

# 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

## Telephone System Upgrade

We are planning a telephone system upgrade to enhance functionality and restore important features that have been limited or unavailable. One of the key improvements will be regaining the ability to integrate voicemail with email, allowing users to receive their voicemail messages directly in their inbox for easier access and better communication management. This is expected to be completed by June 25<sup>th</sup>.

DSO Technology Services

## North Hall Laser Projector Upgrade

This summer, CTS is launching a full-scale upgrade of the North Hall general classrooms, replacing all existing bulb-based projectors with state-of-the-art laser projectors. This marks the final step in making SBVC 100% equipped with modern laser projection technology—eliminating the last of the aging bulb projectors.

Laser projectors offer crisp HD resolution, greater brightness, and significantly lower maintenance, creating a more vibrant and engaging instructional environment. This investment in cutting-edge classroom tech ensures that our faculty can teach with clarity and students can engage more deeply with course content.

Valley Technology Services

## Oracle PR Module Migration

Migration to Oracle’s new Purchasing Requisition (PR) module is nearly complete. This mandatory upgrade aligns with Oracle’s transition to the Redwood system and introduces a more modern, mobile-friendly interface—making it easier to submit and manage requisitions from your phone or tablet.

The new PR module is expected to go live on July 1, in line with the start of the new fiscal year.

To support a smooth transition, training sessions have been scheduled at your locations. These sessions are a joint effort between IT, Purchasing, and Fiscal Services and are designed to walk you through the updated features, changes to the approval process, and answer any questions you may have.

Enterprise Application Systems

## Resource Domain

We are currently working with Ellucian to migrate some of our older processes to more updated processes that will be compatible security-wise with Ellucian’s hosting protocol called Resource domain. Some of these include critical processes such as SARS exports and imports, Campus Central functionalities, deleting applications and eSchedule. We are currently testing the new processes that Ellucian has developed as well as working with Ellucian on setting up new platforms such as Experience so that functions like Campus Central can work.

Admin Apps & Distance Ed





With the recent start of summer and fall 2025 registration, changes to how students were opting into the optional fees such as BookSaver, ASB, Student representation and Recreation fee (CHC only) was introduced. Now by default, the optional fees are opted out and students have to actively opt into the fees which will then allow SBCCD to deduct these fees from their financial aid. This change is part of phase 2 of BookSaver which has the goal of reducing students accounts receivable by deducting their enrollment and non-enrollment fees from their student financial aid such as PELL or SEOG.

Admin Apps & Distance Ed

### Wi-Fi Upgrades

We are nearing the completion of the WiFi upgrades at SBVC, the next phase of our project will focus on replacing and modernizing the wireless infrastructure at EDCT, KVCR, and the District Office. This initiative will ensure that all district locations benefit from faster speeds, improved connectivity, enhanced security, and greater reliability to support daily operations. This is expected to be completed by July 1st.

DSO Technology Services

### Business Impact Analysis

Work is under way on our 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 they support.

Security & User Services

### Website Redesign

The first phase of the Crafton Technology Services website redesign is now complete! The updated page makes it easier than ever to submit help requests directly to our ticketing system—no login required.

You can check out the new page here: [Crafton Technology Request Form \(https://www.craftonhills.edu/faculty-and-staff/technology-services/technology-request-form.php\)](https://www.craftonhills.edu/faculty-and-staff/technology-services/technology-request-form.php). As always, you can also submit a ticket by emailing us at [helpdesk@craftonhills.edu](mailto:helpdesk@craftonhills.edu).

Crafton Technology Services

### Campus Wi-Fi Upgrade Project

One of the most exciting and impactful projects currently underway at SBVC is the Campus Wi-Fi Upgrade. This initiative is designed to provide students, staff, and faculty with the fastest and most reliable wireless internet experience the campus has ever offered. With over 50% of the project already complete, the CTS team has been working diligently—often during low-traffic times—to replace outdated wireless access points with the latest high-performance models.

Completed or nearly completed areas include:

Physical Sciences (PS)  
North Hall  
Campus Technology Services (CTS)  
Student Health Services  
Lois Carson Campus Center  
Child Development Center  
Health & Life Science  
Admissions & Records  
Business Building  
The Village (LA Swing Space)  
Applied Technology Building

This upgrade is on track for completion by the end of May and represents a major leap forward in ensuring seamless, high-speed internet access for our campus community. It's all about enhancing the student experience and supporting academic success through stronger connectivity.

Valley Technology Services







## Penetration Testing

Our annual penetration testing is under way. We are working with our 3<sup>rd</sup> party vendor to test our infrastructure both internally and externally for vulnerabilities. The testing will provide us information on any weaknesses that need to be addressed in order to improve the security of our networks.

Security & User Services

## 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 production season for spring and summer braille and alternate media requests across our colleges.

Additionally, the ATPC is a member of the Braille Authority of North America (BANA) Board of Directors. The mission of BANA is to assure literacy for tactile readers through the standardization of braille and/or tactile graphics. Marie Zaldivar, ATPC Director, will be attending the annual spring board meeting in Austin, TX from May 6th through May 8th. Items on the Board of Director's fall agenda include: a review of formal reports from braille technical committees, to include Nemeth, Chemistry and Tactile Graphics, the General Committee on Unified English Braille and the General Committee on Electronic Braille.

If you would like to know more about ATPC resources, please contact [mzaldivar@atpc.net](mailto:mzaldivar@atpc.net)

Alternate Text Production Center



## Assessment Import for SBVC

SBVC is using an older version of the Red Dot program that allows them to use Laserfiche and then import those scores into Colleague. With Ellucian's requirement that we migrate our old processes to be compatible with their Resource domain protocol, we are working with SBVC to migrate them to a newly developed version of the Red Dot program which will require some training and getting used to as the interface is now different and is no longer a standalone application.

Admin Apps & Distance Ed

## Paper Requests & Commencement Support

Printing Services has successfully transitioned all general copy paper requests into PrintShop Pro, enabling more accurate tracking, inventory planning, and accountability. This centralized process is already reducing order confusion and improving invoicing.

As part of the new fiscal year, please note that the object code for Printing Services has changed from 455100 to 590052. Be sure to use the updated code when budgeting to avoid delays. Additionally, we completed all Commencement print materials on schedule—including programs, signage, and banners. The team coordinated closely with event staff to ensure high-quality materials were ready and delivered on time, contributing to a smooth experience for graduates and guests.

Enterprise Application Systems

## Windows Upgrades

We are in the process of transitioning district computers from Windows 10 to Windows 11. This upgrade aims to provide enhanced security features, improved performance, and a more modern user experience. The transition will involve updating existing devices as well as ensuring that all new equipment comes pre-installed with Windows 11.

DSO Technology Services

## Computer Refreshment

The Crafton Technology Services team will soon begin upgrading staff laptops with newer models. In addition, we will be replacing several shared staff computers across campus, as well as all computers in some of our classrooms. These updates are part of our ongoing efforts to move toward a standardized five-year replacement cycle and to phase out devices that are incompatible with Windows 11.

Crafton Technology Services

## Apple Mobile Device Manager

The district has acquired an Apple device management system called Jamf, which will be used to manage all Apple devices, including Macs, iPads, and more. This system will enable us to automatically deploy applications and operating system updates, ensuring devices remain current with the latest security patches. It also provides the ability to remotely lock devices in the event they are lost or stolen. Both campuses will collaborate with the district IT team to configure and test the system prior to its full rollout.

Crafton/DSO/Valley Technology Services

## Data Sensitivity Labels

Data Sensitivity Labels have been published in the M365 tenant to coincide with the data classifications approved in recent policy. The labels are available to be applied available for use in tagging emails for the time being and they are being evaluated for further application to sharepoint, onedrive, and teams documents. These sensitivity labels feed into the overall Data Loss Prevention process and will be used to appropriately tag documents and messages by DLP rules after the evaluation process is completed.

Security and User Services

## District Web Services: HR Job Description Page

Our Web Developer is finalizing a new HR job description page designed to make it easier for users to browse and search job classifications. The updated layout includes categorized listings and improved accessibility, helping employees and applicants quickly find the information they need.

The page is expected to go live over the summer, ensuring it's fully available by the start of the fall term. This update supports our ongoing effort to enhance the user experience across district websites.

Enterprise Application Systems

## Pharmacy Tech Laptop Upgrade

In collaboration with the Pharmacy Technology program, CTS is assisting with a vital upgrade to student laptops. This summer, older devices currently in use by Pharm Tech students will be replaced with more capable, modern laptops that support both on-campus and off-site learning.

These new laptops will better align with the program's growing digital needs and give students the tools they need to succeed in today's fast-paced and tech-driven healthcare training environments. This upgrade is a direct investment in student mobility, flexibility, and academic success.

Valley Technology Services

# 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 2990 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

