HAPPY Holidays!

"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

BOOKSAVER

We are working on launching a few new features to align with the start of spring 2025 registration. One is the alignment of the BookSaver fee refund policy to the enrollment fees refund policy. This would allow for automatic refunds up until the start of class if they drop the class. A Laserfiche form is also going to be released that would allow students to change their minds about the BookSaver fee. The form would allow new students to change their minds for the first 3 weeks up until census. A second deadline will still make the form available for an additional 3 weeks for students who have had no prior registration activity in the first 3 weeks of classes. A process will run that will take the student preference 4 times a day and update Colleague and either opt them in or out depending on how the form was filled out. A refund will also be issued during that process as well.

- Administrative Applications & DE

SOCAAS EXPANSION

We have finished our onboarding and initial spin up with Threathunter.AI. We currently have monitoring for our M365 tenant, our Cortex XDR tenant, all 3 of our firewalls, and 6 Domain Controllers. This was intended to be the starting point so that Threathunter could learn enough about our environment and regular operations in order to understand what "normal" behaviors looked like for our users and systems. At this point, there is a need to further expand the systems that are providing log data for them to monitor. The next goal will be to get all external facing servers (web and application) providing log data so that after hours, on weekends, and holidays we are getting constant monitoring of systems for signs of intrusion or compromise.

- Security Services

THE HUDDLE SPACE MOVE

CTS is facilitating the relocation of the Huddle, a dedicated space for student-athletes to receive counseling, access a specialized computer lab, and study. The Huddle is moving from its current location in CTS107 to GYM139 and GYM140. In partnership with Student Services leadership, CTS is responsible for relocating existing computers and staff workstations to the new location. The goal is to have the space fully operational by the November 7th event, providing athletes with a refreshed and fully equipped environment for support and success.

- SBVC Technology Services

DISTRICT-WIDE WIRELESS INFRASTRUCTURE

We are upgrading the District's wireless infrastructure. This will replace our old and outdated wireless access points with newer ones which will give our campuses and District offices better coverage, reliability, and speeds.   This new technology will also provide us with advanced analytics so we can continue to improve your Wi-Fi experience.

- DSO Technology Services

PRINT SHOP

The SBCCD Print Shop provides many printing services in addition to copying documents. We offer a full range of printing solutions to meet all your needs! From eye-catching vinyl banners perfect for events and announcements to durable corrugated yard signs and custom Coroplast cutouts, our team can help bring your vision to life. Whether you're looking to promote a campus event or create custom signage, we have the tools and expertise to make it happen. Above are some examples of various items that the Print Shop has created for recent events in the district.

- PrintShop

PRINT SHOP

PHYSICAL INVENTORY

We are continuing the process of building out a complete physical inventory for technology at the various district sites. We have been collecting the information of all of the new hardware being deployed as well as identifying and collecting the information from existing hardware as we have time and access to it. This will be a continual process as inventory is not static, and it will require time regularly in order to maintain an accurate and current inventory.

- Security Services

MULTIFACTOR AUTHENTICATION (MFA) ENROLLMENT PROJECT

CTS has begun the next phase of the campus-wide Multifactor Authentication (MFA) project, having successfully enrolled all full-time faculty and staff. Now, the focus shifts to enrolling over 700 adjunct faculty members. Led by Nathan Yearyean, CTS has initiated communication with adjunct professors, providing self-enrollment instructions for the DUO Mobile MFA application. Additionally, CTS is offering one-on-one appointments to assist faculty with the setup process, ensuring a smooth transition to this enhanced security measure.

- SBVC Technology Services

PROJECT PRIORITIZATION WEBSITE

We are happy to announce the comeback of our Project Prioritizing website, that is meant to simplify and improve our assessment and prioritizing of technology-related initiatives. By streamlining the process for district staff members to submit, track, and review IT-related project requests, this project request form will ensure that the project is reviewed and prioritized.

To view all of the current technology projects and to submit new projects, please visit our Project Portal:
https://sbccd.edu/forms/projectpriority/

- Business Systems Administrator

CHOSEN NAME ON TRANSCRIPTS

State law is requiring that if a student provides a chosen name, that name will be available to be added to the transcript in place of the legal name. We have worked with both colleges to modify TRAN and also TRRQ and STRQ to support adding a chosen name in Colleague and have this populate in place of the legal name. For example if there is a chosen first name, but no chosen last name, the transcript will print out the chosen first name plus legal last name.

- Administrative Applications & DE

CLASSROOM TECHNOLOGY IMPROVEMENT

The Crafton Hills College Technology Services department has started a thorough review of technology equipment in classrooms across campus to determine areas that need to be improved. This project will allow us to see where improvements are needed and develop a schedule for upgrading each room. We have started replacing some equipment across the campus, including new projects and monitor mounts. This project will include a thorough review of all the technology in the classroom and students' success in their educational experience.

- CHC Technology Services

SYSTEM SECURITY PLAN FOLLOW-UP

The first draft of the comprehensive System Security Plan has been completed. In addition, we have also completed our GLBA Risk Assessment and our Internal and External Penetration Tests. The results of each of these projects identified all of the things we are doing well, as well as what we should be looking forward to with updates to guidelines and baselines in the years to come. We exceed the levels of compliance for current standards, but that does not mean that there is no room for improvement. In that spirit, I have been working to find and define areas that we can continue to improve our security posture. This means that there is documentation that will need to be done, configurations that will need to be analyzed and updated, and any systems and software approaching end of life will need to be identified and analyzed. In order to maintain compliance and continue to improve our overall posture, we will continue to build from the foundation of the current plan.

- Security Services

APPLIED TECHNOLOGY BUILDING COMPUTER LABS PROJECT

CTS is preparing for the installation of cutting-edge computer labs in the new Applied Technology Building, which is nearing completion. This modern facility will feature eight computer labs, including shared computer labs, open computer labs, and instructional computer labs, designed to meet the diverse needs of students and faculty. The labs will be equipped with over 320 of the latest Dell All-in-One computers, ensuring access to the best technology available for academic success. In the coming months, CTS will handle the installation, configuration, and imaging of these computers, setting the stage for a high-tech learning environment.

- SBVC Technology Services

DEL ROSA INTERNET

We are working to provide our Del Rosa location with an independent internet connection to no longer be reliant on a campus or district office. This will improve connectivity, and be more reliable.

- DSO Technology Services

ALTERNATE TEXT PRODUCTION CENTER

The Alternate Text Production Center (ATPC) serves the needs of students with print related disabilities throughout the California Community Colleges by providing electronic files, braille and tactile graphics at no cost. The ATPC is currently in high production season for fall and winter alternate media requests across our various colleges. Last year, from July 2023 to June 2024, the APTC processed 5,977 e-text requests, 203 braille requests and added 1,086 books to its catalogue for the colleges.

Additionally, the ATPC is a member of the Braille Authority of North America (BANA) Board of Directors. The mission of BANA is to assure literacy for tactile readers through the standardization of braille and/or tactile graphics. Marie Zaldivar, ATPC Director, attended the annual fall meeting in Colorado Springs, CO from October 26th through 28th. Items on the Board of Director's fall agenda included: a review of formal reports from braille technical committees, to include Nemeth, Chemistry and Tactile Graphics, the General Committee on Unified English Braille and the General Committee on Electronic Braille.

- Director, Alternate Text Production Center

ORACLE 24D UPGRADE ANNOUNCEMENT

We're thrilled to share that the installation of the 24D upgrade is now complete, bringing with it a host of enhancements and new features. This upgrade is designed to optimize performance, functionality, and security across our systems, ensuring an even better service experience for you.

- Business Systems Administrator

INSTANT ENROLLMENT

There is a project kicking off that will allow students who take courses with the Economic Development and Career Training division to start using Colleague to record the classes that they are taking. It will start off with training the staff at EDCT on how to use Colleague to build courses, sections, assign instructors etc. and students will use Instant enrollment to apply, register and pay (if needed) for classes.

- Administrative Applications & DE

RETROFITTING EMERGENCY BLUE PHONES AT SBVC

We are working to retrofit the BluePhones at SBVC to work off LTE for improved coverage and reliability. These phones provide the campus community access to Police Dispatch in case of emergency.

- DSO Technology Services
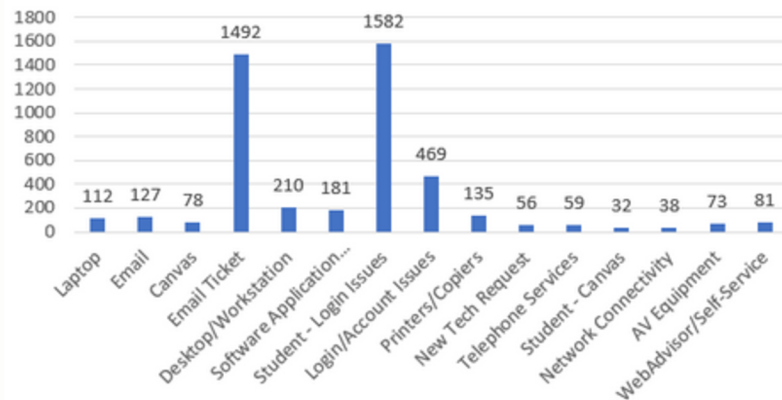
WIRELESS NETWORK IMPROVEMENT

The entire wireless network across Crafton Hills college will be replaced with new equipment. The Crafton Hills College Technology Services department has started replacing all wireless access points. The new units will replace old and outdated wireless access point which will give our campus better coverage, reliability and speeds. These new access points will also provide us with advanced analytics so that we can continue to improve the Wi-Fi experience across the entire campus. We hope to have this project completed by Thanksgiving break.

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

July 1st to October 30th

Category	Count
Laptop	112
Email	127
Canvas	78
Email Ticket	1492
Desktop/Workstation	210
Software Application...	181
Student - Login Issues	1582
Login/Account Issues	469
Printers/Copiers	135
New Tech Request	56
Telephone Services	59
Student - Canvas	32
Network Connectivity	38
AV Equipment	73
WebAdvisor/Self Service	81

Canvas Fall 2024

(Bar chart showing Valley and Crafton values for categories: External Tools, Grades, Pages, Files, Modules, Assignments, Quizzes, Discussions, Syllabus, Announcements, Active Courses)

■ Valley ■ Crafton