Technology and Educational

Support Services

Department and Committee Reports

May 5, 2017



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ADMINISTRATIVE APPLICATIONS

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Operations:

We have successfully completed another patch cycle for our student information system, Colleague. We normally go through around 3 -4 patch cycles a calendar year depending on project load and availability of staff. It is important to maintain an adequate patch level on our student information system to stay up to date with security and process updates.

The entire team is preparing for the upcoming migration of our on premise instance of Colleague to one that will be hosted in the cloud by Ellucian. The date set for the migration is May 19th – 22nd, 2017. During that weekend, volunteers from TESS, District and both campuses will be testing the newly migrated system.

Mandates/Reporting:

After several interviews, we have found a new Data Analyst that will be starting May 1st, 2017. She comes to SBCCD from her current position at Barstow K-12 school district. She has experience with MIS reporting and experience working with student information systems although not Colleague.

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 at 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.

I anticipate the team lead for MIS will be spending a significant amount of time training our new Data Analyst and will probably be doing the MIS reporting until the new person has been ramped up and trained

Special Projects:

The automated dropping of co/pre-requisites is now in Live. However, there is a known issue that would affect the Respiratory program and some other programs. This issue would need to be resolved by Ellucian but our programmer is also investigating in the hopes of finding a solution. This will be shared (if it hasn’t already) with the appropriate A&R personnel at both colleges.

The state-wide EPTDAS (Education Planning Tool Degree Audit System) initiative is still ongoing. Both colleges have launched the Starfish Early Alert product and is piloting the program with select faculty and students. The plan is to go live with the Starfish product in the Fall of 2017. The next phase of the EPI project is to work on the degree planner/audit portion and we are currently waiting on the colleges to get the catalogs over to Hobsons as well as some contractual delays for our 3rd party vendor. The contract is expected to be approved at the May boards.

We have successfully found and forwarded 2 candidates for the Sr. Programmer/Analyst position. Both candidates do not come with previous Colleague experience but do come with many years of programming experience which should translate well into what we need them to do. One will start in May after board approval and the other will start late June after board approval.

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.

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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, Starfish Early Alert, is now in the *pilot* phase. Crafton will be offering stipends to Faculty members who want to do Starfish Training. Starfish Early Alert identifies students who need attention by detecting at-risk students in time to make a difference.

Colleague (Datatel) will be hosted by Ellucian, instead of being stored in-house. The migration process will take place from Friday, May 19th @ 6pm until Monday, May 22nd @ 12pm.

In order to make navigation easier, WebAdvisor is being given a minor ‘facelift’. When the final version of WebAdvisor is approved by Valley and Crafton, the changes listed below will be implemented.

* Remove unnecessary selection items.
* Change the placement of items on the Student Menu.
* Put ‘My’ in front of some of the selection names.
* Add intuitive descriptions (in parenthesis) to explain some of the selections.

Our HelpDesk is currently being outsourced to Presidium. This summer, we will began using School Dude’s in-house HelpDesk Ticketing System.

Features of the School Dude HelpDesk System:

* Automatically route, prioritize and rank work order requests in real time by project, location, budget and available inventory.
* Improve communication and visibility with KPI benchmarking and customized reporting.
* Increase productivity by more than 20% and save at least 30 minutes per work order.

DAWG Meetings are held on the 2nd and 4th Wednesdays of the month.

-Submitted by: Joyce Bond – DAWG Committee Chair

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# CHC Technology Services

## Projects

## Other CTS projects

* Continuing work on the replacement of edge switches (continuing as funds permit)
* Update and expand wireless connectivity to include selected outside locations (currently paused due to staffing)
* Restructure VLAN and IDF naming assignments to match new building naming convention (as new and remodeled buildings are changed as they come on line)
* Activate web printing for students (in process, limited activity due to staffing requirements)
* Implemented a disk-to-disk backup routine for locally housed data (on going)
* Optimize and document network physical layer (on going)

# Technology Committee

* Meeting to review and finalize Technology Plan
* Discussion on merits of Virtual Desktop delivery system vs. non-virtual environment or the inclusion of a hybrid system of delivering apps.

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# District Technology Services

TESS Technical Services Committee: The committee is scheduled to meet 5/4/17. We will be summarizing our progress and recrafting focus for the fall. 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:
  + Installation (4/28)
  + Testing(4/28)
  + Training(4/28)
  + 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

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:
  + On hold due to reprioritiztation
* 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

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:
  + Configuring systems
  + Hiring computer techs underway
* Tasks Pending Completion:
  + Hiring 2 Computer Techs
  + Configuration of ticketing software
  + Setup of phone system
  + Creation of Helpdesk standard operating instructions

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 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 posted and waiting for response
* Tasks Pending Completion:
  + Vendor Selection
  + Implementation

-Submitted by: Jeremy Sims - Director

District Technical Services

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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

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# Printing Services

The Budget for 2016-17 was a challenge coming into this position past mid fiscal year. Adjustments were made a few times and allowed things to continue to run smoothly. We have been printing for outside local public agencies to try and increase our incoming funds and we will continue to shop around for supplies to try and keep our costs down.

A new Printing Operations Specialist was hired, Kevin Sutton. He was the substitute Printing Operations Specialist for the last year. He has been a great asset to the Print Shop. His experience and skills help make the Print Shop run smoothly.

We have purchased a rolling trimmer which will increase print shop personnel efficiency by allowing us to cut posters and laminated orders much quicker. In the past these items have been cut manually, which was very time consuming.

We are hoping to replace the Epson Wide Format printer, which is over 10 years old. The technology on the current printer is outdated and parts are no longer available. On the new proposed Mutoh model, ink and paper supplies will be considerably lower than on our current Epson model. It is also able to print stickers, magnets, window clings, vinyl and many other options we currently do not have.

I have experienced many problems with AIS, the Print Shop copier vendor and maintenance provider. They are no longer an authorized dealer for Konica Minolta and therefore have been running into a lot of problems to keep the print shop copiers up and running. Their fix times have been taking from 2 days up to a week. They are always researching, googling and guessing on fixing the Konica Minolta copiers. This causes considerable down time on the equipment and therefore slows or stops our production. After looking at their contract it looks like this is not acceptable under its terms. I plan to work with the TESS Committee on finding a solution for this issue.

I will continue to work with staff on ways to improve, innovate and make the Print Shop as efficient as possible.

-Submitted by:                Anna Mendez

Printing Services

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# SBVC Technology Services

## CTS Staffing

### The increase in staffing

### Uvaldo Sifuentes goes to May board to fill vacant position.

## Projects

### CTS Projects

* Deployment of remaining WAPs is progressing. LA, LIB, ADSS and Technical buildings remain
* Staff Computer rotation for the fiscal year nearing completion. Less than 20 computers remain for deployment.
* Gymnasium contractor for AV system closed shop new contractor will finish project. Project still not complete.
* In the process of upgrading lecture room computers.
* In the middle of upgrading all projectors in North Hall
* Purchased equipment to start process of upgrading current Crestron AV systems to Extron. This will be a multi-year project to move our classrooms form VGA to HDMI video.
* Purchased additional cell phone charging stations.
* The Following Projects were completed during the Spring semester
  + Increase Library Lab computer seat count
  + Technical Building computer updates
  + PharmTech Laptop expansion
  + Geography Laptop cart funded by Program Review
  + PsychTech Computer systems for offsite labs
  + Classroom updates and maintenance

# Technology Committee

* Had the final meeting of the semester.
* Program Review Technology Requests were funded by College Council and funded items have been purchased most has already been installed.
* Working with Business Services we developed a process for employees to purchase software applications under $200 and get reimbursed without going through Contracts first. The final form has been created and will be posted soon.

-Submitted by: Rick Hrdlicka - Director

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# Web Standards Commitee

It was reported that it was announced in the managers meeting that no streaming will be allowed without captioning. This is to stay in compliance with Federal Accessibility regulations.

We discussed upcoming projects at the District level and their effect on the web. Specifically: District Website Redesign, new ERP implementation for HR, Finance, and Payroll, and Colleague moving to Ellucian Hosting.

The District is going out for RFP for a website redesign. The RFP was officially posted on 4/17.

For the ERP rollout for Finance, HR, and Payroll, the availability of Id’s in Active directory was discussed. This will require some changes for FlexTrack, Staff Directory, and SLOCloud as they depend on the ID. FlexTrack and Staff Directory pull from the old LeavTrak system and will require more significant changes as a result.

Colleague moving to Ellucian Hosting will coincide or be closely followed with a new WebUI version that no longer requires Silverlight. It also will have issues with Internet Explorer.

Jason reported that he is currently working on the SLOCloud for Service Area Outcomes project. He will continue with moving the remaining sites off Sitecore and onto OUCampus after. Kristi reported on a PDF version of the eSchedule for Crafton that will be automatically generated every morning as the eSchedule is updated. This will also to be archived on <https://doclib.sbccd.org> for auditing purposes. It is available for Valley to use if desired. She will be working on Accessibility improvements for Crafton as well as some more calendar integrations with the other Crafton calendars.

It was reported that Firefox has followed Google Chrome’s path and disabled support for all NPAPI plugins (except for flash) as of version 52. This includes Java and Silverlight in use for WebUI 4.x and ImageNow. An ESR version is available with NPAPI support that will be supported for another year.

It was asked what browsers do the campuses usually install on new or reimaged machines. Rick reported that they include Google Chrome and Mozilla Firefox on all installs. He also reported that Valley will start rolling out Windows 10 as Microsoft has announced that the chipsets in use on newly purchased machines will only be supported on Windows 10. This means Edge will start being available on Valley desktops. Crafton is already rolling out Windows 10.

-Submitted by: Jason Brady – Committee Chair

Web Service

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