

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

On July 11th, TESS completed an upgrade to the District's Cisco phone system to improve security, reliability, and overall performance. This update makes the system more stable and better protected against threats, while also restoring helpful features like voicemail-to-email.

DSO Technology Services

North Hall Laser Projector Upgrade

The CTS team is currently rolling out a major laser projector upgrade across North Hall classrooms. A total of 28 outdated bulb projectors are being replaced with brand new Epson 6,000-lumen laser projectors. These new units offer brighter, clearer, and more reliable projection, drastically improving the visual learning experience for students.

This upgrade not only brings North Hall in line with campus-wide technology standards, but also eliminates the maintenance challenges associated with older bulb systems. Installation is well underway and expected to be completed before Fall semester classes begin.

Valley Technology Services

Oracle PR Module Migration

The migration to Oracle's new Purchasing Requisition (PR) module is now complete and live as of July 1. This upgrade provides a modern, mobile-friendly interface that makes it easier to submit and manage requisitions across devices. Training sessions have been provided, and ongoing support is available through TESS, Purchasing, and Fiscal Services.

Enterprise Application Systems

Resource Domain

We continue to work on the project to move our hosted Colleague environment to Ellucian's resource domain. We are currently experiencing 3 obstacles that we are working through. One is the instructor drops and adding the right code to STAC. Another is getting the faculty rosters correct with the correct notation regarding co/pre-requisites. The last is the ability for students to pull an unofficial non-credit transcript without the need to log in. This is mainly for students who have left SBCCD but need to look at their unofficial transcripts

Admin Apps & Distance Ed





IEHP

We are working with the IEHP group to give data on students from their FAFSA application. We have been working with the vendor on the data formatting, transfer method, and cadence. We have recently gotten them to give their approval on the final data format but we need to coordinate with another group who is reaching out to students to get their approval to share their FAFSA data. After we get the list of students who have approved for their data to be shared, we will compare that against our list and send IEHP only the data for students who have approved.

Admin Apps & Distance Ed

Business Impact Analysis

The BIA project is nearing completion. All meetings with constituent groups have been completed and the data from responses has been analyzed and collated. The data provided is being utilized to complete a comprehensive inventory of software and services currently in use throughout the district. Additionally, the responses are being utilized to rank and triage software and services in order of importance institution wide. This will lead to a comprehensive report that will be of value in a variety of future projects and plans.

Security & User Services

Wi-Fi Upgrades

TESS has completed the wireless access point replacements at both campuses. To evaluate the coverage, a vendor was brought onsite to conduct a heatmap analysis, comparing before and after results and identifying areas for improvement. We are also in the process of upgrading the wireless access points at our Del Rosa and Hospitality locations to ensure consistent, high-quality connectivity across all sites.

DSO Technology Services

Crafton Classroom Upgrades

Over the summer, the CHC Technology Services team completed several classroom technology upgrades across campus. In rooms that experienced recurring issues, targeted improvements were made to resolve those problems. Additionally, older projectors were replaced with new laser models in select classrooms. These enhancements are intended to improve reliability and deliver a better overall experience for both faculty and students.

Crafton Technology Services

Interactive Display Carts - Applied Technology Building

CTS is excited to share progress on the buildout of 13 new interactive display carts for the Applied Technology Building. Each cart features a 75-inch Dell interactive touch display, a built-in PC, and integrated video conferencing capabilities. These state-of-the-art carts are designed to bring interactive instruction to areas of the building that were not originally equipped with permanent instructional technology.

By transforming previously non-tech-enabled spaces into fully functional instructional areas, these mobile solutions will increase flexibility for faculty and enhance the overall teaching and learning experience. This initiative reflects CTS's commitment to supporting innovation in education and is expected to be fully deployed before the start of the Fall semester.

Valley Technology Services



Computer Refreshment

The CHC Technology Services team has been working diligently to implement a five-year replacement cycle for all campus computers. We recently made significant progress by replacing over 80 laptops, along with numerous shared workstations across campus. This achievement puts us on a solid path toward completing the full replacement cycle within the five-year timeframe.

Crafton Technology 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 the fall semester braille and alternate media requests across our colleges.

Additionally, the ATPC is a member organization 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 fall board meeting in Boston, MA from October 22-24, 2025 at the National Braille Press. 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

Alternate Text Production Center



Rising Scholars

We are working with both colleges on the MIS elements needed to report on currently and formerly incarcerated students. The colleges would like to add these questions to the supplemental question area of the CCCApply application. In researching it more, one of the data elements cannot be self-reported but requires the colleges verify the information before confirming them in Colleague for reporting purposes. This is still a work in progress as we are working with the colleges to determine which questions should get an email to the designated representative at each college and also what should the content of those emails be.

Admin Apps & Distance Ed

New Online Print Ordering System

Printing Services is pleased to announce the launch of a new online print order system, which went live on August 4. This update was designed to modernize and simplify the ordering process, providing a more efficient and user-friendly experience for submitting print requests.

All print orders can now be placed through the new website at sbccd.orderprintnow.com. The system makes it easier to submit, track, and manage your orders from start to finish. For questions or assistance, please contact Printing Services for support.

Enterprise Application Systems

Network Switches Upgrade

TESS is currently replacing outdated network switches across the District with modern, high-performance hardware to enhance network speed, reliability, and security. These upgrades are essential for supporting current and future technology needs, including increased wireless usage, cloud-based services, and improved connectivity for staff and students. By modernizing this critical infrastructure, TESS is helping ensure a faster, more stable, and secure network environment throughout all District sites.

DSO Technology Services

Cybersecurity Training

We are currently preparing the material and communications for annual cybersecurity training. We are working on importing all active users in order to ensure that everyone receives notification of the assigned training. The Litmos platform will be utilized to send out reminders to all end users.

Security & User Services

CHC Windows 11 Upgrade

The CHC Technology Services team is nearing completion of the campus-wide upgrade to Windows 11—an important milestone achieved well ahead of Microsoft's planned end-of-life for Windows 10 in October. The remaining systems are expected to be upgraded or replaced within the next month.

Crafton Technology Services

Data Loss Prevention

Data loss Prevention rules are currently enabled in evaluation mode. The DLP rules are designed to leverage the Data Sensitivity Labels that were published for use within M365 applications. The DLP rules are currently monitoring for labeled messages and files being sent to external sources inappropriately. Additionally, these rules are monitoring all other files and messages to ensure that files containing Personally Identifiable Information or internal only SBCCD information is not exposed or published inappropriately. The rules will be ready to enable shortly.

Security and User Services



New SBCCD Identity Page Coming Soon

Web Services is excited to announce that a new SBCCD Identity page is currently in development and will be launching soon. This page will serve as a central resource for district branding, logos, and visual identity guidelines, helping to ensure consistency across all communications and making official brand assets easy to access.

Once live, the SBCCD Identity page will offer downloadable logos, usage guidelines, and examples to help staff and faculty maintain a unified and professional district presence. Stay tuned for the official launch and more details on how to start using these resources.

Enterprise Application Systems

Applied Technology Video Wall

In collaboration with Safework and Avidex, CTS is in the procurement phase of an exciting new project: a 163-inch video wall for the lobby of the Applied Technology Building. This dynamic display will serve as a digital centerpiece for the space, showcasing campus content, sustainability data, and providing a visual platform for major events and announcements.

The installation will include integrated audio equipment, making the lobby a prime location for hosting large-scale campus events and presentations. With a bold visual impact and powerful functionality, this video wall will be a standout feature of the building. The project is scheduled to begin in early Fall 2025, with more updates to come as we move forward.

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.

