Technology and Educational

Support Services

Department and Committee Reports

September 28, 2018



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ADMINISTRATIVE APPLICATIONS

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Operations:

The new fiscal and HR ERP systems are officially live. TESS staff along with HR and Fiscal staff are currently supporting post go-live troubleshooting and configuration as the kinks are worked out.

We have recently found out that support for the current version of Colleague UI that SBCCD uses will be stopping in the near future from Ellucian. The plan is to migrate us to UI version 5.6 from 5.4 and we are in the midst of working with Ellucian to make that change. We have pushed the changes to our test environment and our team is testing and documenting changes. Once we are confident it is ready for consumption, we will push it out to Live for our users to use. Good thing is the link will not change and so far it looks like the user experience is largely the same.

The operations team continue to prepare our systems for each new term. New fees as permitted by the board was put in place as well as increases to current fees. We also have a new book store management at both colleges called Follett and TESS worked with Follett over the summer to get book grants for EOPS, CalWorks and CARE students over to Follett’s system so that those student populations are able to purchase books directly using those grants.

Mandates/Reporting:

We recently had our data analyst leave for another job closer to home. In her place there is an interim appointment while we look to hire a permanent position soon. Hoping for a October or at the latest November board date for the new person to start.

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.

This year the state Chancellor’s office has brought out some new MIS elements that we will investigate how to incorporate into our regular reporting routine. Some of those elements include categories such as transgender status and gender bias

Special Projects:

The data warehouse project is nearing the finish with the vendor Huron consulting. The intent of this phase of the data warehouse implementation is to replace the current EIS system that sends out snapshots to administrators regarding FTE and active seat counts amongst other data. The current EIS system is 15+ years old and the people with knowledge on how it was put together and programmed have long since left the district so support is a question. The new data warehouse was built from the ground up using formulas researchers have approved and the numbers provided by the new system is supposed to be more accurate although they are close to what is provided by the current EIS system. Once the system is handed over to us by Huron, the colleges will work on rolling out the system to their users and once TESS gets the go ahead, we will cut over to the new system.

The CourseLeaf project has started with TESS working with the VPI at SBVC to coordinate the project. Strata Information Group (SIG) has provided a programmer to do the data extract from Colleague that will provide CourseLeaf with the necessary data for the catalog, schedule and curriculum components.

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. The changes have been made to this project per the request of both colleges and is currently with the A&R staff for testing. Since fall term just started, they have not had the time to do testing yet so TESS is going to wait until they give the go ahead before we make the same changes to our production tenant

-Submitted by: Andy Chang – Interim Executive Director

TESS

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# Distance Education Coordination Council

OEI

Valley College is now part of the Online Education Initiative, and the DE department will be assisting with professional development and Canvas tool integration. The integration of tools such as NetTutor and Cranium Café will make this a districtwide tool as Crafton already utilizes it.

Timeline for Archive/Course Removal

It is important to archive Canvas course shells to keep Canvas streamlined for both faculty and students. Archiving of courses means the shell will be placed in a read-only state which will not allow students or faculty to make edits. The semester archiving will take place at the end of the following semester. The schedule for archiving is as follows Fall is archived May 31, Spring is archived on August 31, and the archive of Summer is on December 31. For example, fall 2018’s archive will take place on May 31, 2019.

There are approximately 3000 courses added to Canvas every academic year. Again, to keep Canvas streamlined DE will be removing courses after being available for 3 years. The 3-year timeline is a courtesy to faculty as students have up to 3 years to contest a grade. Final dates are still to be determined for the first-semester deletion. Despite the 3-year timeline, we do remind faculty to download student work, and grades, for their records every semester.

Video Integration

Interest in video integration tools for use within Canvas has begun. Arc is a tool offered by Instructure, and the DECC will also look at other platforms which can integrate with our LMS. Other platforms mention include GoReact which is a tool currently used by ASL instructors on both campuses.

Survey Tool for Course Evaluation

For Fall 2018, the DECC will be reviewing some survey tools; current tools use in-house do not meet the needs when integrating with Canvas. 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. Current tools that integrate with Canvas include Blue, EvaluationKit, and CourseEvalHQ . The temporary workaround to create shells manually and to batch the respective students into the evaluation shells is not sustainable. The Valley VPI office creates the survey in Canvas, push out communications for the surveys to the students, and pull the resulting data.

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Instructional Technology Specialist

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# District Applications Workgroup (DAWG)

Removing Section from WebAdvisor:

“Student Educational Plans (Prior to Fall 2014)” will be removed from WebAdvisor. The parameters of the old Ed Plan are not being maintained, causing confusion when counselors use it.

**Courses Configuration in Colleague:**

On the current student Ed Plan, when there are multiple versions of the same course without an end date, the new version is automatically picked up. This can cause confusion and create errors in the counseling dept.

**Pre-Requisites Challenges:**

Colleges encountering issues when entering waivers. They are seeing some students being dropped even after a waiver was entered into the system. Upon some investigation we found that there are specific commands used before class start and a different command after class starts, it was a timing issue.

**Non-Credit Transcripts:**

A non-credit transcript was created, and it is showing the non-credit courses. Some of these course will lead to a certificate, however, users found that these certificates for the non-credit programs are not showing. A ticket will be submitted to investigate this issue.

**Chosen / Preferred Name Project:**

Work with both colleges to confirm workflow, identify the screen where Chosen Name is to be entered. This project includes updates to the class rosters.

**SARS Anywhere Implementation Schedule:**

Colleges will setup their own demo and training schedule with SARS Anywhere and go through the implementation process. Someone from TESS will be assigned to support both Colleges.

**Uniformed, Data-driven Calculation:**

The PPA allows Colleges to participate in the financial aid program. We are asked to identify how long it will take a student to complete our programs. Some testing will be setup, starting with Crafton, to make sure all the calculations are correct. Velley’s testing will follow.

**Changing the eschedule for online classes:**

The current eschedule does not display the online class information clearly and is causing some confusion. Users suggest adding extra header and content to the eschedule screen, most of the requested fields can be added via configuration.

**XRGD Calculation Error:**

The current short-term class end dates are not being calculated correctly. Both Colleges and TESS are working together to resolve this. This calculation is based on board policy AP 5075.

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

-Submitted by: Joe Ho – DAWG Committee Chair

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# CHC Technology Services

## Projects

## Projects

### CTS projects

* Replace two math lab’s computers (include additional 16 workstations.)
* 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)
* Optimize and document network physical layer (on going)
* Cleaning of campus data closets
* Pick up work from summer remodel projects
* Implementation of Asset Tracking program – waiting on vendor to remedy non-functioning RFID printers.

# Technology Committee

* Has not yet met this year.
* Modify Technology Plan by May of 2019
* Committee will be co-chaired – Joe Cabrales, Wayne Bogh

Other

Gino Barabani (Senior Technology Support Specialist) will retire on September 1, 2018. The search for his replacement is underway.

-Submitted by: Wayne Bogh – Director

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# 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:
  + 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:
  + 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:
  + All physical servers and storage have been installed and configured.
  + DIS-fs-01 is the last VM to be moved. Scheduling is currently underway
* Current Issues:
  + None
* Tasks Pending Completion:
  + Migration of last VM

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:
  + Configuring
* Current Issues:
  + None
* Tasks Pending Completion:
  + Configuring software

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

* Project Status:
  + POC completed for Cylance
  + POC completed for Traps
  + POC completed for Maleware Bytes
  + PR in place for Purchase of Traps
* Current Issues:
  + None
* Tasks Pending Completion:
  + PO creation
  + Product deployment

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:
  + UCCX deployment for CHC A&R Complete
  + UCCX deployment for CHC Student Services being scheduled
* Current Issues:
  + Our version of UCCX 9.0 is becoming end of support. Reporting and Agent\supervisor desktops are not supported on windows 10
* Tasks Pending Completion:
  + UCCX Upgrade to 11.5
  + Deployment of Finesse desktop

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

* Project Status:
  + Vendor Chosen. Waiting on district rebranding before we start
* Current Issues:
  + None
* Tasks Pending Completion:
  + 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:
  + Currently installing hardware and software
  + Scheduled for completion on 9/21
* Current Issues:
  + None
* Tasks Pending Completion:
  + Installation completion
  + Training 9/21

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:
  + PR for project is in oracle
* Current Issues:
  + None
* Tasks Pending Completion:
  + PO creation
  + Installation
  + Training

Physical Asset Tracking: TESS and CTS have decided to invest in a Physical asset tracking system. Currently District policy only requires physical asset tracking for item over $5k. This puts TESS and CTS at a disadvantage with the majority of its assets being $1k-$3K.

* Project Status:
  + E-Quip asset tracking system purchased
  + Currently waiting replacement hardware
* Current Issues:
  + Lansweeper integration not working
  + RFID Printers not working correctly with E-quip software and RFID labels
  + RFID scanner not supported on IOS devices
* Tasks Pending Completion:
  + E-quip testing Lansweeper integration for proper implementation
  + RFID printers are being RMA-ed. Still waiting on what the replacement printer will be and why we were sold something that does not work.
  + E-quip building out RFID software for use with IOS devices

TESS and District Relocation: TESS and the district will be relocating to 550 w Hospitality lane. TESS is moving due to its current location lease being up 3/24/2019.

* Project Status:
  + We are still in the planning phases of the move.
  + 1st space assessment meeting has taken place
  + The next panning meeting is scheduled for 9/18
* Current Issues:
  + TESS lease is up 3/24/2019
* Tasks Pending Completion:
  + Order TLS Circuit
  + Move CENIC Internet connection from current location to new
  + Order PRI Circuit
  + Order DIDs
  + Design Network and Datacenter
  + Purchase Technology

Open Positions:

* Telecommunications Specialist: Kevin Limoges has taken Interim role. 1st and 2nd level interview scheduled 9/20-9/21

-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.

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

The MIS team has tested and implemented the summer 2018 regulatory changes mandated by the State Chancellor’s Office. They include the following new and/or updated data elements:

⬩ Student Basic (*SB34-SB37*) new data elements capturing CCC-ID, SS-ID, as well as Transgender and Sexual Orientation statuses on an existing Colleague form restricted to specific research & IT staff only. Since only the District Researcher can download the SB36/37 Transgender/Sexual Orientation data, this field will be coded and reported as ‘X-Unknown/ uncollected’ unless it is provided for MIS reporting.

⬩ CalWorks (*SC18 Eligibility-Time-Limit-Status*) new data element provided and is available for updating by the college CalWorks departments.

⬩ Special Population (SG14-SG21) new data elements are included in the SG file. These are currently being reported as ‘Unknown/unreported’ until we have the opportunity to develop a method to update the SG populate form with the special groups data.

⬩ Student Assessment file (SA07) has a new data element to indicate a student’s educational functioning level, from ‘*1B-Beginning ABE Literacy/ESL to 6S-High/Advanced*’, evaluated using federally approved assessment instruments. It appears that this *may* require some additional logic for our assessment import process.

⬩ Student Financial Aid (SF21) awards for *Stafford Subsidized/Unsubsidized* loans are to be removed from the list of award codes.

The Chancellor’s Office has also implemented a new *Student Success Completion Grant* (SSCG) which consolidates the FTSSG and the CCCG grants into one, *SSCG*. This new program provides for $131 million in funding for a capstone grant for the 2018-19 year with ongoing funding.

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

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# Printing Services

The Department has replaced the Konica/Minolta copy equipment this year. It has been replaced with Xerox Equipment. It was attained and will be serviced directly from Xerox Corp. It will help us offer more types of services and more reliable service to our District and Colleges.

Xerox Nuvera 144:

This piece has replaced our Konica/Minolta 2250 black ink copier. The 2250 had limited use and more down time than run time in the last few years. The Nuvera is a more heavy duty and dependable piece of equipment.

Xerox Versant 180:

This piece has replaced our Konica/Minolta 1070 color ink copier. The 1070 had limited use and more down time than run time in the last few years. The Versant is a more heavy duty and dependable piece of equipment with more printing and finishing options.

Xerox D95CP:

This piece is an addition and back up for our black ink copier. It was included in our new lease at very minimal cost. It will insure that we are always up and running, to make sure print order deadlines are met.

Print Advisory Committee:

We met with August 29, 2018. We have been meeting three to four times a year. This ensures that Printing and Graphics Services is meeting the print needs of the District and Colleges. The committee consists of the Marketing Directors of SBCCD, SBVC and CHC. It also includes faculty and staff from those locations. At this meeting we discussed printing needs for upcoming events.

Bookstore transition to Follett:

This change has not affected our print orders from the Bookstores. We met and arranged to work with Follett to make sure we continue to print most of the orders for SBVC and CHC.

CHC Move:

We have met and supplied SBCCD Facilities Department and their vendors for this project with equipment electrical, network and weight specs for the Print Shop.

-Submitted by: Anna Mendez-Supervisor

Printing and Graphics Services

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# SBVC Technology Services

## CTS Staffing

### No vacant positions at this time.

## Projects

### CTS Projects

* Computers have been purchased for employee computer rotation
* Completed upgrading AV systems in LA Building to Extron. All new equipment.
* Purchasing 20 additional cell phone charging stations.
* Near the end of replacing outdated phones on campus. Project is 90% complete.
* CTS assisted Student Services with issuing 250 of 383 Chromebooks purchased by SSSP.
* The Following Projects were completed during the summer
  + Contractor replaced all data cabling and move BDF in LA building. Involved the following projects for CTS
    - Move out must be completed by end of day Commencement
      * Telephony moved staff phones to new locations.
      * Moved DSPS lab to CTS 106.
      * Moved Reading and Writing lab personnel.
      * Faculty to used adjunct offices in other buildings on campus.
      * Removed all data equipment (Wi-Fi, switchgear, etc.).
      * Un-patched and unplugged all technology equipment (computers, phones, printers, etc.).
    - After work was complete.
      * Reinstalled all switchgear, Wi-Fi, ect.
      * Connected and configured new emergency notification equipment (clocks & paging speakers).
      * Telephony returned all staff phones.
      * Returned all lab equipment and staff.
      * Plugged in and re-patched all digital devices.
  + With Contractor assistance modified instructional technology in B217/220
  + Replaced 185 computers in the Business labs (part of computer rotation fund 41)
  + Reimaged and updated computer labs across campus as needed.
  + Contractor installed electric projector screens in 25 classrooms.

# Technology Committee

* Met and elected David Bastedo as Faculty Co-Chair. Rick Hrdlicka remains Administrative Co-Chair.

-Submitted by: Rick Hrdlicka - Director

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# Web Standards Commitee

This isn’t the full committee report (we haven’t met yet but will before the executive committee), but below is the letter from the chancellor that was sent to [CEO-ALL@listserv.cccco.edu](mailto:CEO-ALL@listserv.cccco.edu). This includes the following areas, but also emphasizes that it touches nearly every aspect of the colleges:

* Accessible Technology Development and Procurement
* All Accessible Electronic Documents, especially to students
* Accessible Course Materials
* Accommodations by DSP&S

Part of this is a new CCC Accessibility Center (<https://cccaccessibility.org/>) under Sean Keegan.

-Submitted by: Jason Brady – Committee Chair

Web Service

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