Technology and Educational Support Services Department and Committee Reports

April 27th, 2018

TABLE OF CONTENTS

ADMINISTRATIVE APPLICATIONS
_____

Operations:

There is now a new version of ImageNow available to users called Content 7. The old version of ImageNow was going out of support. The new version brings new functionality and expanded options which a document has been sent out to our users detailing those new changes.

Another change to our end user experience in the launch of Colleague UI 5.4. The current version of 4.6 is also going out of support soon thus we have launched the new version for our end users to try. The members of DAWG decided that we should run both versions side by side to give our users a chance to acclimate to the new version with May 1st being decided as the date to turn off the old version. Also, documentation on the changes between the versions was also sent out so our users have a concise list with screenshots detailing the changes.

The operations team continue to prepare our systems for each new term. This year was quite a bit different with summer and fall registrations starting at the same time. This presented some new conundrums process-wise which the team worked with the people in student services and counseling to resolve. One example was the registration block put on students who owe more than $200, which in a scenario where a student registered for summer would then be blocked from registering for fall.

Mandates/Reporting:

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.

The MIS team has worked with Financial Aid to implement some new grant types such as the new one-time emergency aid grant that was to be made available to students. Also they worked on the CSAC submission as well as assisting to troubleshoot issues with the IPEDS submission at the colleges.

Projects:

The automated dropping of co/pre-requisites is now in Live. The colleges have decided to run the drop process once a week on Thursdays between the times of 12am – 4am. During this time, WebAdvisor and Colleague UI will be unavailable to students and staff.

TESS is also working on the project to populate rosters with a students preferred name. Originally the request was to bring the information in from OpenCCCApply but that was recently changed by the colleges to be a process where the student has to go to Admissions and request the name change which will then be entered manually by the A&R staff. TESS was asked to pause this project so that the colleges can work on possible updates to policies (or create new ones) to address the preferred name issue.

The state-wide EPTDAS (Education Planning Tool Degree Audit System) initiative is still ongoing. Both colleges have launched the Starfish Early Alert product and the product is currently live at both colleges. The next phase of the EPI project is to work on the degree planner/audit portion. TESS has been working with the vendors and the EPTDAS folks in implementing this portion and the colleges plan to do a pilot in Spring 2018 with a go-live date of Fall 2018. We are also working with the vendor to bring data back from Hobsons into Colleague and hoping to get a contract for that work soon.

TESS has finished the Zero Textbook icons project. The result of the project is that now any class that has ZTC material attached to it, there will be an icon that will let students know in our online catalogs. Another project that was accomplished was the CHC Math assessment project. This was in response to AB705 and the necessary changes are in place per the specifications of the math department at CHC. One of the more high profile projects that was finished this term was for the ability to have student

enrollment fees automatically deducted from a student's financial aid prior to disbursement. Hopefully this will cut down on the amount students owe the college as well as decrease incidents of FA fraud.

-Submitted by: Andy Chang – Interim Executive Director
                        TESS
                        (909) 384-4315
                        achang@sbccd.edu

Distance Education Coordination Council

Canvas Helpdesk/ DE LMS Administrator position
The new LMS Administrator will begin on April 30, 2018. The LMS Administrator will be responsible for Canvas training on the campuses and Tier 1 support for the helpdesk during business hours.

Canvas Technical Migration/Bb End of Life
Faculty does not have access to Blackboard. To gain access to Blackboard course information faculty will need to submit a help desk request so the DE department can retrieve from Blackboard archives. After June 30, 2018, the DE department will not have a way in which to retrieve information from the archives.

Survey Tool for Course Evaluation
For Spring 2018, the DECC will be reviewing some survey tools, both current tools we use in-house and those that could be integrated into Canvas for course evaluation. In Blackboard the system contained a survey tool that allowed for Valley to push online course evaluations to the DE courses and to pull the data for review. Canvas does not currently have an integrated survey tool. The workaround for spring semester is to create shells manually and to batch the respective students into the evaluation shells. The Valley VPI office created the survey in Canvas, push out communications for the surveys to the students, and pull the resulting data.

-Submitted by: Rhiannon Lares

Instructional Technology Specialist

(909) 384-4318

distanceeducation@sbccd.cc.ca.us

District Applications Workgroup (DAWG)

High School Students attending college:
High School Students have to submit new applications every term. PERC Restriction Holds are put on their accounts to prevent them from registering. Later, the PERC holds are manually removed. The students are also required to submit paper work related to still being in high school (this has not changed). Registration Rules have been changed to not force High School Students submit new applications if they have not missed any terms. Students will still be limited to only those courses approved for high school students.

Cancelled Sections on the eSchedule:
These sections are not easily distinguishable from active sections listed on the eSchedule. After discussing the topic, it was decided that cancelled sections should be italicized and displayed in red.

Transcripts:
Colleges in California are displaying online messages to students saying they are allowed two free transcripts.

We also allow two free transcripts, but our process is a manual process. Research will be done to determine what changes are needed to display the message in WebAdvisor and have student transcript request go directly to Credentials (via WebAdvisor).

Release of Colleague UI 5.4:
The latest version of Colleague UI (5.4) has been made available to users so they will have time to familiarize themselves with the new version of the software before the existing version (Colleague UI 4.6) is disabled.

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

-Submitted by: Joyce Bond – DAWG Committee Chair
                              Senior Programmer/Analyst
                              Administrative Applications Systems
                              (909) 384-4378
                              jbond@sbccd.cc.ca.us

CHC Technology Services

Projects

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)
- Optimize and document network physical layer (on going)
- Complete installation of classroom phones.
- Cleaning of campus data closets

Technology Committee

- Restructure of Network Storage
- Identify computer replacement for 2018/2019

-Submitted by: Wayne Bogh – Director
                     CHC Campus Technology Services
                     (909) 389-3309
                     wbogh@craftonhills.edu

District Technology Services

TESS Technical Services Committee:

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:
    o 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
- Tasks Pending Completion:
    o Ongoing training

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

- Project Status:
    o Install under way
- Current Issues:
    o Twinax cable not compatible with Intel x710 NICs
        ▪ Compatible fiber modules ordered to replace Twinax
- Tasks Pending Completion:
    o ESXi configuration
    o Fiber module install
    o VM Migration

Veeam Backup: TESS will be upgrading its backup system from HP Data Protector to Veeam. This will backup the complete virtual environment to disk and tape.

- Project Status:
    o Configuring
- Current Issues:
    o None
- Tasks Pending Completion:
    o Configuring software

Endpoint Protection: TESS is looking for a possible replacement for Symantec Endpoint Protection.

- Project Status:
    o Proof of concept complete with Cylance. Scheduling POC with Traps
- Current Issues:
    o None
- Tasks Pending Completion:
    o Product Selection

o PO creation
o Installation and configuration

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:
  o Investigating where the need for UCCX exists
- Current Issues:
  o None
- Tasks Pending Completion:
  o UCCX admin training
  o College and District plan for use

District Website Redesign: The district will be revamping the look and feel of the district website.
- Project Status:
  o Vendor Chosen. Waiting on district rebranding before we start
- Current Issues:
  o None
- Tasks Pending Completion:
  o District rebranding

ATTC A/V Replacement: ATTC audio and visual equipment is old and failing. TESS is working with facilities on its replacement
- Project Status:
  o Collecting quotes from vendor
- Current Issues:
  o None
- Tasks Pending Completion:
  o Review of quotes
  o PO creation
  o Installation
  o Training

Cisco Voice Server Upgrades: The current version of our Cisco Voice servers are going end of support in December. The servers will need to be upgraded to the latest supported version.
- Project Status:
  o Awaiting quotes from vendor
- Current Issues:
  o None
- Tasks Pending Completion:
  o Review and approval of quotes
  o PO creation
  o Installation
  o training

Open Positions:
- Telecommunications Specialist: Trying to hire sub as permanent position is out on admin leave

-Submitted by: Jeremy Sims - Director
                      District Technical Services
                      (909) 384-4355
                      jsims@sbccd.edu

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.

The MIS team is currently reviewing the summer 2018 changes to the following MIS reporting modules/files, as mandated by the State Chancellor's Office:

(1) Student Basic (SB) contains new data elements including Transgender and Sexual Orientation [SB23, SB34, SB35, SB36, SB37]

(2) CalWorks (CW) contains 1 new data element [SC18]

(3) Special Population (SG) contains 1 amended & 8 new data elements some of which are similar in nature to existing Perkins/VTEA data currently being collected.

(4) Student Assessment (SA) contains 1 new data element that indicates the educational functioning level of the student as assessed using federally-approved instruments.

(5) Student Financial Aid (SF) contains a new SF21 award codes for the various new grants that have been implemented for Completion, Dreamer, Equity, and SSSP Grants.

We updated the MIS Course Coding document, aligning Colleague system codes with MIS codes. While this change increased the number of pages for this document, it is a more visually-appealing format.

A Colleague system code was created to flag Tumaini (UMOJA) special population students allowing the staff to update this population on a continual basis throughout the term. This eliminates the practice of sending class rosters which must then be entered into a saved list and then populated in the MIS Special Groups data file.

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

Dianna Jones
Senior Programmer/Analyst
Chair, MIS Executive Committee
dijones@sbccd.edu

Printing Services

The Department has acquired a few new pieces of equipment this year. It will help us offer services that we currently outsource. These new pieces of equipment also make us more efficient. All of the changes and additions being made are to offer our District and Colleges more dependable services and options.
Rollem Auto 4 numbering machine:
This piece has replaced our Count Auto Pro Plus, that had limited use more down time than run time in the last few years. We had been sending all numbering jobs to an outside vendor for over a year. This will allow us to keep all numbering work in house from now on. The Rollem is a more heavy duty and dependable piece of equipment.

Neopost MColor RIP:
This is new software we will use on the Neopost Mach 5 printer that will allow us to match ink colors more precisely. We use this printer to print smaller quantities of envelopes that make it more efficient than printing on the offset press.

Morgana DocuFold Pro Automated Paper Folder:
We have just received and will be installing this new folder in the next few days. This piece has replaced our Baum 714 XLT, it has been repaired a few times in the last few years to keep it working. It was more cost efficient to replace it than to repair it once again. This new folder is fully automated which makes it much easier to use and will cut down on set up time and run time.

AIS Printing Solutions:
We met with AIS reps and are working on a solution for our current service issues. We have had ongoing problems with our Konica/Minolta 2250 (b/w copier) and 1070 (color copier). There current service team is not able to keep the machines running. We have had considerable down time because of this.

We have recently had Print Finishing Solutions come in and do a complete service on our offset equipment, with their nationally certified technician. We did this in order to start a maintenance contract with them in the new fiscal year, which will avoid costly service calls and keep the machines running smoothly year round.

-Submitted by: Anna Mendez-Supervisor
Printing and Graphics Services
(909) 384-4312
amendez@sbccd.org

SBVC Technology Services

CTS Staffing
No vacant positions at this time.

Projects
CTS Projects

- Staff Computer rotation for the fiscal year complete
- Completed upgrading lecture room computers in HLS, PS, NH and B buildings.
- In progress of upgrading AV systems in LA Building to Extron. All new equipment.
- Purchasing 5 additional cell phone charging stations.
- In middle of replacing outdated phones on campus. Project is 75% complete.
- Total of 383 Chromebooks purchased by SSSP still in the process of developed a system to issue them to students. Will be issued for Fall.
- The Following Projects are planned for summer
  - Contractor to replace all data cabling and move BDF in LA building. Involves the following projects for CTS
    - Move out must be completed by end of day Commencement
      - Assist Telephony to staff phones to new locations.

- Move DSPS lab.
- Move Reading and Writing lab personnel.
- Faculty to use adjunct offices.
- Remove all data equipment (Wi-Fi, switchgear, etc.).
- Un-patch and unplug all technology equipment (computers, phones, printers, etc.).
  - After work is complete.
    - Reinstall all switchgear, Wi-Fi, ect.
    - Connect and configure new emergency notification equipment (clocks & paging speakers).
    - Work with Telephony to install new phones in classrooms.
    - Assist Telephony with the return all staff phones.
    - Return all lab equipment and staff.
    - Plug in and re-patch all digital devices.
  - With Contractor assistance modify instructional technology in B217/220
  - Replace 185 computers in the Business labs (part of computer rotation fund 41)
  - Reimage and update computer labs across campus as needed.
  - Contractor to install electric projector screens in 25 classrooms.

Technology Committee

- College Council funded 3 technology projects for 2017-18 Program Review.
- Reviewing Technology Plan developed last fiscal year.

-Submitted by: Rick Hrdlicka - Director
                    SBVC Campus Technology Services
                    (909) 384-8656
                    rhrdlicka@valleycollege.edu

Web Standards Commitee

Due to deadlines, Jason was unable to prepare for a meeting this period. In lieu of a meeting, and email was sent out for discussion.

As the District Strategic Technology Plan is still delayed, Jason asked members to be thinking of things the committee could or should address.

Jason mentioned the ADP project, and mentioned that there are two accounts and two sets of links to use. He also mentioned that IT can help only with the links that use the network/email account. HR would have to be contacted for assistance with ADP accounts.

Current projects were listed, though not much changed from last meeting. District Website redesign is still on hold pending the rebranding. However, some changes were made as they couldn't wait for the redesign.

It was mentioned that Safari will soon be disabling all NPAPI plugins except flash, following similar moves by all the other major browser vendors. Also, it was mentioned that the General Data Protection Regulation

(GDPR) will soon take effect in the EU and that it is unclear how this will affect community colleges. Exposure would be through International Students.

-Submitted by: Jason Brady – Committee Chair
                        Web Service
                        (909) 384-8691
                        jbrady@sbccd.edu