Technology and Educational

Support Services

Department and Committee Reports

May 6, 2016



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# Administrative Applications

Operations:

The Operations team 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.

This term there was a change in our staffing which left much of the Financial Aid work to our operations team programmer. That programmer spent a significant amount of time researching, programming and responding to requests from SBVC FA department during the annual setup process for next year’s award period. He also was the key liaison between the 3rd party consultant and the internal team

Mandates/Reporting:

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

The team is currently looking at fall submissions files that need to be redone as well as investigating certain rules that affect SARS and Education plans. We are also preparing for the retirement of our data analyst by starting the spring submission early with the goal of being done prior to July 1st.

Admin Apps is working with HR to fly the Data Analyst position ASAP with the hope that we can bring in somebody to work with our current Data Analyst to transition knowledge, duties and paperwork.

Special Projects:

This past spring 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 and that contract has moved on to board for approval. We hope to have Ellucian start work on that front soon

On the Gray screen front, we have been making progress on that end. Programmers have been converting old gray screens to the current supported Web-UI compatible screens. They have also been working on ensuring the transfer functionality will work with the new Web-UI since desktop UI users use that transfer option a lot. We are in the testing phases for the automated co/pre-requisite droppings. This should be in place in time for Fall Semester.

We had a recent change in staffing so our programmers and system analysts have had to pick up work as a consequence of that. The Gray screen project which is our top priority is making progress but not as much as hoped for due to the staffing change and the re-distribution of duties. Our current numbers are as follows:

* Current status of Gray Screens (136 total gray screens):
  + 4 screens to be assigned to a Programmer
  + 3 screens with Programmers for conversion
  + 127 screens converted

The state-wide EPTDAS (Education Planning Tool Degree Audit System) initiative is still ongoing. We are contracting out with Ferrilli Information Group (FIG) and this 3rd party company will come in and help us with the implementation of the Hobsons/Starfish product from a technical perspective.

We are actively recruiting for a Sr. Analyst Position but have not found enough applicants to move forward with 1st level interviews. The posting will stay open until filled.

One of our system analysts is also working full time as a project manager for the new ERP implementation. This implementation covers both the Finance and HR side of the house with the goal of getting us off County systems and being fiscally independent. As part of this, we have backfilled this system analyst position with a UL working out of class as a system analyst. We had wanted to hire 2 additional systems analyst to support the upcoming ERP since much of the work that used to reside with County would now fall on Administrative Applications. We have been told that there is no budget next FY to hire the 2 additional positions.

-Submitted by: Andy Chang – Director

Administrative Application Systems

(909) 384-4315

[achang@sbccd.edu](mailto:achang@sbccd.edu)

# Distance Education Coordination Council

Workshop planning for Fall 2016 is underway. Workshops will be offered in a hybrid model. In using the hybrid model this will allow us to connect with faculty online as well as on campus. In the hybrid model we will cover topics such as aligning courses to meet the OEI Rubric, accessibility and instructional design best practices. Additionally, the instructional technology specialists will continue to offer appointment. 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.

The training for faculty and staff on Office 365 will continue as but will take place in a different manner. The addition of an online module is being developed. The DE department will also reach out to campus departments to schedule appointments for training.

Accessibility is a hot topic on both campuses and we have gather resources for faculty and staff. Next is getting these resources to faculty and staff, as well as educating on the importance of accessibility and their part in making the campuses accessible.

A Turnitin Survey was distributed and the results analyzed. The users for the most part were satisfied with the tool. That being said after the review view of the new Turnitin contract the DE department has decided to not renew the contract due to the increase cost and low utilization.

Facilitate LMS review process: The State Online Education Initiative (OEI), is a dynamic situation and the DECC continues to disseminate information. In early March hosted Valley hosted an open forum on OEI, EPI and CAI to give the campuses more in depth information about the current initiatives. A decision to transition to Canvas has been made by Crafton Hills. Since both college will need to come to a consensus we will continue to review and evaluate Canvas LMS systems to assist Valley in their decision. The Blackboard contract will be renewed for 2 years.

-Submitted by: Rhiannon Lares – Committee Co- Chair

Instructional Support Specialist

(909) 384-4319

[rlares@sbccd.edu](mailto:rlares@sbccd.edu)

# District Applications Workgroup

The District Applications Workgroup (DAWG) Committee is currently working with the Hobsons to first implement the Early Alert component of the product, followed by the implementation of Retention and Education Planning Initiative (EPI) tools. An EPI Workgroup was established and meets every week to develop roles and determine system requirements and setup. The DAWG committee continues to serve as the EPI Steering Committee for the District. A pilot implementation is targeted for Summer 2017, followed by full implementation in the Fall of 2017. Discussions are continuing in regards to Hobsons inability to provide two-way data integration of program requirement information for Degree Audit processing.

Program modifications for the automated requisite drop process (RGVE) have been completed and the process is currently being tested by the User Liaisons. This automation was expanded to verify and incorporate the changes made to XOBN which were never moved to our production environment.

The estimated completion date for this project is dependent upon UL testing results.

The following projects were resolved by modifying an existing Informer Report:

(1) The request to create a new AB540 residency code was resolved with the modification to an existing Informer Report which provides the information needed for residency validation for Financial Aid.

(2) Stacked Courses – The display of ABC level courses, such as physical education (Kinesiology), was modified to accurately reflect the number of ‘open’ seats by modifying the existing Informer report that is displayed on WebAdvisor.

In addition to the above, the following topics have been discussed:

⦁ Portal Project – This project was put on a 6-month hiatus to give the State time to launch its portal and then we can determine if the State portal meets our needs. The committee did compile a list of ‘requirements’ for a student portal; and will follow-up with a list of potential vendors to demo their student portal solutions when the project is ‘active’.

⦁ Registration Rules update Request not yet submitted to modify rules requiring new students have Orientation, Assessment, and Ed Plan.

⦁ Course Auditing – project has been requested and is awaiting TESS Executive prioritization.

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

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

Administrative Applications

(909) 384-4364

[dijones@sbccd.edu](mailto:dijones@sbccd.edu)

# CHC Technology Services

### The Churn

* New Campus Buildings
  + Remodels
    - Central Complex

Complete remodel with new data structures

* + - Clock Tower Bldg.

Complete remodel with new data structures

* + Paint and Patch
    - West Complex

New data pathway for data expansion

* + - East Complex

Remove and replace IT equipment to accommodate new flooring

## Other summer projects

* Replace Crafton Hall Math Lab
* Replace edge switches
* Update and expand wireless connectivity to include selected outside locations
* Restructure VLAN and IDF naming assignments to match new building naming convention
* Activate web printing for students
* Restructure Data Center – Identify those servers needing to be updated. Virtualize remaining servers where possible.
* Expand Distributed File System
* Implement Mediasite Lecture Capture in Canyon Hall

# Technology Committee

* The revamp of the Technology plan has been tabled until Fall 2016

-Submitted by: Wayne Bogh – Director

CHC Campus Technology Services

(909) 389-3309

[wbogh@craftonhills.edu](mailto:wbogh@craftonhills.edu)

# District Technology Services

TESS Technical Services Committee: The committee is scheduled to meet 5/6/16. 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, summarize progress and recraft focus for fall.

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
* Current Issues:
  + None
* 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.
* Current Issues:
  + - None

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:
  + Installs for all locations complete. Working on a bug for the Annex Fortigate
* Current Issues:
  + Annex Fortigate drops all connections for 2-5 minute periods 1-5 times per day. We have engaged support and have received a replacement device that is still having the same issues.
* Tasks Pending Completion:
  + Fix of bug on Annex Fortigate

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:
  + Scheduling install
* Current Issues:
  + None
* 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:
  + Complete
* Current Issues:
  + None

-Submitted by: Jeremy Sims - Director

District Technical Services

(909) 384-4355

[jsims@sbccd.edu](mailto:jsims@sbccd.edu)

# 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>. Over 20 reports and dashboards have been created to help inform decision making for the colleges. Reports and dashboards have been created to help with [enrollment management](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?locale=en_US&embedToken=50ad02d3-ba12-4ac8-8d04-73f4de94af5d), [planning for staffing](https://informer.sbccd.cc.ca.us:1443/?locale=en_US#action=DashboardView&id=549), [wait lists](https://informer.sbccd.cc.ca.us:1443/?locale=en_US#action=ReportRun&reportId=114491394&launch=false), [scheduling](https://informer.sbccd.cc.ca.us:1443/?locale=en_US#action=ReportRun&reportId=174063617&launch=false), [contacting students](https://informer.sbccd.cc.ca.us:1443/?locale=en_US#action=ReportRun&reportId=262078464&launch=false), and [course information](https://informer.sbccd.cc.ca.us:1443/?locale=en_US#action=ReportRun&reportId=216465408&launch=false).
* 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>. Four of these have been created and each college can view their progress on the [completion rate](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?embedToken=955ff34f-b38b-4c7a-9caf-aa7e09f49fa2), [remedial math](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?embedToken=4fd6e829-c4f4-4ab9-9238-c8c92ad3f468) and [English rate](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?embedToken=d3ffb1e4-b877-4bc9-9bc7-bfeb3a216baf), and the [CTE rate](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?embedToken=5a9a1d9a-f527-40dd-b325-ebe992f54636). Future dashboards will be developed for course success, degree and certificate completions, and 320 FTES.
* Development of the SBCCD District Strategic Plan Enterprise Data Cube Quantitative Effectiveness Indicators (QEIs): <http://www.sbccd.org/research/Institutional_Effectiveness/SBCCD_QEIs>. Currently, dashboards have been created for the [transfer rate](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?embedToken=ba8d29b9-3283-4fb7-b577-5ceb0604004c) and [market share](https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?embedToken=e09d9c28-68eb-4e77-a29a-0f14f4156b92). Future dashboards will be developed for the graduation rate, completion of SEPs, and the three-year developmental course throughput rate.
* Development, facilitation, and implementation of the District Services Planning and Program Review (DSPPR) Process. This year the DSPPR Committee collected input on a new process for the DSPPR that will be implemented next year and includes representation from all constituencies in the district.
* Development and implementation of a budget prioritization process through the District Offices Planning and Program Review Committee.
* Development and implementation of the SBCCD Strategic Planning Process and timelines to facilitate communication between the district, colleges, and entities with the Board of Trustees.
* Development of an Enterprise Data Cube for the FON
* Development of a data warehouse to help ensure that the data needed to inform decision-making and planning is readily available. The data warehouse is currently under development and will tentatively need to be defined by October 2016.
* Spending the next year learning the 320 reporting with Steven and will eventually transition 320 reporting to District research office
* Supporting the college research offices to help provide more time to each college research office by taking on primarily role for mandatory reporting: MIS, IPEDS, Title V eligibility reporting, GE reporting, etc.
* The District can track research, planning, and institutional effectiveness requests by clicking on the following link: <https://informer.sbccd.cc.ca.us:1443/DashboardViewer.html?locale=en_US&embedToken=6da1971a-a496-4614-89ef-e0e0783e9682>

-Submitted by: Keith Wurtz – Interim Executive Director

Institutional Effectiveness, Research and Planning

(909) 384-4375

[kwurtz@sbccd.edu](mailto:kwurtz@sbccd.edu)

# MIS Executive Commitee

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

Administrative Applications

(909) 384-4364

[dijones@sbccd.edu](mailto:dijones@sbccd.edu)

# Printing Services

The print shop is gearing up for the end of the semester and graduation. A very busy time for us with finals etc. Please submit your orders as early as possible. Also, if your department has any outstanding invoices, please remember to submit payments as soon as possible to help accommodate our budget needs.

If you have any questions on how to save money on any upcoming projects you may have please don’t hesitate to contact us. Our team has many years of knowledge in the printing industry and may just have some ideas and suggestions that can accommodate your needs while saving the District. Were here for all your lithography needs……………..just ask!

-Submitted by: Fred Larimore – Supervisor, Printing Services

(909) 384-4312

[flarimore@sbccd.edu](mailto:flarimore@sbccd.edu)

# SBVC Technology Services

### Craig Ferguson Retirement. Replacement approved at College Council

## Projects

### Program Review funded the following projects

* Color printers for Chemistry and Biology
* Third print release station for Library
* Expand Criminal Justice Laptops from 20 to 30
* Database software for Grants
* Expand the number of DSPS desktop computer from 15 to 35
* 4 laptops, 2 Macintosh and 4 iPad computers for DSPS
* 3 laptop computers for Child Development instructor to use offsite
* 30 laptops and a cart for Geography/Oceanography/GIS
* 24 Tablets and a cart for Sociology

### SSP Funded

* Reading Software
* 35 computers and cart for English

### CTS Projects

* Purchased 220 wireless access point and new Wi-Fi system for campus. Installation to commence over summer
* Install 6 -80” TVs, sound system, integrated video and digital signage system in Campus Center for events and everyday use
* 4 mobile device charging stations purchased for the campus
  + Library
  + Success Center
  + Campus Center
  + Welcome Center
* Gymnasium Project
  + Computers
    - Lab
    - Classrooms
  + Switch gear
  + Phones
  + Wi-Fi

# Technology Committee

* Working on new Technology Plan
* Many discussions around OEI (Online Education Initiative)
* Facilities and Education Master Planning

-Submitted by: Rick Hrdlicka - Director

SBVC Campus Technology Services

(909) 384-8656

[rhrdlicka@valleycollege.edu](mailto:rhrdlicka@valleycollege.edu)

# Web Standards Commitee

We had an update on the Web Content Management System (WCMS) replacement project. Valley and Crafton have launched their main websites on OUCampus as of 4/15 and 4/11, respectively. Valley is still working on 3 of their 4 department sites with the Foundation lunched on 4/21. Crafton is still working on SBRETC. District’s sites are next, after Valley is completed. KVCR is working on moving their site to their own hosting.

We also had an update on the Mass Email system discussion. Regroup and Email Campaign Manager (by OmniUpdate) are being looked at. Regroup is being looked at to replace Blackboard connect, and also has a mass email feature. A demo is scheduled for May 5th. Email Campaign Manager uses OUCampus for creating and managing email content and Campaign Monitor for sending emails and analytics. A demo was attended by Kristi Simonson, Donna Hoffman and Jason Brady on 4/4.

-Submitted by: Jason Brady – Committee Chair

Web Service

(909) 384-8691

[jbrady@sbccd.edu](mailto:jbrady@sbccd.edu)