



# TECH NEWS

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"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
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## FINANCIAL AID COMPUTERS AND SCANNER UPGRADE

In the summer, our Campus Technology Services team, led by Cedrick Wrenn, will be upgrading the SBVC Financial Aid Computers and Scanners for our staff. The goal of this project is to provide our staff with the latest technology to better serve our students and provide them with the best possible financial aid experience. We understand that financial aid is an essential component of student success, and we believe that having the latest technology for Financial Aid will enable our staff to provide faster processing times and more accurate application processing. With upgraded computers and scanners, the Financial Aid staff will be better equipped to support our students and contribute to their academic success.

- SBVC Technology Services

## CVC-OEI PROJECT

We are working with both colleges and the CVC-OEI team to implement a project which will allow students from other CCC's across the state to register and take online classes at our colleges. The team has worked so that students can register from the CVC portal into online classes at either college and then pay for the courses online. Cross-registered students are blocked from registering locally while they are considered a CVC student. They also only pay tuition fees but not the other ancillary fees that non-CVC students pay such as health and transportation.

- Administrative Applications & DE

## SBVC REFRESHMENT PROJECT

We are pleased to announce the upcoming SBVC Refreshment Project, which will take place this summer starting in June. The project is part of our campus's commitment to providing students with the most up-to-date technology for their academic needs. As part of this project, the computer labs in Business 118, 125, 204, 217, and 220 will be upgraded by our Campus Technology Services team. This upgrade will ensure that our students have access to the latest software and hardware necessary to complete their coursework and achieve their academic goals. The SBVC Refreshment Project is part of our campus's five-year rotation policy, which ensures that all computers and technology equipment are regularly updated and maintained to keep up with the ever-changing technological landscape. This policy reflects our commitment to providing the best possible learning experience for our students. We are proud to offer our students access to the latest technology, and we believe that this upgrade will enhance their academic experience and support their success. We thank you for your support and patience during the SBVC Refreshment Project, and we look forward to welcoming you to our upgraded computer labs this fall.

- SBVC Technology Services



## TESS Tech Project

TESS and Campus IT teams are finalizing a project to replace its end-of-life core switches. The project will improve network performance, reliability, and security district-wide as the district expands and adds new technologies. The new switches from Extreme Networks will provide increased bandwidth, faster data transfer rates, and improved support for advanced network features. In addition to performance improvements, the project will address security concerns by providing enhanced security features. The project will be worked on throughout several phases to limit the impact on the District community. Overall, this represents a significant investment in the district's network infrastructure.

- DSO Technology Services

## STARFISH DATA WAREHOUSE

We are working with a vendor to import data from the Starfish education plan system into a data warehouse. The intent is to import all available data that Starfish makes available such as student programs, student plans and make that data available for researchers to use as they see fit. The vendor is at the point where they are pulling in the available data and populating it in our local data warehouse SQL database.

- Administrative Applications & DE

## 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.



## 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

## Micro Lab and Adjunct Computer Upgrades



We are excited to announce that our Campus Technology Services (CTS) team has completed the Micro Lab Computer Upgrades project, which includes upgrading the Welcome Center, Financial Aid, and The Huddle microcomputer labs. The CTS team, led by John Feist, has upgraded these labs with new Dell AIO computers. These micro-computer labs serve as an excellent way for prospective students to experience the latest technology available at SBVC and help them make informed decisions when enrolling in our college. The Student-Athlete Lab like The Huddle is a lab-specific program to have access for schoolwork and learning purposes. We are committed to providing the best technology available to support our students' success and enhance their learning experience. In addition to the Micro Lab Computer Upgrades, we are also committed to providing the best possible technology to our adjunct professors. Adjunct Offices are small computer labs for our Adjunct Professors to use on campus while conducting instruction. We understand the importance of providing the best possible technology to our adjunct professors so that they can provide the best instruction to our students. We are confident that the upcoming Adjunct Office upgrades will contribute to our commitment to providing the best possible technology for our students and adjunct professors.

- SBVC Technology Services

## TESS Tech Project

TESS is working with Campus IT teams to develop a wifi heatmap that will visually represent the current wifi coverage at both campuses. The heatmap will help identify areas where the WiFi coverage is insufficient and allow the IT teams to explore potential solutions to improve it. This collaboration aims to enhance the digital learning experience for students by ensuring that they have reliable and stable internet connectivity.

- DSO Technology Services



## Printshop

In March our department welcomed Nicholas Judson as Senior Printing Operations Specialist. Carmen Sanchez was promoted from Printing Operations Specialist to Senior Printing Operations Specialist. They filled positions that were previously held by Dennis Winters and Kevin Sutton.

This quarter Print Shop staff printed of 1,450 copies of the 2021-2022 SBVC Foundation Annual Reports. We worked on 2,000 Outreach Booklets for SBVC First Year Experience. We also printed 2,500 SBVC CTE Booklets for SBVC First Year Experience.

In the months of January through March 2023, we completed 697 Quick copy job orders (black and white copier) 629,491 impressions, 333 color copier print job orders 169,045 impressions, 4 Oki Envelope Printer job orders 985 impressions and 43 wide format orders 667 total posters.

## Non-credit Application Project

Both colleges are wanting to implement the non-credit application from OpenCCCApply. We had a kick-off meeting with the CCC TechCenter to discuss the application. They also provided a demonstration of the non-credit application to the Admissions departments of both colleges. We also had a follow-up meeting with A&R to discuss additional requirements such as only allowing the students who come through the non-credit application to only take non-credit classes at both colleges.

- Administrative Applications & DE

# Oracle

We wanted to update you on some recent developments within our organization. Firstly, we have successfully installed the 23B upgrade, which includes various improvements and new features. This upgrade aims to enhance our systems' performance, functionality, and security, ensuring that we continue to provide you with the best possible service. Secondly, we have changed our authentication system to a new Single Sign-On (SSO) protocol to align with the rest of the district. This new SSO system will streamline the login process and improve overall system security, providing you with a more efficient and secure experience. Finally, we are preparing for the upcoming fiscal year change with the fiscal department. We are working to ensure that all necessary updates and changes are made in Oracle to ensure the system is ready for the beginning of FY24 on July first.

- Business Systems Administrator

## TESS Tech Project

TESS is working on a project to migrate production servers to a new physical environment hosted by Dell VxRail and PowerStore solutions over the next few months. This migration is part of modernizing the IT infrastructure and improving District systems' overall performance and reliability. The new environment will provide better scalability and redundancy features, allowing TESS to handle a growing workload more efficiently. The migration process will be done in segments to minimize disruptions to operations. TESS plans to conduct testing to ensure the new environment meets performance and security requirements.

- DSO 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

## Routine Classroom Updates

Public facing computers are slated for updates. This project will touch each of the classroom computer labs and library computers.

Between the semesters and over the course of the summer as accessible, we will be performing windows and software updates to prepare all of the systems and spaces for the start of the fall semester.

- CHC Technology 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 131 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

