



# TECH NEWS

San Bernardino Community College District  
Technology and Educational Support Service

## TECHNOLOGY AND EDUCATION SUPPORT SERVICES

It has been inspiring to see all of the hard work and the way that the entire district continues to react and overcome the challenges that we are facing. As we prepare to return to the district, TESS is working on several projects that should help with this transition. The Technical Services team has been working on new technology to allow for better Zoom meetings within the conference rooms in the district building. In addition, they are working on adding some Zoom capabilities with the video and audio equipment that is located in the Board Room. The team has also been fixing several problems related to the video and audio signals during Zoom meetings within the District offices.

The Administrative Applications team has also been hard at work on implementing new applications and technologies to better support the district and the colleges. The Directors of Campus Technology at both colleges have been very busy preparing technology for staff, faculty and students. All areas within TESS have continued to make significant strides in improving the security on our networks. This has been a great team effort and I am excited to see the level of progress that we have all been able to accomplish this past year.

In addition to the projects that I mentioned you will find many other projects that we are working on covered in more detail throughout this Newsletter. We hope that you find this information useful and we look forward to hearing your feedback. Also, please remember that TESS is ready to assist you as you transition back to your offices so please let us know if you need our assistance.

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- Luke Bixler, Chief Technology Officer

# ADMINISTRATIVE APPLICATIONS AND DISTANCE EDUCATION

## Chosen names:

This project was to add programming to existing integrations with vendors such as Canvas and Starfish to replace a student and/or faculty's legal name with their chosen name. This project also addresses the need for the chosen name of the student to display on the roster replacing the legal name. In a previous iteration of the chosen name on the roster, the chosen name appeared in parentheses next to the legal name per feedback from the requestors at that time. Now instead of displaying the legal name when there is a chosen name present, the system will send the chosen name to the roster instead. Faculty can submit requests to enter their chosen name into the system by emailing HR @ hureinfo@sbccd.edu and students have a process they can follow through the Admissions and Records office to add a chosen name. This works for both the first and last names.

## TouchNet:

This project addresses the need for an online payment system for non-enrollment related fees such as lab tests, transcript fees and event/club fees. Both colleges have agreed to use a platform called TouchNet which is an Ellucian partner. Ellucian is the vendor for SBCCD's student information system Colleague. Due to the partnership, there is an integration between the two platforms so that when a student purchases something on the TouchNet platform, it will automatically be updated in Colleague. Currently (pre-COVID), students would have to pay in person or send in a check and then staff

would manually update Colleague with the amount paid. The kickoff meeting for the implementation happened in early June and both colleges have assigned leads that will be responsible for creating new stores and maintaining the current ones.



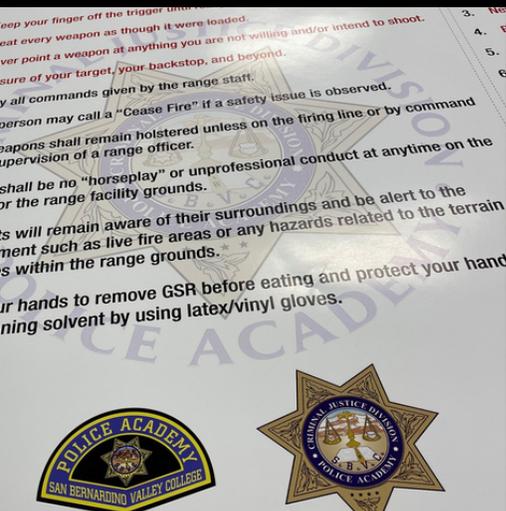
## Dual Enrollment workflow:

This project was undertaken on the request of student services at both colleges. Currently when processing dual enrollment students, the staff would have to go to multiple screens to make data entries or modify data in order to accurately process a dual enrollment student. The changes are to reduce the number of screens needed to process dual enrollment students to as few as possible, ideally one. This will be done by modifying an existing screen to allow data from other screens to display on that screen as well as accounting for other dependencies such as registration rules. The admissions offices at both colleges will assist in the testing of the new process once it is complete and ready for testing in the non-production area of Colleague.

# CRAFTON HILLS TECHNOLOGY SERVICES

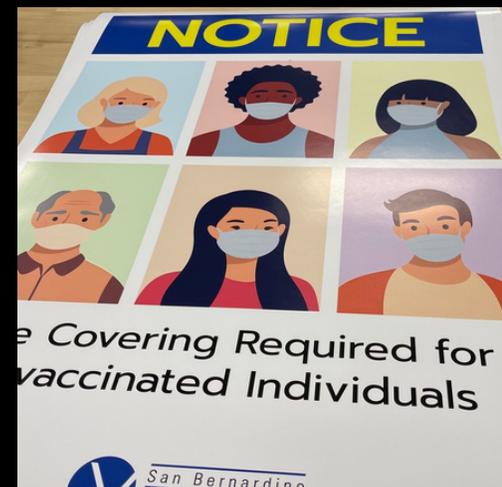
CHC is checking out laptops to all full-time employees to replace desktops. Technology Services is moving all the data from your desktop to your new laptop for you once you schedule an appointment with us. Reach out to CHC Technology Services for an appointment to pick up your new laptop. Your new workstation will be set up with dual monitors, webcam, speakers, wireless keyboard and mouse and a docking station. You now have the flexibility of working from virtually anywhere.

Technology Services is working throughout the campus updating computers in all classrooms and labs, testing projectors and equipment to ensure functionality when you return to the classroom.



## Printshop

Print Shop and Graphics staff have been working on providing safety signs for the District and campus'. Since we are scheduled to reopen in August our print and poster orders have increased. We have also been working on items in preparation for student's returning to campus'.



## TESS TECHNOLOGY SERVICES

Technical services will be moving its Single Sign On (SSO) services to the cloud. The move to the cloud will make access to our applications utilizing SSO more available to faculty and students. In the event we have any type of local internet outage at the colleges or DSO offices our SSO applications (Canvas, Oracle, Cranium Café, SARS, Starfish, etc...) will continue to be available despite the local outage.

Technical Services is starting the process of moving our Domain Name Services (DNS) to the cloud via Amazon's Route53 service. DNS is a crucial part of providing access to our local resources like the college websites and E-mail. Moving DNS to the cloud will help provide continued access to local resources regardless of local outages.

While we continue to support the remote workforce Technical services is also working to make the transition back to onsite work smooth with technology. We are improving our connections to Zoom and Teams. We are making sure our conference rooms are setup and working well with these applications as we will continue to use these onsite. We are upgrading the video and audio in the conference rooms to utilize Meeting Owl Pros. This system will provide an overall better experience while using Zoom and Teams with auto tracking of speaker voice and video.

### 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.

## VALLEY TECHNOLOGY SERVICES

SBVC Campus Technology Services is 70% through the migration of 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 station allows for 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 are upgrading sixty-seven classrooms and labs for HyFlex classes in the Fall of 2021, with the remainder of the classrooms and labs upgrades scheduled to take place during the Fall semester. Contractors are onsite installing electrical and low voltage cabling. CTS is installing the remainder of the equipment.



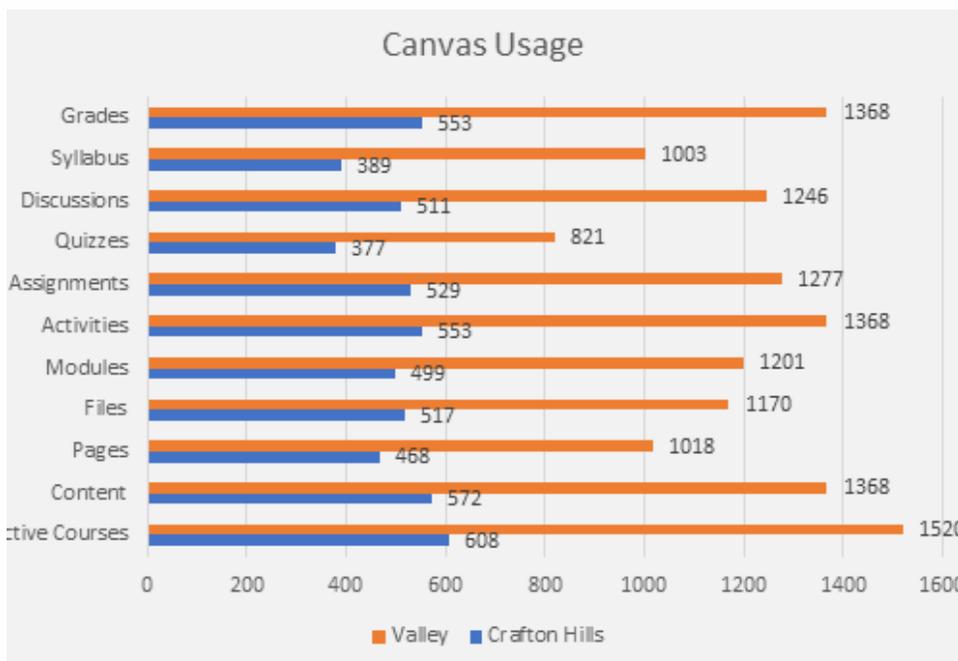
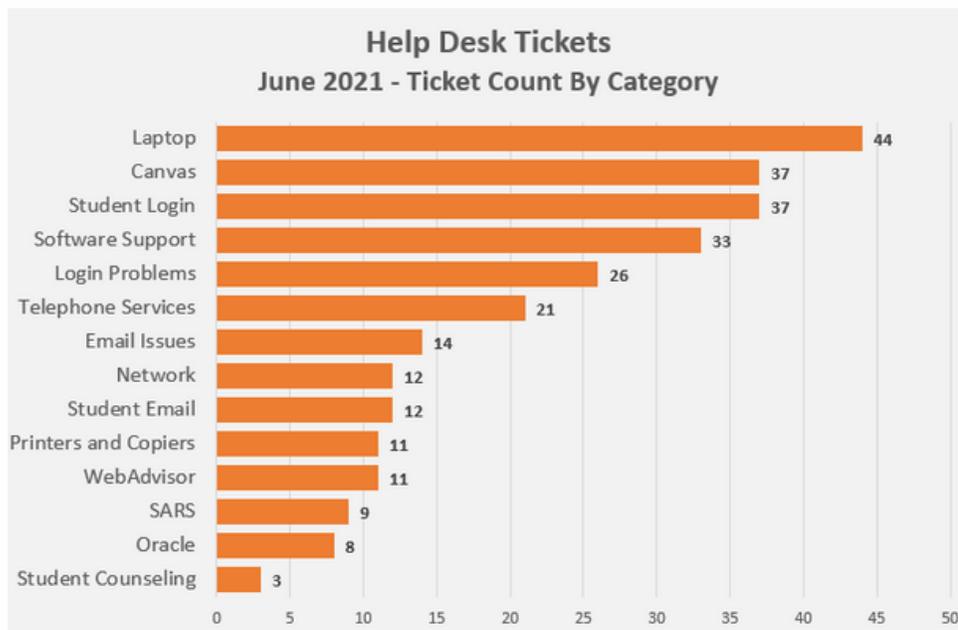
# HELP DESK AND CANVAS DASHBOARDS

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 359 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.



## ORACLE UPDATE

District Support Services and ideaMetrics, our Oracle consultant, are working through examining the latest upgrade (21C) Oracle Support installed in our TEST system on August 6th. Our system functionality test will be a comprehensive test of all modules and functionality SBCCD utilizes. The improvements will be available to everyone on Monday, August 23rd. Any changes that will affect district users, be it functionality or display, will be communicated at the end of the testing phase.



We are also working with ideaMetrics and the Fiscal Department to create reports with the goal of improving efficiency and helping functional users with day to day processes.

