services is working closely with the CDC to deploy iPads, which will be used to inspire new learning opportunities and encourage their instructors to explore new ideas and concepts. The iPads will be used in a variety of educational and recreational activities and will provide the children with a fun and engaging way to learn.

- SBVC Technology Services

Classroom & Computer Refresh

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

The hardware is being prepared as we speak and installation is planned to take place over the course of the semester and leading into the summer session.

- 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 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.

Counseling & Outreach Laptops

The Counseling division has acquired several laptops for use in a variety of classroom and training capacities.

We are in the process of preparing all of these devices, as well as configuring the laptop carts that have been designated for them.

These devices will serve to allow greater flexibility during counseling workshops, orientations, and outreach events on campus.

- CHC Technology Services

Multi-Factor Authentication

TESS is working on an MFA (Multi-Factor Authentication) service provider that will support district applications and services to improve overall security when accessing district resources. MFA is an additional layer of authentication verification commonly used in various industries, private consumer websites, and applications. More information to follow as this rolls out to the district community.

- TESS Technology Services

ORACLE®

CLOUD

In February, SBCCD ran its test cycle in conjunction with Fiscal and had 23A installed into our Oracle Production instance. We are now running the latest version of Oracle Fusion. At that time we also changed the Single Sign-On to align with the District's other applications.

Our next step is to update the Wiki page for Oracle, which once completed will be available on the District's Wiki website. We would appreciate any feedback, comments, or suggestions you can provide while we are planning. You can email me at ytram@sbccd.edu

- Business Systems

FERPA Authorization

The colleges now have the ability to track what FERPA authorizations a student has given family members to access their official school records.

There is a business process in place that will allow a student to specify one or more members of their family who can have access to their records such as classes taken, grades etc. by contacting a representative of Admissions and Records. In the future, students will be able to go online and specify these family members who are FERPA authorized and that is in the works.

- Administrative Applications & DE

WebAdvisor to Self-Service Migration

We continue to work with key personnel at the colleges and Ellucian programmers to test the required customizations to Self-service as they are delivered to us. Currently, Ellucian is about 80% through the list of customizations. We have begun to work on documentation of key processes such as registration and add authorizations. We are also in discussions with the colleges on a launch strategy that both colleges can agree upon. Messaging to students is also being discussed as well as coordination with the Professional development coordinators at both colleges.

- Administrative Applications & DE

Onboarding

In collaboration with HR, TESS is exploring ways to improve the onboarding process for incoming employees. This ongoing collaboration aims to find ways of automating and streamlining user account creation and account termination when an employee separates from the District.

- TESS Technology Services



Extron Global Viewer

The Extron Global Viewer is a state-of-the-art control and management system that is designed to provide a centralized and streamlined solution for controlling multiple audiovisual devices and displays. This project will make it easier for administrators to manage and control their audiovisual equipment, reducing the need for manual intervention and increasing the efficiency of the system. The Extron Global Viewer will provide an intuitive interface for controlling multiple devices, making it an ideal solution for administrators looking to simplify their audiovisual management. Currently, CTS has completed its first phase of the project and is moving forward to the second phase of the project where they will be working closely with their partners at Extron to bring the services to SBVC.

- SBVC Technology Services

VR Headsets

The campus is working to deploy 60 VR Headsets for the Humanities Division. Led by Faculty Anthony Blacksher, he will introduce an innovative initiative aimed at introducing cutting-edge technology to enhance the learning experience of students. This project will provide students in the ethnic studies course with an immersive and interactive learning environment, facilitated by VR headsets. Campus Technology Services is working closely with the Humanities Division to bring this new technology to the San Bernardino Valley College campus. The VR Headsets will provide students with a unique and engaging learning experience that will help bring their coursework to life!

- SBVC Technology Services



Printshop

In October Graphics and Printing staff worked on 60 Art Collective Posters for the Art Department at CHC. In November Print Shop staff worked on the layout and print of 400 SBVC Film Festival Posters. In November Printing and Graphics staff also worked on 5,000 Outreach Booklets for SBVC First Year Experience . In November we also worked on creating and printing 1,500 SBVC Theater programs. In December we completed, our yearly, 700, San Bernardino Regional Emergency Training Center Calendars.

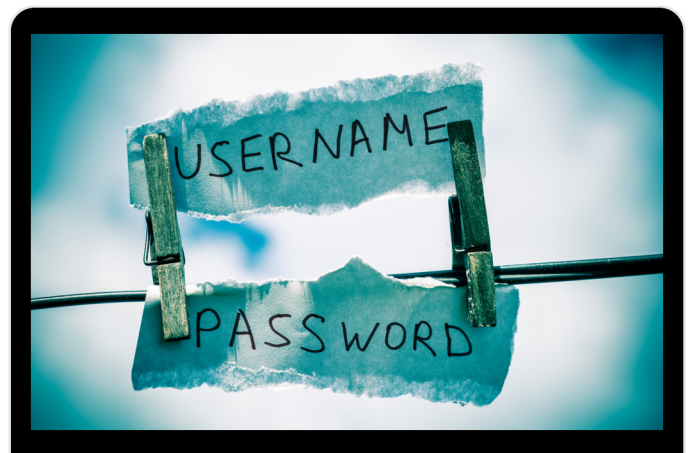
- Print Shop



Self-Service Password Reset

TESS is configuring and testing a self-service password reset feature on the SSO portal to provide Students, Staff, and Faculty the ability to provide question/answer, email, or phone information and reset a forgotten password with that information. We will test the feature and plan a rollout for the district community in the coming weeks. More communication to follow.

- TESS Technology Services



Zoom/SARS Integration

There is a newer product called SARS anywhere that let's areas such as counseling and tutoring access SARS from the web instead of the service being tied to a desktop application. Counselors use SARS to make appointments with students for initial or follow-up meetings. With the increased use of online meetings vs. in-person meetings, SARS has developed a way to work with Zoom that allows for counselors and students to meet online. The student is able to make an appointment on Zoom and the date/time will be sent to SARS and show up on the SARS anywhere interface where counselors normally view.

- Administrative Applications & DE

Conference/Multipurpose Room Upgrade

The initially planned conference rooms have all been upgraded. During the process of getting the previous 9 rooms upgraded, further rooms were identified.

We are in the process of acquiring the necessary hardware and performing the upgrades in the 3 rooms that were identified as being in need during the first round.

- CHC Technology Services



CVC Phase 2 Integration

Both colleges are working to become teaching colleges on the CVC exchange. This would allow students from other CCC's to take online classes at either college.

There is work to be done on the technical end that facilitates the data transfer between the CVC and SBCCD as well as other areas such as transcripts, financial aid, payment vendor, and admissions.

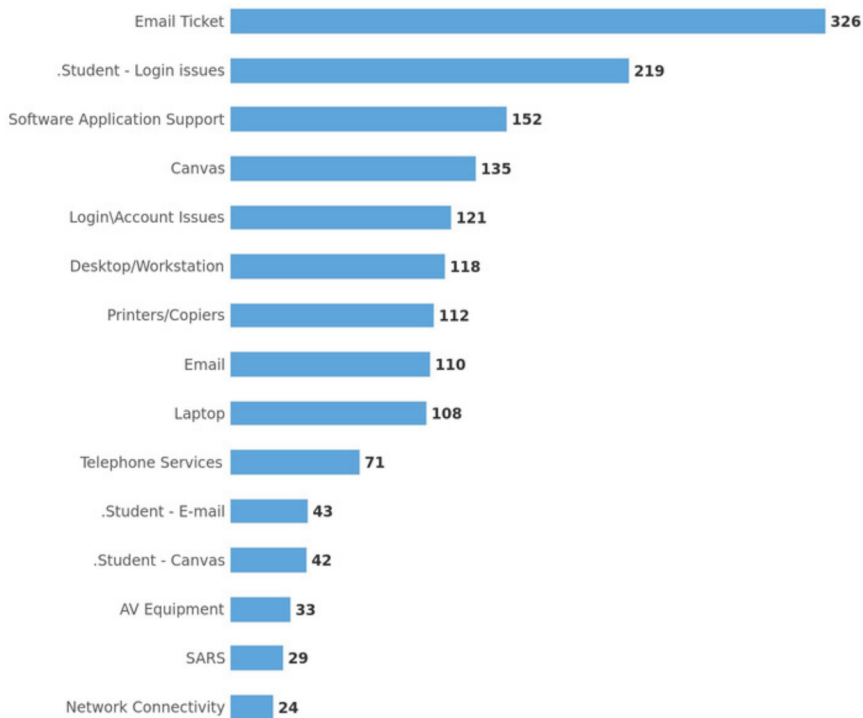
We are currently working on a very accelerated timeline to get all these things in place by April.

- Administrative Applications & DE

Helpdesk

The chart below shows the type of Help Desk tickets that are received by volume. Over the past 76 days, the Service Desk received 1799 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

Created Tickets by Work Type



Printshop Orders

Between October through December 2022 the Print Shop printed:

- 341 Quick copy job orders (black and white copier) 317,034 impressions
- 232 color copier print job orders 161,404 impressions
- 10 Oki Envelope Printer job orders 4,900 impressions
- 38 wide format orders 2,201 total posters

