



Technology and Educational Support Services Overview

Technology and Educational Support Services

Technology and Educational Support Services (TESS) is a central services support entity of the San Bernardino Community College District. TESS services include the implementation, maintenance, and modernization of business systems, account set-up and management, data center and servers, desktop support, helpdesk services, email, instructional technologies, media and event support, wired and wireless networks, information technology security, software, phone systems, web sites, internet, digital repositories, technology procurement, printing services, and employee training. TESS provides these services through several departments, including: Administrative Applications, District and Campus Technology Services, Distance Education and Printing and Graphics. Additionally, TESS oversees two large system-wide grants for the State Chancellor's Office, EduStream and the Alternate Text Production Center.

Technology Vision

Our Technology Vision:

- Technologies will enable and enhance collaboration, communication, and partnerships within the District, and with federal, state, local, and community partners;
- Administrative applications will communicate seamlessly, enabling real time exchange of reliable data between systems;
- Information systems will expand and enhance services while maintaining forward and backward compatibility;
- Students, faculty, and staff will have an environment that is technologically current;
- The privacy and security of information within our technology systems will be ensured.

Technology Mission

“To provide the RIGHT services, at the RIGHT time,
in the RIGHT way for the RIGHT people.”

Guiding Principles

In the context of our organizational values, Technology and Educational Services (TESS) strives to provide the appropriate support by following these principles:

- Our first priority is in ensuring and facilitating student learning and success from pre-enrollment to graduation;
 - Technology facilitates faculty and staff professional development and assists employees to maximize their effectiveness;
 - Administrative applications will be able to communicate seamlessly, enabling real time exchange of reliable data between systems;
 - SBCCD's systems provide a stable infrastructure and ready access to valid/reliable data;
 - Technologies are responsive, inclusive, and relevant to the communities we serve and collaborate with;
 - SBCCD strives for excellence in the services it provides and the technologies it deploys and maintains;
 - SBCCD encourages the pursuit and adoption of innovative practices and technologies that enhance services to its stakeholders;
 - SBCCD provides value, effective communication, and excellent service to the colleges and District entities.
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Collegial Consultation Committees

Administrative Applications Committee (AKA “DAWG” – District Applications Work Group)

Charge: To provide a communication conduit and working environment to: bring and discuss current issues related to district applications and college services, including new and changing state and federal mandates and college/district policies and procedures; To bring stakeholders together to complete tasks and resolve issues related to approved projects and operational tasks.

2013-14 Meeting Schedule:

- Every Wednesday from 2:00pm-4:30pm at the Annex and/or via CCCConfer

Minutes Location:

http://www.sbccd.org/District_Faculty_-a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees/Administrative_Applications_Committee

Membership:

- Alamsyah, Lidya
 - Aycock, Larry
 - Baber, Corrina
 - Benjamin, Veada
 - Bingham, Kelly
 - Bond, Joyce
 - Brady, Cory
 - Cabrales, Joe
 - Candelaria, Bridget
 - Chavira, Rejoice
 - Chavira, Sharen
 - Colvey, Kirsten
 - Cota, Marco
 - Dale Carter, April
 - Elizalde, Noemi
 - Fisher, Gloria
 - Franco, Vicky
 - Hannon, Carol
 - Hedge, Bharadwaj
 - Johnson, Janet
 - Jones, Dianna
 - Kinde, Haragewen
 - Kuck, Glen
 - Marshall, Cheryl
 - McAtee, Robert
 - McGowan, Arlene
 - Milligan, Marty
 - Molina, Herlinda
 - Moreno, Mariana
 - Mudgett, Benjamin
 - Muskavitch, John
 - Nguyen, Joseph
 - Paddock, Ericka
 - Petinak, Craig
 - Rush, Steven
 - Sifford, Eloise
 - Silva, Steven
 - Simpson, Floyd
 - Smith, James
 - Sousa, Juanita
 - Strong, Michael
 - Tran, Mike
 - Trejo, Samuel
 - Wall, Patricia
 - Walter, DyAnn
 - Warren-Marlatt, Rebecca
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Distance Education Coordination Council (DECC)

Charge: To develop and recommend practices and policies that promote:

- Effective teaching and learning using technology
- Growth of distance learning opportunities for the district
- Quality and access to DE students (that's comparable to campus-based learning)

2013-14 Meeting Schedule:

- Second Monday of every month from 1:00pm – 3:00pm at the Annex.

Minutes Location: http://www.sbccd.org/District_Faculty_-_a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees

Membership:

- Brink, TL
- Chang, Andrew
- Glazatov, Trelisa
- Hendrickson, Catherine
- Hogrefe, Richard
- Jackson, Julius
- Jorgensen, Judy
- Kuck, Glen
- Weiss, Kay

Graphics and Publications Committee

Charge: To be discussed and developed at their first meeting in April

2013-14 Meeting Schedule:

- Second Thursday of every month from 3:00pm – 4:00pm at the Annex.

Minutes Location: http://www.sbccd.org/District_Faculty_-_a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees

Membership:

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|------------------------|---------------------|
| • Bastedo, David | • Piggott, Gloria |
| • Bruner-Jones, Sherri | • Smith, David |
| • Garcia, Rosalind | • Sogomonian, Nori |
| • Hegde, Bharadwaj | • Vasquez, Lillian |
| • Hoffman, Donna | • Winningham, Laura |
| • Mestas, Marie | • Winters, Dennis |
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Management Information System (MIS) Executive Committee

Charge: The purpose of the Management Information Systems (MIS) Executive Committee is to: Review and ensure that SBCCD meets local, state, and federal MIS regulations affecting community college operations; Discuss and recommend efficient implementation strategies for new or modified MIS data reporting requirements; Review MIS processes and submissions for efficiency, accuracy and completeness; Provide an informative, collaborative environment for MIS discussions across institutional departments.

2013-14 Meeting Schedule:

- Every Wednesday from 2:00pm-4:30pm at the Annex and/or via CCCConfer

Minutes Location:

http://www.sbccd.org/District_Faculty_-a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees

Membership:

- Baber, Corrina
 - Bond, Joyce
 - Brady, Cory
 - Cabrales, Joe
 - Colvey, Kirsten
 - Cota, Marco
 - Franco, Vicky
 - Gamboa, Benjamin
 - Gamboa, Colleen
 - Kuck, Glen
 - Perez, Amalia
 - Reece, Bryan
 - Rogers, Tanya
 - Smith, James
 - Sutorus, Steve
 - Warren-Marlatt, Rebecca
 - Wurtz, Keith
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TESS Executive Committee

Charge: Develop, monitor, and update the Technology Strategic Plan, ensuring alignment between the District-wide use of technology and the Board of Trustee's imperatives. Develop, monitor, and update the District IT Prioritization Process.

2013-14 Meeting Schedule:

- Friday, September 13th 9:00-11:00am
- Friday, February 28th 1:00pm-3:00pm
- Friday, May 9th 9:00am-11:00am

Minutes Location:

http://www.sbccd.org/District_Faculty_-a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees

Membership:

- Denise Allen – CHC Academic Senate President
 - Meridyth McLaren - Designee
- Wayne Bogh – CHC Director of Campus Technology Services
- Cory Brady – Interim Director, Administrative Applications
- Jason Brady – District Web Developer
- Joe Cabrales – SBVC Interim Vice-President, Student Services
- Pierre Galvez – Interim Police Chief
- Jeremiah Gilbert – SBVC Academic Senate President
- Donna Hoffman – CHC Director of Marketing and Public Information
- Rick Hrdlicka – SBVC Director of Campus Technology Services
- Matthew Isaac – Executive Director, Economic and Corporate Training
 - Albert Maniaol – Designee
- Haragewen Kinde – SBVC Vice-President, Instruction
- Glen Kuck – Associate Vice-Chancellor of Technology and Educational Support Services
- Jack Miyamoto – Human Resources Consultant
 - Ashley Lucht – Designee
- Craig Petinak – Director of Marketing and Public Relations
- Bryan Reece – CHC Vice-President, Instruction
- Jeremy Sims – District Director of Technical Services
- James Smith – SBVC Dean of Research and Planning
- Scott Stark – SBVC Vice-President, Administrative Services
 - Janet Johnson - Designee
- Mike Strong – CHC Vice-President, Administrative Services
- Steve Sutorus – District Business Manager
- Jose Torres – District Director, Fiscal Services
- Rebecca Warren-Marlatt – CHC Vice-President of Student Services
- Keith Wurtz – CHC Dean of Research and Planning
- Student Representative – CHC
- Student Representative – SBVC

Technical Infrastructure Committee

Charge: Develop hardware and software standards for core infrastructure; Design a core infrastructure road map inclusive of replacement cycle, utilizing a Total Cost of Ownership (TCO) approach; Prioritize projects to ensure organizational and strategic goals are met; Propose, develop, and review new technology infrastructure initiatives; Review construction projects for compliance with District infrastructure standards; Provide input and direction in the development and measurement of qualitative and quantitative elements to be used in a District program review model; Recommend policies and procedures to TESS Executive Committee; Develop and maintain a communication plan for the notification of all planned and unplanned events; Propose/Re-adjust project priorities (iterative process); Review and recommend policies; Review and recommend SLAs.

2013-14 Meeting Schedule:

- 3 – 4 times per year TBD

Minutes Location:

http://www.sbccd.org/District_Faculty_-a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees/Technical_Services_Committee

Membership:

- Wayne Bogh – CHC Director of Campus Technology Services
 - Anselmo Escobedo - SBVC Senior Technology Support Specialist
 - Rick Hrdlicka – SBVC Director of Campus Technology Services
 - Mona Jackson – SBVC Faculty
 - Sergio Mendoza – SBVC Student
 - Osman Parada – Chair - District Senior Technology Support Specialist
 - Jeremy Sims – Co-Chair - District Director of Technical Services
 - Anthony White – CHC Senior Technology Support Specialist
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User Services Committee (One at each campus)

Charge: Collectively work to develop hardware and software standards for desktop and peripheral devices, smart classroom technologies, and other academic/non-enterprise technology needs; Work with Campus Professional Development Coordinators to provide appropriate training for end users; Ensure the procurement of all technologies meeting Section 508 requirements; Work with Administrative Applications, Technical Services, Distance Education, and impacted areas to schedule upgrades and other events that may impact instruction and services; Recommend policies and procedures to TESS Executive Committee; Review and recommend policies; Review and recommend SLAs.

2013-14 Meeting Schedule:

CHC – 2nd and 4th Thursdays of the month at 2pm in LR114
 SBVC – 1st and 3rd Wednesdays of the month at 1pm in PS166

Minutes Location:

CHC Minutes –
http://www.craftonhills.edu/faculty_and_staff/committees/Tech_Planning_Committee

SBVC Minutes –
<http://www.valleycollege.edu/about-sbvc/campus-committees/technology/minutes-agendas>

CHC Membership:

- Wayne Bogh
- Gino Barabani
- Ken Bryson
- Mariana Moreno
- C. Robles
- Jeremy Sims
- Anthony White
- ETC Rep - TBD

SBVC Membership:

- Rick Hrdlicka
 - Dave Bastedo
 - Batalo, Mandy
 - Blecka, Lori
 - Bojorquez, Ana
 - Dillard, Kristin
 - Flaa, Jonathan
 - Jackson, Jack
 - Jackson, Mona
 - Jefferson, Kimberly
 - Manzo, Berenice
 - Powell, Mike
 - Roseli, Gabriel
 - Salvagio, Odette
 - Sims, Jeremy
 - Stark, Scott
 - Wall, Patti
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Web Standards Committee

Charge: Develop strategic and long-range recommendations for the evolution and implementation of District, College, and Departmental web-sites and their components; Develop standards and guidelines for web design consistent with District and College graphics standards and Section 508; Define roles and responsibilities regarding web presence at all levels (District, College, Division, Department, and Faculty); Proactively identify and recommend tools for ongoing web development, the use of emerging web-media, and the managing of web presence; Provide input and direction in the development and measurement of qualitative and quantitative elements to be used in a district program review model; Review and recommend policies.

2013-14 Meeting Schedule:

- 3 – 4 times per year TBD

Minutes Location:

http://www.sbccd.org/District_Faculty_-_a-,_Staff_Information-Forms/District_Committee_Minutes/TESS_Committees/Web_Standards_Committee

Membership:

- Ana Bojorguez – SBVC Disabled Student Programs and Services
- Jason Brady – District Web Developer
- Milly Douthit – CHC Disabled Student Programs and Services
- Jack Jackson – SBVC Faculty
- Donna Hoffman – CHC Director of Marketing and Public Information
- Rick Hrdlicka – SBVC Director of Campus Technology Services
- Pending Appointment – CHC Faculty
- Craig Petinak – SBVC Director of Marketing and Public Information
- Kristi Simonson – CHC Web Developer
- Yvette Tram – District Web-Developer (EduStream)
- Student Representative – CHC
- Student Representative – SBVC

TESS Management Team

2013-14 Meeting Schedule:

- Every other Tuesday from 8:30am – 10:30am at the Annex

Membership:

- Jeff Baugher – Interim Director, ATPC
- Wayne Bogh – CHC Director of Campus Technology Services
- Cory Brady – Interim Director, Administrative Applications
- Andy Chang – Director, EduStream
- Rick Hrdlicka – SBVC Director of Campus Technology Services
- Glen Kuck – Associate Vice-Chancellor, Technology and Educational Support Services
- Jeremy Sims – District Director of Technical Services
- Dennis Winters – Interim Supervisor, Printing Services

Methods of Communication/Sources of Information

- 1) Collegial Consultation Committees and Respective Minutes (http://www.sbccd.org/District_Faculty_-_a-Staff_Information-Forms/District_Committee_Minutes/TESS_Committees)
 - a. Administrative Applications
 - b. Distance Education Coordination Council
 - c. MIS Executive
 - d. TESS Executive
 - e. Technical Infrastructure
 - f. TESS Managers
 - g. User Services
 - h. Web-Standards
- 2) Catalog of Services - http://tess.sbccd.org/Departments/Catalog_of_Services
- 3) Help Desk Service Announcements and General Information
 - a. (877) 241-1746
 - b. <http://stac.sbccd.org>
- 4) Planning Documents (http://www.sbccd.org/About_the_District/Board_Imperatives_-_a-Planning_Documents/Technology_Planning)
 - a. District Technology Strategic Plan
 - b. Crafton Technology Plan
 - c. Valley College Technology Plan
- 5) Twitter
- 6) Web-site – <http://tess.sbccd.org>
- 7) Board Policies and Administrative Procedures (http://www.sbccd.org/Board_of_Trustees/Policies_-_a-Procedures)
 - a. BP/AP 3710 – Intellectual Property
 - b. BP/AP 3715 – Printing
 - c. BP/AP 3720 – Computer Use
 - d. BP/AP 3730 – Electronic Mail
- 8) Presentations/Attend Meetings on Request