Technology and Educational

Support Services

Department and Committee Reports

January 29, 2016



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# Administrative Applications

Operations:

Operations team as always deals with the bulk of the help desk tickets that come in such as account resets, issues with processes and program modifications. The operations team has been assisting with the #1 prioritized project, Gray Screen conversions, by doing 1st and 2nd level user interview/evaluations and also with the re-programming of legacy gray screens to Web UI compatible screens. They also help users out with Colleague login issues and troubleshooting Datatel issues

Mandates/Reporting:

The Beta for the OpenCCCApply International Student application has yet again been delayed. We do not know when they will release the Beta, but the last we heard it was supposed to be end of 2015 which has already past.

The MIS team continues to work with our users out there in submitting data to the state and federal authorities. One of our recent efforts is to try to get the data to the users as soon as possible so they can start correcting the errors within Colleague and that way we can do a clean submission the 1st go around without having to continuously fix and re-submit. With the users help, the MIS team has been timely with their submissions to the state and federal authorities with no danger of being penalized

As we continue the efforts to move our Colleague environment to be hosted by Ellucian, there are certain “privileges” we will lose once that happens. There are 9 MIS processes that require these privileges and the MIS team lead is looking into ways to either convert them into programs or other alternative methods

Special Projects:

This past fall semester has been busy for our programming team. We continue to work on Financial Aid issues at SBVC with time dedicated to cleaning up bad data, working with Ellucian on custom code projects and other big events such as annual setup. We have received a quote back from Ellucian on the custom programming front but we need to add additional funds to the project in order to move forward. We are currently waiting on a contract addendum from Ellucian to accomplish this.

On the Gray screen front, we have had to temporarily put that on the back burner for a few months as we address other projects that have been languishing. I am happy to report that we have officially finished the Vocational Education and Student Engagement survey project. We have also finished the project that allows users from outside the network to view Informer Dashboards so that they can still access important data while off-campus. We are close to finishing the co-requisite/pre-requisite automated drops. We have also finished the programming for the Crafton Hills College recreational fee as well as the separation of enrollment fees for International students.

By asking the team to refocus their efforts temporarily to address the aforementioned projects, the Gray Screen project has not progressed much but we still made some progress and plan to rededicate the programmers time back on this project during the spring 2016 semester. Our current numbers are as follows:

* Current status of Gray Screens (136 total gray screens):
  + 8 screens to be assigned to a Programmer
  + 3 screens with Programmers for conversion
  + 9 MIS processes assigned to programmer for research/evaluation
  + 122 screens converted

The state-wide EPTDAS (Education Planning Tool Degree Audit System) initiative is still ongoing. We have received the sub-contract from the state and that is currently slated to go to February boards. TESS is actively looking for a 3rd party vendor to come in and assist with the programming needed to accomplish the data extract. Hobson’s does not have such a service and the state director David Shippen and his project manager, Robyn Tornay are currently looking at alternate solutions for our need of additional help. Another alternative is to contract with Ellucian but that route will take a long time as Ellucian has historically been slow to get us resources so the plan is to wait (for a short period of time) to see what the state can come up with before going to Ellucian.

-Submitted by: Andy Chang – Director

Administrative Application Systems

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# Distance Education Coordination Council

For Spring 2016, the DE office will be offering 16 workshops to the colleges and the district. The topics cover educational trends, LMS training, extending the workplace with technology, and project-based learning. Additionally, both instructional technology specialist will on each campus one day a week to offer appointment-based sessions. It is hoped that the 20 minute one-to-one sessions will increase access to faculty and staff who may need more individualized support and instruction.

For Spring 2016 We will offer two campus based workshops that will have content about accessibility:

* 1.5 hour, campus-based workshop titled “Making Digital Content Accessible” to both colleges and the District. Description: Don’t be intimated by the process of creating ADA compliant material. Bring a document and learn how easy it is to create an accessible word and PDF file. We’ll look at how to use Word Styles. Also learn how to use Camtasia Relay and Office Mix to record your desktop and voice to create an accessible video you can share with your learner.
* 1 hour, campus-based workshop titled “Copyright and Fair Use in a Digital World” Description: Learn about the legal, social, and ethical issues to consider when delivering content online including recent changes to the copyright law and fair use of digital content; student privacy; accessibility; and alternate resources for media content.

The training for faculty and staff on Office 365 will continue during the spring semester. The addition of an online module is being developed to reach those who have not been able to attend trainings on the campuses or district offices.

A Turnitin survey will be sent out through email to all faculty. The Distance Education Department is using the survey to reach out to all SBCCD Faculty for insights, opinions, and feedback on Turnitin.

Facilitate LMS review process: The State Online Education Initiative (OEI), is a dynamic situation and the DECC continues to disseminate information. The DE department will continue to help the colleges facilitate the review and evaluation process of both the Blackboard and Canvas LMS systems. The Blackboard contract will be renewed for 2 years. A decision about transitioning to Canvas as the district LMS has not been made by both campuses.

-Submitted by: Rhiannon Lares – Committee Co- Chair

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# District Applications Workgroup

The District Applications Workgroup (DAWG) Committee continues to address district projects impacting the Administrative Systems. As the Steering Committee for the Educational Planning Initiative (EPI) of the Education Planning Tool Degree Audit System (EPTDAS) project, DAWG reviewed the Institutional Participation Agreement (IPA), Memorandum of Understanding (MOU), as well as the project budget and a technical “Kick-off” of the Hobsons product. The implementation is targeted for fall 2016. The Degree Audit subcommittee discussions have been tabled pending hands-on review of the Hobsons product.

The automated requisite drop process (RGVE) for students who do not meet course ‘prerequisites’ is in the end-user testing and approval phase. This automation will improve efficiency for the Admissions office staff as well as provide a more fluid registration process for students who otherwise may have prerequisite or co-requisite issues that negatively impact their registration processing. The estimated completion date for this project is end of January 2016.

Notification procedures for Mobile Applications were reviewed by the DAWG committee in consultation with the Marketing Directors. It was determined that non-emergency notifications will be sent via mobile application; emergency notification will continue to be sent via Blackboard. In regards to the outdated mappings, it was recommended that we wait until campus construction has been completed to request updated campus mappings.

The Vocational Education (VTEA) and Student Engagement WebAdvisor surveys were developed and implemented in December 2015.

In addition to the above, the committee also has reviewed and discussed the following:

⦁ AB540 New residency code of 51000 to identify AB540 students.

⦁ Registration Rules update requiring new students have Orientation, Assessment, and Ed Plan.

⦁ Course Auditing

The committee continues to meet on a weekly basis to discuss district and college application services.

-Submitted by: Dianna Jones – Lead Senior Programmer / Analyst

Administrative Applications

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# CHC Technology Services

New Campus Buildings

* Campus Center (CCR)
  + Working on Punch list items and completion of Audio Visual Projects
* Canyon Hall (New Science Building)
  + Moves are complete
  + Working on punch list items
* Faculty and Staff moves
  + Mostly complete
* Remodel of CHS, OE-1
  + OE-1
    - Network has been prepared for the Spring Semester
    - Faculty moved
  + CHS
    - 1st floor is prepared for CIS to occupy – new network configuration

Copier Replacement

* Copiers were replaced in June
* Papercut job tracking complete
* Hold and Release of print jobs in testing phase

Technology Committee

* Reviewing the existing and writing a new Campus Technology Strategic Plan. Anticipated completion March 2016

-Submitted by: Wayne Bogh – Director

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# District Technology Services

TESS Technical Services Committee: The committee is scheduled to meet 1/29/16. We will be looking for direction on emerging issues and reporting on technology challenges throughout the different constituency groups. Updates on Office 365 ProPlus for faculty, staff and students.

VeraSmart Call Accounting: Completed installing Verasmart’s Call Accounting system to track and report on call history.

Windows 2003 Domain Controller Upgrade: Microsoft has announced that it will end support for Windows Server 2003 on July 14 2015. We completed upgrading our most critical 2003 domain controllers. These servers are responsible for many things on our network like user account creation and control, DNS, authentication, etc…

Office 365 Exchange Online Migration: Completed upgrading our current email system, Microsoft Exchange 2003 to Office 365 Exchange Online. This upgrade will give our users the ability to store and access their e-mail more efficiently from almost any device with internet access.

CSB Generator Replacement: The current generator for CSB emergency power backup is out of compliance with SCAQMD due to its age and cannot be permitted. A new generator will need to be purchased and installed

* Project Status:
  + Currently with the architect for final drawings
* Task Pending Completion:
  + Approval of final drawings
  + DSA approval
  + Construction
  + Testing

Office 365 ProPlus: Microsoft has released Office 365 ProPlus free for 5 devices for all staff, faculty and students. This includes Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Lync, InfoPath and OneDrive for Business

* Project Status:
  + Ongoing Training: We have rolled out Office 365 ProPlus for students and staff. Staff are required to go through training prior to being assigned a license.

Fortigate Upgrade: Support for the current Fortigate firewalls will be expiring next month. TESS will be installing the latest model of Fortigates as a replacement\upgrade. The new Fortigates will provide higher throughput, latest ASICs chipsets, encryption acceleration and additional 10gb interfaces.

* Project Status:
  + TESS location complete. Scheduling installs for CHC and SBVC
* Tasks Pending Completion:
  + Installation of new Fortigate at CHC
  + Installation of new Fortigates at SBVC

InfoBLox External DNS Upgrade: Like the Fortigates our external DNS system support will be expiring soon. The new DNS systems will be virtual and will run on our current hardware. This will make the management of the system easier and we forgo any hardware maintenance costs.

* Project Status:
  + Awaiting the arrival of the new Infoblox systems
* Tasks Pending Completion:
  + Installation of new Infoblox at SBVC
  + Installation of new infoblox at CHC

Compellent SAN Upgrade: The districts shared storage system (Compellent SAN) was evaluated and will not need replacing until 2018. TESS will be adding additional storage to the system to accommodate for all the new systems we have added over the last 5 years and any new systems in the future.

* Project Status:
  + Awaiting the arrival of the new Compellent enclosures and disks.
* Tasks Pending Completion:
  + Installation of new Compellent enclosures and disks at SBVC
  + Installation of new Compellent enclosures and disks at CHC

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District Technical Services

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# Institutional Effectiveness, Research and Planning

The purpose of the San Bernardino Community College District Office of Institutional Effectiveness, Research, and Planning is to collaborate with faculty, staff, administrators, and students to facilitate and support continuous improvement to improve learning and institutional effectiveness, planning, and evidence-based decision-making.

Currently, The SBCCD Office of IERP is working on the following:

* Facilitating and coordinating the work with the planning consultants and development of the strategic plans
* Development of the Enterprise Data Cubes to help inform decision-making: <http://www.sbccd.org/research/Enterprise_Data_Cubes>.
* Development of the Institutional Effectiveness Partnership Initiative (IEPI) Enterprise Data Cubes to help inform target setting: <http://www.sbccd.org/research/Institutional_Effectiveness/IEPI/SBCCD_IEPI_QEIs>.
* Development of the SBCCD District Strategic Plan Enterprise Data Cube Quantitative Effectiveness Indicators (QEIs): <http://www.sbccd.org/research/Institutional_Effectiveness/SBCCD_QEIs>.
* Development, facilitations, and implementation of the District Offices Planning and Program Reviews
* Development of a budget prioritization process through the District Offices Planning and Program Review  Committee
* Development of planning processes and timelines for strategic planning
* Development of an Enterprise Data Cube for the FON
* Development and Implementation of a Governing Board Planning Process to help ensure collaboration between the DSPC and the Governing Board
* Development of a data warehouse to help ensure that the data needed to inform decision-making and planning is readily available
* Spending the next year learning the 320 reporting with Steven and will eventually transition 320 reporting to District research office

-Submitted by: Keith Wurtz – Interim Executive Director

Institutional Effectiveness, Research and Planning

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# MIS Executive Commitee

The Management Information Systems (MIS) Executive Committee continues to meet on a bi-weekly basis to discuss new and upcoming state (and federal) mandates and regulations that affect state MIS and other state and federal data collection and reporting requirements.

The Gainful Employment (GE) files were successfully transmitted in October of 2015 in the newly required data formatting layout. Ellucian provided several new Colleague screens (TFPD, GECP, DFAP) to assist with GE reporting. Title IV designated programs were identified by the Financial Aid offices and entered on the TFPD screen. Program costs and lengths were provided for each of the Title IV designated programs by the Research offices and entered on the new GECP and DFAP screens. The GE files are due annually on October 1st.

Fall 2015 MIS term data files due by January 29th, 2016 are currently being created and validated for submission. The MIS Student Success data for Fall 2014 was resubmitted on 10/6/2015 to capture the SS contacts that had been omitted due to the uploading of a ‘sample’ data file. The revised counts by college were successfully transmitted with 6,235 for Crafton and 13,481 for San Bernardino Valley. Review and analysis of our student success components continue as contact sources are updated and new Hobsons EPI software is being explored by the District.

The custom ‘staff data’ program was modified to include records of faculty who teach only non-credit course(s). Annual Employee Fall Collection data is due to the State by the last Friday in January. The files are currently being created and validated to ensure accurate and timely submission.

Modification of the program to correct the MIS SX02 rejections for “Last date to drop with a W grade” was completed and installed into our Live environment in November of 2015. This modification will eliminate this type of Student-Enrollment-Drop-Date (SX02) errors that have plagued us in prior submissions.

The MIS Full-Time Student Success Grant (FTSSG) state grant program has been successfully setup and implemented in Colleague. Setup required new financial aid award codes that were created in alliance with Research, Financial Aid, Fiscal Services, and Business Services departments.

The committee continues to actively participate in state and federal webinars, listservs, task forces, and conferences.

-Submitted by: Dianna Jones – Lead Senior Programmer / Analyst

Administrative Applications

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# Printing Services

With the semester starting, the print shop is operating at full steam ahead. Our high speed black and white copier has been averaging over 150 jobs a day since winter break. Our new copiers seem to have the bugs worked out are running wide open. We will be looking to upgrade 2 of our old duplicating presses this year. Both of these presses are 40+ years old. The new addition will add speed and flexibility to our shop, which in turn adds added value to the end user. Please keep in mind that the beginning of the semester is extremely busy and your print orders should be placed as early as possible.

-Submitted by: Fred Larimore – Supervisor

Printing Services

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# SBVC Technology Services

### Computer Rotation

* 330 computers purchased
* All scheduled lab computers have been replaced
  + Faculty and staff computers replacement continues
* N-Computing thin clients installed
  + All SARS Kiosks
  + OPAC Systems in Library
  + PS 132 in progress
* UPS systems install on all switch gear to provide power backup
* Plan in place to upgrade wireless system that will allow access to more campus resources for mobile users. Funds to be used for hardware and software upgrades
* Student Success funds will be funding a new laptop cart for English

## Copier Replacement

* Copiers were replaced in June
* Papercut Implementation completed for all staff and in most open labs

## Gym Complex

* + Construction to be completed by May
  + In process of getting quotes for Technology FFE.
    - Phones
    - Computers for new lab
    - Switch gear
    - Wireless System

## Technology Services Web Page

* Added page of discounts and free applications for students, faculty and staff

Technology Committee

* Working on a new Technology Plan for 2016-2019
* Committee look at Program Review Technology Requests and has prioritized the requests
* College Council funded much of last year’s technology requests.
* Discussed the importance of protecting login credential and not sharing with others
  + CTS Director trained managers
  + Training for Secretaries scheduled
* Quite a bit of discussion on the proposal to move to Canvas. Many are concerned about the impact on our students and faculty

-Submitted by: Rick Hrdlicka - Director

SBVC Campus Technology Services

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# Web Standards Commitee

The WCMS replacement project is in progress. OUCampus has been setup on our servers and a sandbox site is up (<http://sandbox.sbccd.org>). Staff will be able to use it as a generic test and training site upon request. OmniUpdate is currently working on templates for Valley & Crafton. User training on completed templates is scheduled for March 5th at Valley & Crafton.

-Submitted by: Jason Brady – Committee Chair

Web Service

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