



# BOARD OF TRUSTEES REPORT

## TECH NEWS

San Bernardino Community College District  
Technology and Educational Support Service

### *In this newsletter:*

Technology and Education  
Support Services  
[Page 01](#)

Administrative Applications  
[Page 02](#)

Alternate Text Production  
Center  
[Page 02](#)

Crafton Hills Technology  
Services  
[Page 03](#)

TESS Technology Services  
[Page 04](#)

Valley Technology Services  
[Page 05](#)

Print Shop  
[Page 06](#)

Helpdesk & Canvas  
Dashboards  
[Page 07](#)

Oracle  
[Page 07](#)

## **TECHNOLOGY AND EDUCATION SUPPORT SERVICES**

As I look back over the past five months, it has been exciting to see the collaboration that is taking place across the district. It seems that each problem that we face there is teamwork that occurs and we come up with a solution. I am curious to see what types of solutions we will come with as we continue to adapt to the new changes that we are faced with.

In June, our TESS District Technology Strategic Plan was approved and we are now beginning the tactical planning process. As part of the tactical planning process, we are going to focus on the five overarching goals that were established in the District Technology Strategic Plan. The technology teams at the colleges and the district will work closely together to bring forward a plan of initiatives that will drive the priorities for the remainder of the year. This process will take a close look at some of the challenges we are currently facing and provide an opportunity to come up with new strategies as we move forward.

We have recently completed the Network Security Audit and we are working on remediating the findings that were identified through this process. This information will also be valuable as we work on the tactical planning to make sure that we implement policies and procedures to ensure that the district remains secure. Many of the other projects that we are working on are covered in more detail throughout this Newsletter. We hope that you find this information useful and we look forward to hearing your feedback.

- Luke Bixler, Chief Technology Officer

# ADMINISTRATIVE APPLICATIONS

Coronavirus  
Aid,  
Relief, and  
Economic  
Security  
Act



## General Student & EOPS/DSPS

### Disbursement for CARES Act Funds

In working with the financial aid departments at both colleges and the fiscal department at district, TESS assisted in creating the necessary setups within Colleague to disburse CARES act funds to our general student population as well as our EOPS/DSPS student population. This was a mandated process by the federal government and all departments worked closely together to get the funds to our students as soon as possible.

## Upgrading and patching of Colleague applications

The Administrative Application Team is working with our Ellucian hosting partners to upgrade the versions of Colleague Web UI and Self-service to the latest versions. This will address any security and functionality issues with current versions. At the same period, we are working on going through the patch process with our various non-production and production environments to keep them up to date which will eventually involve our end-users at the colleges helping us test the new patches before we move them to LIVE. Users will also be testing the new version of Colleague Web UI during patch testing



Colleague® by Ellucian

## 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.

## Courseleaf CIM (Curriculum module) Implementation

After the successful launch of the catalog software, we are moving forward with the Curriculum module implementation of Courseleaf. We are working closely with the office of Instruction as well as the Leapfrog vendor in producing data extracts that will go to the vendor to populate their system with our data.



## CRAFTON HILLS TECHNOLOGY SERVICES

### New Copiers at Crafton

Crafton has received brand new copiers all across campus! Staff copying, printing & scanning remains the same. However, with the new copiers comes a new way for students to pay for copies & printing. Students will soon have the option to pay for printing using Paypal. With Paypal, students can add money to their print account and the dollar amount decreases with each print job the student makes. Students will still have the opportunity to add cash to their account at the Crafton Library.

### AWS Virtual Systems

Crafton has introduced AWS Virtual Systems to our students. These virtual systems allow students to access software such as Adobe & Office on Chromebooks, Windows, and Mac OS. Faculty members can request a virtual system for their students for software that students do not have access to while in the remote instruction environment.



## Working Remote Support

We are continuing to check out equipment to faculty and staff to support working from home. We have monitors, laptops, headsets and wireless mice for checkout. Faculty and staff can email Melissa Oshman at [moshman@craftonhills.edu](mailto:moshman@craftonhills.edu) to checkout equipment.



## TESS TECHNOLOGY SERVICES

### Remote Support

Technical Services continues to support our users to work remotely. We continue to distribute VPN accounts, RingCentral phone numbers, online forms and Verizon hotspots for our users who need them. We have recently purchased new laptops to replace the loaner laptops that were distributed at the beginning of our work from home efforts. We will begin distributing these laptops to our users to better improve productivity from home. TESS has secured Cares Act funds to continue RingCentral and Verizon Hotspot services through fall.

### District Support Services Website

The District Support Services' redesigned website is coming to completion. As a result of the new project requests to support our transition to working and supporting students remotely, we delayed the launch of this new site. We are now actively working on completing the final steps of the redesign and plan on having this completed by the end of September.

## Virtual Servers

Technical Services is wrapping up the District Support Services virtual server infrastructure and will begin creating and migrating servers in the coming weeks. This will bring services like authentication, file shares, and print services locally to the new DSS location. This will ensure that our services remain available during a wide area network outage.



# VALLEY TECHNOLOGY SERVICES

## Wi-Fi Upgrade

We are at the final stage of our Wi-Fi upgrade. The new servers have been built and tested. In the month of July all wireless access points will be moved to the new servers. Employees and students will now login with their email credentials to the SSID: SBVC. Employees using district owned equipment will be able to access campus resources such as printers and network shares.

## Laptop Deployment

As part of our response to Covid-19 we purchased 180 laptop computers using Cares Act funding. These computers were issued to employees. Many of them were used to recover laptops loaned from instructional carts. We are down to less than 20 computers in stock. We are in the process of ordering an additional 100 laptops to meet the needs of employees. We anticipate another rush of requests as adjunct and fulltime faculty return for the Fall semester.



## Copier Deployment and Papercut Upgrade

AIS delivered and installed all new copiers on campus. They are wrapping up configuration of the systems. We are changing the way students pay for copies and prints on the Campus. In the past it has been an all cash process. We are adding the ability to use PayPal to our Papercut system. Papercut will keep track of the funds on the students account. If students wish to use cash they will need to go to one of a few locations on campus to add cash to their accounts. Once they have an account balance they can use the funds at any of the print release or copier stations.

## PRINT SHOP

Staff in the print shop has been busy working on Covid 19 posters and signs for our campuses and offices. We are also working on print orders for the new semester.



# 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 379 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 (20C) Oracle Support installed in our TEST system on August 7th. 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 24th. Any changes that will affect district users, be it functionality or display, will be communicated at the end of the testing phase.

