

# TECH NEWS



“Tech News” is a quarterly newsletter that provides updates and information on various projects the Technology and Education Support Services departments are developing. If there are questions or you would like additional information please contact us. Thank you for taking the time to review our newsletter and we look forward to hearing from you.

Chief Technology Officer

## Emergency BluePhone Retrofit

TESS is giving the emergency blue phones at SBVC a cutting-edge upgrade! These essential safety devices are being retrofitted with state-of-the-art LTE connectivity powered by Verizon, ensuring enhanced reliability and functionality to keep the campus safer.

DSO Technology Services

## Wireless Infrastructure Upgrade

TESS is upgrading the wireless infrastructure across the District, setting a new standard for speed, coverage, and reliability. Following the successful completion of upgrades at Crafton Hills College in early December 2024, we are thrilled to announce that work has officially begun at SBVC.

This ambitious first-phase upgrade is designed to significantly enhance wireless performance, providing faster speeds and expanded coverage at the campuses. Students, faculty, and staff can look forward to a high-performance network that supports modern learning, collaboration, and innovation.

By modernizing our wireless infrastructure, we’re not just improving connectivity — we’re creating an environment where technology empowers academic and professional success. Stay tuned as we continue to transform the digital experience district-wide, bringing next-level connectivity to everyone!

DSO Technology Services

## CHC Windows 11

With Windows 10 end of life approaching in October, we are working on upgrading all compatible computers to Windows 11. For computers that will not upgrade to Windows 11, we will be replacing them with newer computers. We anticipate this will be completed by the end of this summer.

Crafton Technology Services

## Oracle: Transitioning to Modernized Modules and Enhanced Integrations

The Oracle team is driving key improvements, beginning with a migration to a new purchase requisition module, set to replace the current system. In February, version 25A will be installed, introducing the latest updates and features to enhance functionality. The near-completed integration with Questica will enable seamless budget synchronization between the two systems, with updates occurring nightly, and will automate budget transfer requests. These advancements will significantly boost accuracy and efficiency in financial operations.

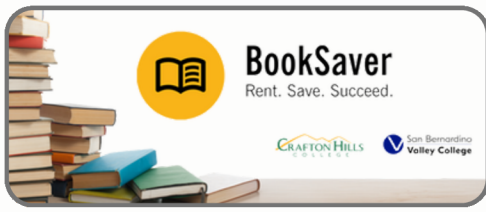
Enterprise Application Systems

## CourseDog

We have been working on an implementation of CourseDog which has functionality to do room and facilities scheduling as well as course/section scheduling. Most of the testing has been done and both colleges have decided to go live with both platforms on 1/30/25. The next phase will be to work on the implementation of the CourseDog catalog module.

Admin Apps & Distance Ed





BookSaver phase 1.5 has launched for spring 2025. Several enhancements were made to the BookSaver process for students to make it easier for them to get opted in as well as change their mind. Now when looking to see if the student has paid for BookSaver, we are no longer requiring the student pay their term balance in full, just the amount for their BookSaver fee. This allows us to send these students who have paid off their BookSaver fee over to Follett so they can get their books. Another enhancement was to develop a web based form that would allow students to change their mind regarding opting in or out up until a certain deadline. All students get to change their mind up until the first 3 weeks of the term. Then only new students (those who have not previously registered for that term) have another 3 weeks to change their mind to account for late start classes.

Admin Apps & Distance Ed

## Grand Opening of the New Applied Technology Building

The highly anticipated Applied Technology Building is set to open its doors on January 21st, coinciding with the start of the spring semester. This milestone marks the culmination of years of planning and coordination, and our CTS team has been at the forefront of ensuring a successful launch. We have worked alongside with the Safework team to complete key tasks, including setting up departmental office workstations, imaging and configuring computer labs, relocating copiers, and verifying the functionality of AV technology in the newly completed classrooms. While it's possible some adjustments will be needed as faculty and staff begin utilizing the space, our team is fully prepared to address any issues promptly to ensure operations run smoothly. This project has been a monumental effort, and the dedication of our team highlights our commitment to delivering a cutting-edge facility that will serve the campus community for years to come.

Valley Technology Services



## Data Loss Prevention (DLP)

Initial configuration of DLP rules within the Microsoft 365 tenant has been completed. The rules are being run in simulation mode to determine if everything is configured correctly and reporting the appropriate sensitive data when found in email, OneDrive, SharePoint, or Teams.

Security and User Services

## Crafton New Wireless Access Points

The Crafton College Technology Service department has completed replacing all wireless access points across the campus with newer units. These new units will give our campus better coverage, reliability and speeds. It will also allow us to continue to improve the Wi-Fi experience our users have when they visit our campus.

Crafton Technology Services



## New Mount Vernon Marquee Upgrade

CTS is spearheading the upgrade of the aging Mount Vernon marquee, a vital communication tool for the campus community. Partnering with ECK, our trusted integrator, we are replacing the current marquee with a new state-of-the-art Daktronics display. The upgraded marquee will feature a significantly higher resolution and modern capabilities, enhancing its effectiveness in broadcasting campus events, notifications, and critical information along this high-visibility corridor. To ensure a seamless transition, CTS is working closely with the Marketing team to equip them with the tools and training needed to maximize the potential of this new digital display. Updates on this exciting project will follow as we approach completion.

Valley Technology Services

## Fraudulent students

As bad actors keep attacking our district with fraudulent applications we believe in the hopes of gaining access to financial aid money, it is a constant fight to remove them from our system and to also prevent them from getting in the first place. This is a high priority item that we have to constantly work on as hackers find new ways to fraudulently register for classes at both colleges. For spring 2025, the bad actors found another way to register for classes which was to spam the waitlists with fraudulent students in the hopes of getting in a class. There was emergency programming work to find and remove these fraudulent students so actual students on the waitlist can get in those sections.

Admin Apps & Distance Ed

## ATPC

The Alternate Text Production Center (ATPC) serves the needs of students with print related disabilities throughout the California Community Colleges by providing electronic files, braille and tactile graphics at no cost. The ATPC is currently in high production season for the spring 2025 semester.

If you are interested in learning more about e-text and braille resources, please contact Marie Zaldivar at [mzaldivar@atpc.net](mailto:mzaldivar@atpc.net) or visit [www.atpc.net](http://www.atpc.net)

Alternate Text Production Center



## Internet Reliability Improvements

TESS is working with our internet provider, CENIC, to improve the reliability and redundancy of our internet and WAN connections. These upgrades will help ensure consistent connectivity across the District, minimizing disruptions and supporting our growing needs. By strengthening our network, we're building a more dependable foundation for learning, collaboration, and day-to-day operations.

DSO Technology Services

## Printing Services: Spring Term Success and Creative Projects

PrintShop successfully completed 200 orders to prepare for the Sprint 2025 term, providing essential materials for staff and students. Notable projects included creating custom banners and producing a lifesize cutout of Ryker, Crafton's mascot. These creative achievements highlight the department's dedication to delivering high-quality work that supports both functional and aesthetic needs on campus.

Enterprise Application Systems



## Business Impact Analysis

Work is beginning on a Business Impact Analysis. The process will take some time and will involve the identification of systems and software necessary for various business units to function. Ultimately, the Business Impact Analysis will provide the basis for contingency / continuity planning for multiple organizational functions and serve to prioritize Disaster Recovery procedures according to the tier rankings of the business processes(es) they support.

Security and User Services

## LA Swing Space (The Village) Relocation Project

Our CTS team has been instrumental in supporting the successful relocation of staff and faculty from the Liberal Arts building to the LA Swing Space (The Village). This effort is part of the broader initiative to prepare for the demolition of the old Liberal Arts building, making way for the construction of the new Student Services building. The project has included reconnecting computers, patching network connections, and setting up workstations to ensure a seamless transition for staff. As we approach the spring semester, the team will continue to collaborate with staff and faculty returning from winter break, ensuring all technology is operational and ready for a productive semester. This critical project underscores our team's commitment to providing efficient, reliable support during times of change.

Valley Technology Services

## Data Sensitivity Labels

Data Sensitivity Labels have been crafted in the M365 tenant to coincide with the data classifications approved in recent policy. The labels should be published and available for use in tagging data and files in the near future, but currently there are no default labels being applied.

Security and User Services

## District Web Services: Enhancing Resources and Security

District Web Services recently launched the SBCCDCTA website, providing faculty union members with streamlined access to essential resources and information. The focus has now shifted to creating an HR site dedicated to employee health and wellbeing, aiming to support all staff members with valuable tools and information. Additionally, work is underway to update SSL certificates, ensuring secure and reliable access across district sites. This ongoing effort reflects the developer's commitment to supporting diverse district needs efficiently.

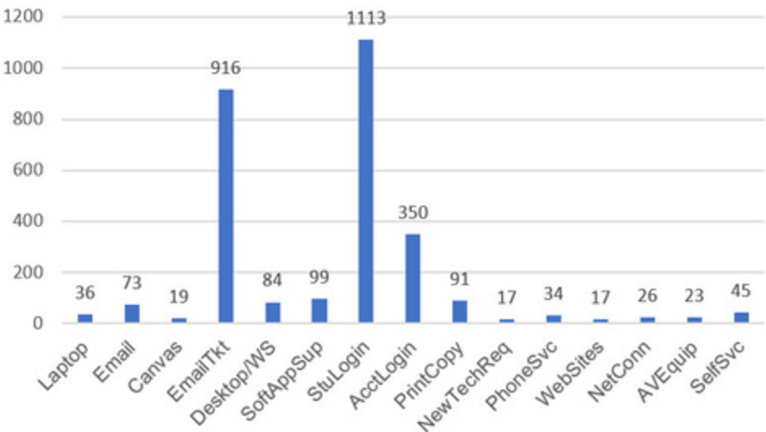
Enterprise Application Systems



# Helpdesk and Canvas

The chart below shows the type of Help Desk tickets that are received by volume. Over the past 90 days, the Service Desk received 2815 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

Last 90 Days (Dec - Feb)



Canvas Fall 2024

