Technology and Educational

Support Services

Department and Committee Reports

January 27, 2017



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# Administrative Applications

Operations:

We are happy to report that the custom coding for the CODE/DOEI process has been finished. The resulting work has enabled the Financial Aid offices at both colleges to resume their normal functions and process their work internally without TESS intervention. This also applies to the process when disbursing checks to the students at the district level. TESS has also created a functionality for the Financial Aid offices to proactively find students that are owed funds. This allows the FA offices to initiate the process to refund the monies owed the students without the students having to come in to request it. The Operations team continues to deal with the bulk of the help desk tickets that come in such as account resets, issues with systems/processes and program modifications.

Mandates/Reporting:

We are sad to report that our data analyst found an opportunity elsewhere and has resigned from SBCCD. We are currently in the recruiting process for another person to fill that void. In the meantime, our team lead for MIS is pulling double duty in doing her normal duties as well as the duties of the data analyst.

The MIS team continues to work with our users out there in submitting data to the state and federal authorities. They continue to work closely with users at the colleges and the District to ensure data is submitted cleanly and on-time. They have sent out the calendar for MIS submissions this fiscal year to all relevant parties and will continue to reach out and give notice ahead of submission deadlines.

The Cal-ISIR project has been completed and the people at the SBVC Financial aid office have been trained on how to run this process. Going forward, TESS will no longer need to intervene for Cal-ISIRS.

Special Projects:

The gray screen project has been finished. This includes translating the numerous gray screens into either Envision screens or Informer reports. By finishing the project, this allows SBCCD to move forward with the hosting of the Colleague environment with Ellucian.

We had a setback with the pre/co-requisite project. It appeared the delivered functionality included too many parameters that was causing the process to drop students for other reasons than not meeting the pre/co-requisite of a class. However, the A&R offices did like that the other students were caught so wanted to keep the report, just modify the functionality so it only dropped students for not meeting pre/co-requisites of a course. This has now been programmed and is with the user liaisons for testing.

The state-wide EPTDAS (Education Planning Tool Degree Audit System) initiative is still ongoing. Ferrilli has started work on the programming aspects and functional users have been able to run through test scenarios with the data being uploaded to Hobsons. The plan is to go live with the Early Alert piece in February.

We are actively recruiting for a Senior 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 approved for 1 additional systems analyst (through program review) starting FY 17-18.

-Submitted by: Andy Chang – Director

 Administrative Application Systems

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# Distance Education Coordination Council

Workshops for Spring 2017 are being offered online, face-to-face, and the trainings are focusing on Canvas. The online course is being housed in Canvas and will include Introduction to Teaching Online and Introduction to Teaching in Canvas. Working with the campuses the DE department will help further develop the already available Introduction to Teaching in Canvas for certification of online faculty. In using the online, webinar and face to face workshops will allow the DE Department to connect with faculty.

The Canvas instance is up and running (<http://sbccd.instructure.com>). Single-Sign On is being used for authentication into Canvas. We are still working with the Canvas service team and our internal team to find the most effective way to complete our data integration into the Canvas platform. Currently, we are behind our integration schedule which should have been completed by the end of December 2016. The campuses moved forward with the Spring 2017 pilot. The pilot semester consists of 5 course sections from each campus using Canvas. As of 1/18/2017 there are 273 students enrolled in a pilot course.

DE will work with DECC to identify other platforms the colleges will want to integrate into Canvas to plan, test, and vet the platforms this may include: NetTutor, Vericite, and other OEI discounted software.

The State Online Education Initiative (OEI), and the implementation of Canvas continues to be a dynamic situation The DECC continues to disseminate information and update the campuses on the timeline of the transition from Blackboard to Canvas. DE is still focusing on completing the transition to Canvas by Fall 2017.

-Submitted by: Rhiannon Lares – Committee Co-Chair

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# District Applications Workgroup

The Education Planning Initiative (EPI) Project, using Starfish (by Hobsons), is in the process of completing phase I: Starfish Early Alert. Starfish Early Alert identifies students who need attention by detecting at-risk students in time to make a difference.

* The original contract had to be extended by 300 hours to correct problems found during the initial review. The allotted hours will also include portions of the Starfish Degree Audit (phase II).
* Hobson has started the Starfish Early Alert Training for Counselors, Faculty, and Staff.
* Starfish Early Alert will be put on Valley and Crafton’s Campus Website and on WebAdvisor. It will replace SARSALERT on the Faculty Menu in WebAdvisor.

Colleague has been updated to reflect the board approved policy that any non-resident of California is assessed a Capital Outlay Fee. VACA Veterans are exempt, based on Section 702 of the Veterans Access, Choice and Accountability Act of 2014 ruling.

The Common Assessment Initiative (CAI) has been post-poned by the Chancellor’s office. It is a web-based platform to develop new ESL, Math and English Assessments, making Student scores portable…allowing each college the ability to make local placement decisions.

In an attempt to increase the FTEs (Full-Time Equivalent Students) for Valley and Crafton, the colleges have decided not to drop students from their classes for non-payment. Payment must be made by May.

Meeting days have changed to the 2nd and 4th Wednesdays of the month.

-Submitted by: Joyce Bond – DAWG Committee Chair

Lead Senior Programmer/Analyst

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# CHC Technology Services

## Projects

###  Other CTS projects

* Continuing work on the replacement of 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
* Restructured Data Center – Implemented an upgrade and obsolescent plan for both physical and virtual campus servers
* Implemented a disk-to-disk backup routine for locally housed data
* Optimize and document network physical layer

# Technology Committee

* Meeting to review and finalize Technology Plan

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 CHC Campus Technology Services

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# District Technology Services

The committee is scheduled to meet 1/26/17. We will be updating the committee charge and focus for the year. Updates on Office 365 ProPlus for faculty, staff and students and governance group technology issues/feedback

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:
	+ Buildout underway
* Task Pending Completion:
	+ Build out
	+ Installation
	+ Testing
	+ licensing

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.
* Tasks Pending Completion:
	+ Ongoing training

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:
	+ Complete

Microsoft Azure: As a part of our Microsoft campus agreement we are licensed to use Azure. Azure is part of Microsoft’s cloud hosting solution. We are looking to utilize Azure to handle our external authentication.

* Project Status:
	+ Meeting pending for Azure VM setup
* Tasks Pending Completion
	+ VM and VPN creation
	+ Testing

Virtual Environment Upgrade: TESS will be upgrading the aged virtual environment hardware and software. The hardware will be upgraded with e latest servers, enclosures and 10gb connectivity. VMware ESXi will be upgraded from version 5.5 to the latest version 6.

* Project Status:
	+ Working with vendor on hardware sizing
* Tasks Pending Completion:
	+ Hardware selection and procurement
	+ Installation of HW/SW
	+ Testing

Cisco Unified Contact Center Express: UCCX for short is currently used at SBVC A&R to help with call volume and routing. Crafton and the District are also looking to utilize the software.

* Project Status:
	+ Investigating where the need for UCCX exists
* Tasks Pending Completion:
	+ UCCX admin training
	+ College and District plan for use

Security Assessment: SBCCD is undergoing a full security assessment by the CCCSecurity Center. The assessment will cover external and internal vulnerability scanning, penetration testing and social engineering.

* Project Status:
	+ Scanning and Penetration testing complete
	+ Currently undergoing social engineering
* Tasks Pending Completion:
	+ Social Engineering
	+ Final report

Adobe Sign: The district has licensed Adobe sign for 5000 documents. This will allow the district to utilize e-signatures for their contracts and internal processes

* Project Status:
	+ Licenses purchased
	+ Currently testing
* Tasks Pending Completion:
	+ Testing
	+ Roll out

Local Helpdesk: With the move to Canvas alleviating some of the traffic to the current helpdesk the district is exploring moving the helpdesk from hosted soliton to onsite.

* Project Status:
	+ Investigating options
* Tasks Pending Completion:
	+ Hiring 2 Computer Techs
	+ Purchase of ticketing software
	+ Setup of phone system

EDCT Foundation Move: EDCT Foundation is moving its offices across the street. TESS will be helping them with their technology needs for their new area.

* Project Status:
	+ Waiting on equipment and internet circuit
* Tasks Pending Completion:
	+ Internet circuit installation
	+ Configure local network devices
	+ Configure point to point VPN

District Website Redesign: The district will be revamping the look and feel of the district website.

* Project Status:
	+ RFP Creation
* Tasks Pending Completion:
	+ Meeting with project shareholders to discuss RFP
	+ RFP Creation
	+ Vendor Selection
	+ Implementation

-Submitted by: Jeremy Sims - Director

District Technical Services

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# Institutional Effectiveness, Research and Planning

The Office of Research, Planning & Institutional Effectiveness (ORPIE) is envisioned to provide Visionary and effective Leadership to the District & Colleges by strategically planning Effective Methods of continuous Improvement in meeting the Educational Needs of its Students and supporting Informed Decision-making with thorough and accurate Information thereby creating a ‘Culture of Evidence’.

The Office is working towards integrating Data & Analytics into a user-friendly platform to enable the District & Colleges continuously assess its Resource Utilization, develop New Capabilities into its Operations and adopt Emerging Strategies to enhance Student Success.

The research function of SBCCD ORPIE *(Office of Research, Planning & Institutional Effectiveness)* is guided by the standards of quality Institutional Research as outlined by the Research & Planning Group, the California Association of Institutional Research (CAIR) and Association of Institutional Research (AIR).

Using the GOST Framework Model, the ORPIE has crafted a Strategic Plan for its own Office describing the Vision, Mission, Goals, Objectives, Strategy and Tactics.

Strategic Master Plans for District & Colleges *(Integrated Planning)*

The ORPIE chaired the Strategic Planning Committee and facilitated the revision and finalization of the District and College Master Plans that were developed under the consultation of external planning agencies; HMC Architects and Alma Strategies. All the Master Plans were finalized after ensuring that the integrated planning framework had been applied thereby focusing on the District being a service entity to the colleges.

The ORPIE reversed the contractual obligations with the consultants of printing the Final Plans saving the District over $20,000. The printing of the Final Master Plans will be coordinated with the District Printing Services at a fraction of the cost.

District Planning & Program Review *(increase administrative & operational efficiency and effectiveness)*

ORPIE chaired the District Planning and Program Review Committee. As per the recommendations of the IEPI Resource Team, the membership of the District Committee was revamped to include the Chairs/Co-chairs of both the college Planning and Program Review Committees. In turn, ORPIE attended both the College Planning & Program Review Committee meetings. This structure was implemented in an effort to begin the process of developing a new District Program Review model that aligns with the strategic and emerging needs of both the colleges.

For the past several years, the District Resource Priorities were finalized in March. For the first time, per the direction of the Budget Committee in an effort to plan for the budget, the timeline for finalizing the One-Time and On-Going District Resource Prioritization is January 2017. ORPIE worked with all District Entities to ensure their plans were submitted in time for the roll over.

Some critical changes to the Planning & Program Review Software such as mandating the Resource Rationale and adding the List of specific Object Codes for the Expenditure Category were made with the support of the WebForm developer and Business & Fiscal Analysts.

Provided Training on the Planning & Program Review WebForm tool for the new planners.

Assisted SBVC athletics department with the collection of the Title IX survey data which initially was assumed to have been collected in the student applications on CCCApply

IPEDS, FS320, MIS

One of the roles of the ORPIE is to Implement District and State policies regarding accountability reporting and to ensure that the information submitted is of the highest possible quality thereby meeting the evidence-based needs of the District and College decision-makers.

ORPIE is the District-wide Coordinator in the collection of data for IPEDS; a statutory reporting requirement.

The Institutional Characteristics were updated to include DUNS# and the Surveys were locked in time for the Fall Submission on Nov 2nd 2016.

Historically at SBCCD, the FS320 apportionment reporting was handled by Business & Fiscal Services but now with the establishment of the Office of Research, Planning & Institutional Effectiveness, the responsibility is being transitioned. ORPIE is cross training with the Business Manager in Fiscal Services and assisted with the Period 1 submission.

A model for measuring the Productivity at both Colleges is currently being developed to assist with outcome measures.

After the submission of Period 3 (Annual Reporting), a comprehensive report will be developed to document progress towards the District, state, and federal accountability standards.

ORPIE has been assisting in ensuring correct and complete MIS data collection and data submission to the California Community college Chancellors office. Currently working with Crafton Hills College on resolving an issue with missing State assigned CB00 numbers.

Supporting the Chancellor’s Office, Fiscal & Business Services & the New Office of Marketing, Public Affairs & Government Relations

ORPIE uses SQL Query and SQL Server Manager to directly connect to the EIS database and Access to connect to the R18live Colleague database. This has enabled ORPIE to connect to some pertinent information regarding the enrollment, persistence, retention, completion & success of students being served by District and College programs and provide quick and accurate data for both internal and external reporting.

Currently working with Director of Marketing on putting together the SBCCD fact book.

CTE Workforce Grant Group

Assisted the SBVC Local Share Strong Workforce Program (SWP) Committee for the CTE programs by reviewing and scoring the 17 CTE Data program applications submitted for the 60% Local SWP funds for FY 2016 – 2017.

IEPI KPI Framework and Dashboard

Working towards developing a culture of evidence across the District by providing access to data and analytics to decision makers. The analytics is intended to assess current practices as well as indicate potential areas of development issues.

ORPIE has put together a Project Proposal identifying a number of key performance indicators (KPIs) and aligned them to each District strategic direction.

Dashboards will be created using the Data Visualization Tool 'Tableau’

Promise Pathways

ORPIE is collaborating with the District & Colleges in using innovative evidence-based measures and prescriptive first semester success plans with registration priority for the Promise Pathways Grant Application.

Researching the possible effects of multiple measures assessment on placement districtwide.

Sharing data and research on other college successful programs such as Long Beach City College's Promise Pathways.

Developed a Fee Gap Analysis model which studies the gap be between Student financial aid and scholarships Researching and Studying the possible Enrollment and Persistence with a Promise Pathways in place for 2 year.

Data Warehouse

In collaboration with both the College Research Departments, ORPIE is working on the first phase of the Data Warehouse Implementation to facilitate access and use of data by all constituencies such as Faculty, Administrators and Staff. The Data Warehouse Project is being planned and implemented using the '7D Database Lifecycle Management Method™'.

Currently working on the Requirement Analysis which will be followed by the development of the semantic and schematic models that will describe the SBCCD data warehouse.

Coordinate the development of an extensive local Data Element Dictionary for Data Warehouse Store.

Innovations and Effectiveness

ORPIE has developed membership and organizational relationships with external educational research entities like the IEPI PLN, RP Group, CAMP Users Group, CAIR, AIR, and ACCJC to stay informed of the latest developments, research methods and innovations in the field of Institutional Research, Planning and Effectiveness. Using these networks, ORPIE is learning about innovative projects launched by other institutions and can experiment with relevant ones with peer guidance and support.

-Submitted by: Komal Bandyopadhyay –Executive Director

Institutional Effectiveness, Research and Planning

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# MIS Executive Commitee

The Management Information Systems (MIS) Executive Committee continues to meet bi-weekly to review state and federal mandates and regulations that affect state MIS and regulatory reporting requirements.

We have completed the process to create savedlist of students with *undeclared/undecided* program majors and comprehensive education plans. This will enable staff to run the End Student Programs (ESTP) process and end-date undeclared academic programs, minimizing MIS Student Success (SS) data rejections.

Automation of the *Cal-ISIR import* process has been completed by Strata Information Group (SIG), tested and is now being utilized by Financial Aid. Customizing this process allows the financial aid staff to manage, within their office, the import and processing of AB540 students.

For *Gainful Employment*, the colleges have been advised to begin the process of identifying and validating their gainful employment programs earlier, sometime in the spring, to meet the October 1st transmission deadline.

The committee is actively working on preparing for upcoming changes to the *Student Disability* MIS data elements that includes new disability categories for Attention Deficit Hyperactivity Disorder (ADHD) and Autism. Also, modification to existing DSPS custom Colleague reports are currently being reviewed. Also, we are examining Residency statuses to more accurately identify *International* (foreign) students in Colleague.

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

-Submitted by: Dianna Jones

Senior Programmer/Analyst

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# Printing Services

Budget for 1916-1917 continues to be the immediate concern. All monies that were available for transfer and open Purchase orders that were no longer necessary have been closed. The beginning of the semester will bring serious challenges and may affect the service we are accustomed in providing.

Since my arrival the Konica Minolta 2250 has had a lot of issues including hardware and software. Recently AIS finally requested the assistance of Konica Minolta and the problems seem to have been solved.

Production on the Epson Wide format printer and the purchase of 8 ½ x 11 white bond continue to absorb a significant part of the budget. My final assessment and guess on the budget is that adjustments will have to be made on or about April or May of 2017.

With the new manager starting on February 6, I suspect that this may be my last input into the overall status and concerns of printing services, I would like to thank you all on this committee for all your help and assistance, you have made it a worth the time spending time with you.

-Submitted by:                Louis Chavira

For Printing Services

Interim Print Shop Supervisor

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# SBVC Technology Services

### Anselmo Escobedo retired position is in the process of being filled.

### Growth Technology Support Specialist I position filled by Manuel Rosales transferred from KVCR.

## Projects

### CTS Projects

* Many of the bugs have been worked out of new Wi-Fi system. Deployment of remaining WAPs will begin soon
* Staff Computer rotation has been moving on well. Still have about 25% to replace
* Gymnasium contractor for AV system closed shop new contractor has been brought in to finish project
* The Following Projects were completed over winter break
	+ Machine Trades Lab replacement
	+ Updates to GIS Labs
	+ Updates to Chemistry Laptops
	+ Classroom updates and maintenance

### Student Services

* Student Services continues to receive categorical funding this funding is being used to buy quite a bit of technology. CTS has been overwhelmed with all the installs. Some are complete some are in progress.
	+ Laptops for Veterans Center
	+ Laptops for Assessment
	+ Laptops for Counseling
	+ EOPS computers
	+ Transfer Center Computers
	+ STAR Computers/ Scanners

# Technology Committee

* Have not met yet this semester.
* Finalized new Technology Plan
* Program Review Technology Requests have been prioritized and forwarded to College Council.

-Submitted by: Rick Hrdlicka - Director

 SBVC Campus Technology Services

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# Web Standards Commitee

It was noted that the US is adopting the WCAG 2.0 standard’s A and AA levels into Section 508 of the Americans with Disabilities Act. It officially goes into effect in January 2018. However, it was also reported, during a Web Accessibility presentation at the Riverside County Communicators Network, that the Office of Civil Rights, when requiring an entity make changes to their website due to a complaint, is already enforcing WCAG 2.0 levels A and AA. This is the standard that SiteImprove, the accessibility testing tool we use, is already testing against.

We discussed the WCMS replacement. No major issues were brought up, but a request for short videos on how to do various tasks are needed. I mentioned that for the new mass emailing system, Regroup, the decision was made to require unsubscribe for all non-emergency lists. I also mentioned that the Staff Directory will need to be updated when the new ERP system comes on line and that the class listings there will either need to be removed, or changed so it doesn’t require so much maintenance to keep updated.

In review of recent events in the Web Technology landscape, it was noted that Chrome is moving forward in disabling Flash by default. Only a small amount right now, it will apply to all uses in the new Chrome version in February. Kristi pointed out that our player still requires flash for streaming and that we needed to get a player that can handle streaming without flash. I mentioned that the JWPlayer we currently use requires a fee in order to allow streaming without flash, but there are other free players that can handle it.

-Submitted by: Jason Brady – Committee Chair

 Web Service

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