



San Bernardino Community
College District
Technology and Educational
Support Services

TECH News

ISSUE
01
APRIL
2019

Cyber Security

TESS is currently reviewing the cyber security measures implemented throughout the district. This review will be looking at the network, servers, desktops, email and many other systems that are in place. Following this review we will be bringing forward a series of recommendations to improve the security in all areas.

PHISHING THREATS

Phishing threats continue to evolve and change but the underlying theme is the same. Criminals attempt to get people to provide them with their account information, money or gift cards. Some examples include a recent trend where the criminals redirect direct deposit bank accounts for payroll and Financial Aid. It is important to contact the Help Desk at (909) 384-4357 if you receive any emails that you think might be a phishing scam.



this issue

- Message from the CTO **P.1**
- Student Information System **P.2**
- Help Desk Update **P.3**
- Project Summary **P.4**
- Project Summary - Continued **P.5**

A Message from the Chief Technology Officer

I would like to thank the entire community for welcoming me to the district and supporting me as the new Chief Technology Officer. I have spent my first three months learning about the technologies and services that we support. I wanted to establish this newsletter as a way to share information about the projects that we are working on within the Technology and Educational Support Services (TESS) department. Since these projects impact faculty, staff and students I want to make sure you are aware of the status. This newsletter will also be another channel to update the community about important information, upgrades, and system maintenance.

There are a lot of exciting technology projects that we are working on at throughout the district. Later in this newsletter, you will find information about a major project that is underway to identify a new Student Information System. I have also included project updates for the key work that is taking

place by each of the teams within TESS.

This newsletter will also include some updates about phishing and security in an effort to make sure we are all aware of the cyber threats that are taking place. We are evaluating several new systems to help protect our network and new processes that will ensure that we are secure.

I am excited to share this information about the projects that we are working on as well as updates from TESS. If you have any questions or if you would like more information about any of these projects please let me know. I look forward to work with you on these projects and on future projects.

Sincerely,

Luke Bixler

New Oracle Data Warehouse and Reporting Group Established

TESS and the Institutional Research Teams have partnered to create a reporting group. The group is meeting periodically to learn more about the data and reporting tools that are used at the colleges and the district. There are many older reports that we are reviewing to validate and get a better understanding of how the data is formatted and ensuring that it is accurate.

Another project that has been in progress is creating a new data warehouse in our Oracle environments. The first phase of this project has been completed and we are now in the process of validating the data and views. We are currently in the process of having the vendor provide training for the technical team so that we can support and modify the solution as new requirements are identified.



Looking for a New Student Information System (SIS)

We are in the initial planning stages of a Request For Proposal that will guide the district through selection process for a new SIS

The San Bernardino Community College District currently uses a Student Information System (SIS) called Colleague, by a company called Ellucian. A decision has been made to evaluate other solutions to see if we can find an SIS system that provides a better user experience for our students, faculty and staff. To start this process we have engaged with a vendor to assist us with a Request For Proposal (RFP) process.

The RFP process will involve evaluation teams from Student Services, Instructional Services, Counseling, Financial Aid, Student Accounts, Faculty, Students, and Technology Services. The vendor will work with other areas to conduct a Business Process Analysis that will capture our key processes for Admissions, Financial Aid, Academic Processes and Administrative Processes.

As part of this project, a request for proposal document

is sent out to a group of vendors that offer SIS solutions that meet our requirements. The vendors review our RFP and send a proposal explaining how their solution can meet our requirements. This document also includes information regarding other institutions, similar to ours, that have implemented the solution and can serve as a reference for each vendor.

The evaluation teams then work on scripts that the vendors will follow to show us how their software will meet our needs. Based on the responses from the vendors, the evaluation teams identify three or four vendors that they would like to bring in for a software demonstration of their SIS. The vendors that are invited out to provide a demonstration will receive the scripts along with instructions for how they need to show that their software can meet our specific requirements and where there are gaps.

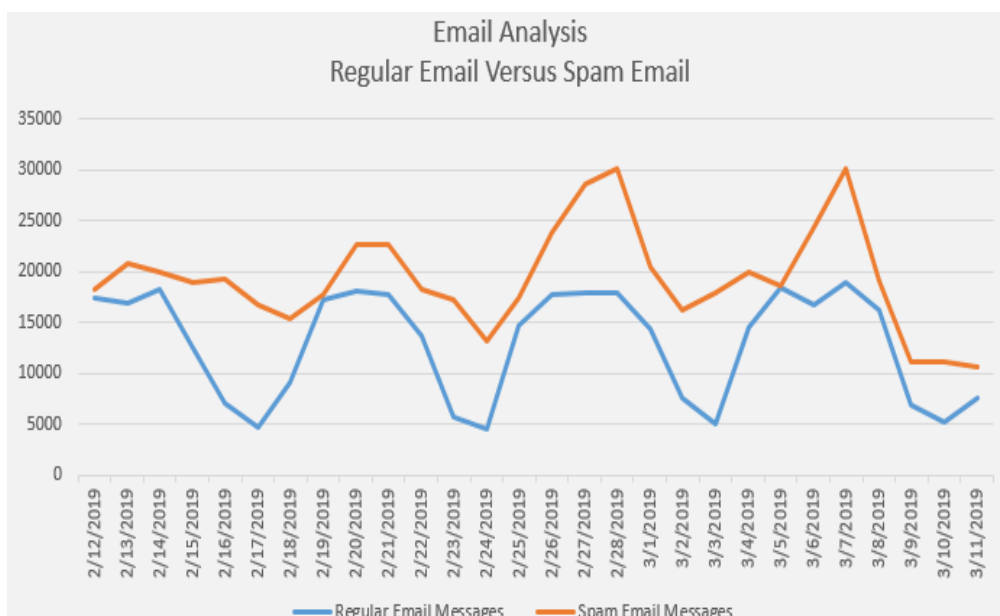
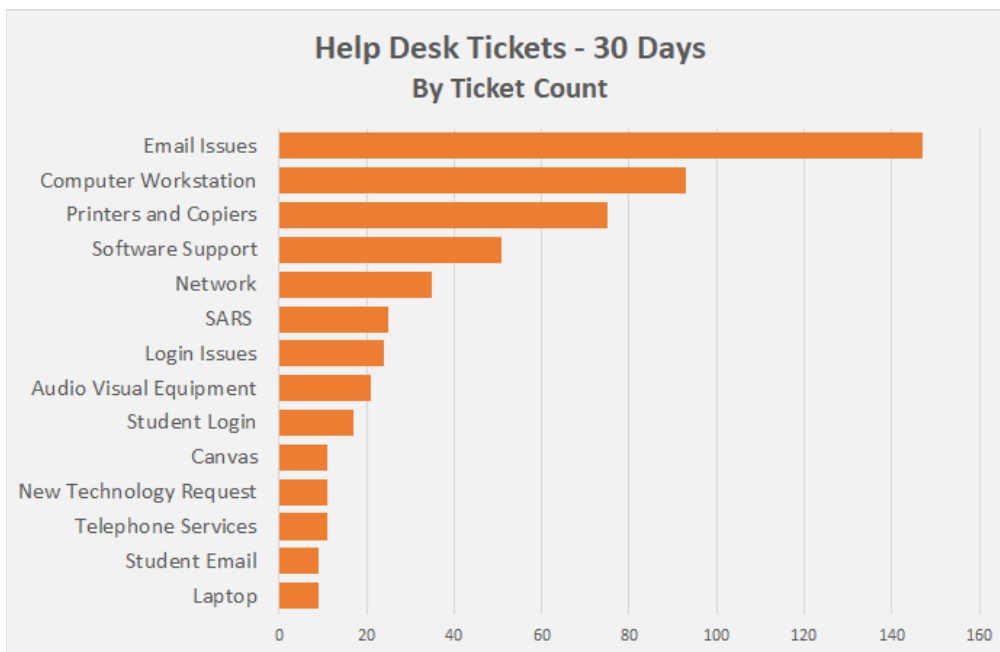
The software demonstrations allow the evaluation teams to see exactly how the software can process applications, award financial aid, and register for courses. The evaluation teams will then rank the vendors based on how well the software meets the requirements for our colleges. Additional reviews are conducted to include pricing, reference checks and follow up questions before a final recommendation is made.

Based on the vendor that is selected, a process will also be followed to evaluate and select an implementation partner to help migrate from our current SIS system to the new system. After the implementation partner is selected, we will work on establishing implementation teams and the timeline. This is an exciting project and we are looking forward to identifying and selecting a new SIS that will support our students, faculty and staff.



Help Desk Summary

The first chart below shows the type of Help Desk tickets that are received by volume. Over the past 30 days the Service Desk received 539 tickets excluding project requests. The second chart below shows the number of regular email messages versus the number of spam messages we filter out. We average 12,972 regular email messages a day compared to the 19,335 spam email messages blocked every day.



Distance Education Training

The DE department is working with Valley College to develop training for faculty to teach online. The development includes the integration of @One curricula to help faculty get ready for OEI reviews.

EvalKit

The DE department is working with Valley College in getting the software EvaluationKit integrated into Canvas for use on Spring 2019 faculty evaluations. EvalKit is on a limited use at this time with the main focus on the online courses with faculty that need to be evaluated.

Print Shop New Location

The Print Shop will be moving from the Annex in Redlands to the old book store on the campus of Crafton Hills College. The move is tentatively planned to take place over the summer and we will provide an update when we get an official timeframe.

Printing and Graphics Services

We are currently in the process of printing 750 Annual Report books for the SBVC Foundation. It went to Graphics first for work on the cover. They are being printed and bound by square fold with our new Xerox Versant 180 color printer. This has allowed our department to expand our color printing and binding options.

Our Graphics Specialist is currently working on the 2019-20 Student Handbook for CHC. After the graphics are complete, it will go on to our Cron plate maker and then it can go to print. 3,000 of these will be printed on our Ryobi 524 four color press. This order should take 7-10 days for printing and binding.

Current and Recently Completed Project Summary

- **SARS Anywhere Migration**

The SARS system is used by various departments, such as counseling and tutoring, to assist in scheduling students that use the colleges' student services. Prior versions required launching an application from a computer that is on the administrative network limiting, the areas that staff and faculty can access the SARS application. By migrating to the latest version of SARS called SARS Anywhere, it makes the application web-based where it is accessible by any device with a browser. This system was recently tested and launched in 2019.

- **BankMobile Implementation**

Students who receive financial aid can elect to have their financial aid disbursed to a physical card which they can then use to purchase books and other educational needs. SBCCD had used Blackboard to provide these services to our students. Last year we were notified that BankMobile had purchased that arm of Blackboard and we needed to migrate to their platform. This project started in Fall 2018 and we are currently live with Bankmobile with some technical aspects still to be worked out.

- **Oracle Data Warehouse**

This project is still a work in progress. It started in its current iteration over the summer of 2018. TESS plays a support role in the roll out of the new data warehouse working closely with the institutional researchers from CHC, SBVC and District. The goal of the first phase is to replace our ageing EIS (Executive Information System) with some enhancements such as including data about abbreviated vs. comprehensive student education plans. The plan is to finalize phase 1 prior to summer 2018 and each college will determine how to roll out the platform to their constituents with the goal to replace EIS.

- **Cisco Telephony Upgrade**

TESS recently completed the upgrade of our Cisco phone system to the latest version. This upgrade ensures continued support of our system from Cisco and provides for a more secure and easier to manage system. The Helpdesk and Admissions and Records at both colleges that utilize the Contact Center have receive upgrades to their Cisco Agent Desktop (CAD) by way of Cisco's Finesse. This service was successfully upgraded on Friday March 13th at 5pm.

- **New Building Technology**

District Support Services (DSS) and TESS will be moving from their current locations to a centralized location at 550 East Hospitality Ln. The new technology that will be implemented in this location will increase the accessibility and management of network resources. TESS and DSS management have been working with engineers from Nineteen Six Architects to build a new technology equipped boardroom. This will allow us to provide an enhanced audio and visual experience onsite and online with full web-streaming capabilities.

- **Papercut Upgrade**

Papercut was recently upgraded to the latest version. This will allow student to print from home or from Chromebooks. We also anticipate having the ability in the near future for employees to print when on the wireless network. This project is scheduled to be completed by Fall 2019.



Did you know?

The Alternate Text Production Center (ATPC) grant serves the needs of students with print disabilities throughout the California Community College system by providing electronic and braille textbooks at no cost.

We currently house over 34,000 textbooks that are available to all 115 colleges and serve approximately 10,000 requests per year.

IEPI Visits

The Institutional Effectiveness Partnership Initiative will have a Partnership Resource Team on campus on March 17 and May 7 to review the TESS organization, operation, and establish a plan for improving our services to the district and the colleges.

Current and Recently Completed Project Summary - Continued

- **Physical Asset Tracking**

TESS and CTS have been working to implement AssetWorks physical asset tracking system. This will allow us to tag technology resources with an RFID tag that can easily be scanned for physical inventory. The system is cloud based and will help us to automate processes for adding and disposing of assets, transferring assets and more. The process of doing physical inventory will be greatly improved with easy scanning, editing and reconciling of missing assets while onsite at any of our locations.

- **Valley College Computer Refreshment**

San Bernardino Valley College Campus Technology Services (CTS) has been working toward completion of the 2018-2019 Computer rotation cycle. CTS staff have replaced 150 employee computers and fifty computers in classrooms. We also replaced 180 computer in the Business building computer labs.

- **AB 705 Project**

One million dollars was budgeted to bring technology to English, Math, and Reading classrooms. Over 1000 Chromebooks will be installed in 28 classrooms over the summer break. Two classroom in the Physical Sciences building will be converted to 40 seat computer labs. The equipment has been ordered for this project and has begun to arrive.

- **Accessibility Standards Workgroup**

In an effort to promote the equal access of instructional materials ATPC is currently participating in the Accessibility Standards Workgroup (ASWG). In 2017, the California Community College Chancellor's Office responded to a Telecommunications & Technology Advisory Committee recommendation by forming the ASWG and charging it with developing an accessibility statement for the Chancellor's Office to adopt. The ASWG has been meeting since June, 2017 and is comprised of a diverse array of stakeholders working on accessibility issues across the system.

- **Printing and Graphics Services**

Printing and Graphics Services has expanded the services offered from our wide format media printing services. We recently started offering window privacy screen film. We offer installation of this screen film for smaller projects. This week we installed this privacy screen on the glass door of the new Vice President of Instruction at SBVC. We hope to grow in this area of printing since it is currently was is in high demand for the campuses. Eventually we would like to add a flatbed wide format printer to our department, which would increase productivity and widen our capabilities as well.

- **Distance Education Workshops**

Training and one-on-one appointments for ConferZoom, Canvas, and accessibility are made available to our campuses. The schedule is found on our Faculty Resource Page under professional development (<http://bit.ly/sbccdfaculty>). Individual faculty can arrange more in-depth help with course structure and development by contacting the DE department.