

# 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

## Internet Redundancy at CHC

TESS introduced Spectrum as a new fiber connection to the CENIC backbone for Internet at Crafton Hills College. This addition provides redundancy alongside the existing AT&T connection. This strengthens the campus internet infrastructure and provides continuous connectivity even if one provider experiences an outage. In addition, new CENIC routers were installed to improve network reliability.

DSO Technology Services

## SBVC Student Worker Tech Den - Pilot Phase Underway

CTS is excited to launch the pilot phase of the SBVC Student Worker Tech Den, a new initiative focused on expanding front-facing student tech support. In partnership with the Library, CTS has identified a dedicated space where student workers will be stationed to assist their peers with common technology needs.

Services will include password resets, Canvas navigation help, printing assistance, and the ability to escalate more complex tech issues to the appropriate CTS team members. This initiative not only supports student success but also creates a sense of belonging and connection for students seeking help.

By offering approachable, peer-based support, the Tech Den enhances the overall on-campus experience, making technology more accessible and less intimidating. As the pilot continues, CTS aims to establish consistent service hours so students can rely on this resource throughout the semester.

Valley Technology Services

## SBVC Bachelor’s Degree

We are working with the SBVC Bachelor’s committee to setup Colleague to ensure that when students are in the Water Technology Bachelor’s program, they are charged the appropriate upper division fee. We have confirmed with the committee that when building the course in Colleague, as long as it is built with a certain Course Type, the billing rules will bill those units at the upper division rate rather than the usual non-BS rate. We believe the fee will be the same amount as what CHC is using for their Bachelor’s program but waiting on confirmation.

Admin Apps & Distance Ed

## Crafton Classroom Upgrades

The Crafton Hills College Technology Services Department recently completed upgrades to the Piano Lab Classroom in the new Performing Arts Building. The project included installing new monitor stands, keyboards, and mice, relocating the monitors and Mac Mini computers from the tops of the pianos to dedicated stands. The upgrade not only streamlines the layout but also gives the classroom a cleaner, more modern, and professional appearance. With less clutter and improved functionality, students and instructors can now enjoy a more inspiring and efficient learning environment.

Crafton Technology Services





## **Fresh Digital Resources: Belonging & Board Resolutions**

Two new digital resources are now available for everyone to explore. The Belonging and Wellbeing website brings together news, events, and support services to promote a more inclusive and vibrant campus. In addition, the new Board Resolution pages offer easy access to important board actions and policy updates, making it simpler to stay informed and involved across the district.

Enterprise Application Systems

## **Data Loss Prevention Rules**

Our Data Loss Prevention (DLP) rules have been fully pushed out to our system. After months of running in audit mode and fine tuning, the rules were made fully active in September. These rules are designed to prevent unintentional leakage of data that we are obliged to safeguard (PII, HIPAA, PCI).

Security & User Services

## **Migration to SARS from Cranium at CHC**

We are working with various departments at CHC to migrate them from Cranium Café to SARS or eSARS. Currently we are working with departments such as tutoring, Admissions, Veteran services, SAS, Student Life and STEM/MESA. We are also waiting for SARS to update their application so that the various departments can report data necessary for the VR MIS file.

Admin Apps & Distance Ed

## **District-Wide Network Redesign**

TESS is exploring a network redesign to improve connectivity, reliability, and overall performance across the District. The goal is to create a more resilient network that can automatically reroute traffic in the event of an outage, minimizing downtime and service interruptions. This effort includes evaluating new technologies, redundant pathways, and smarter routing to ensure continuous connectivity and support future growth.

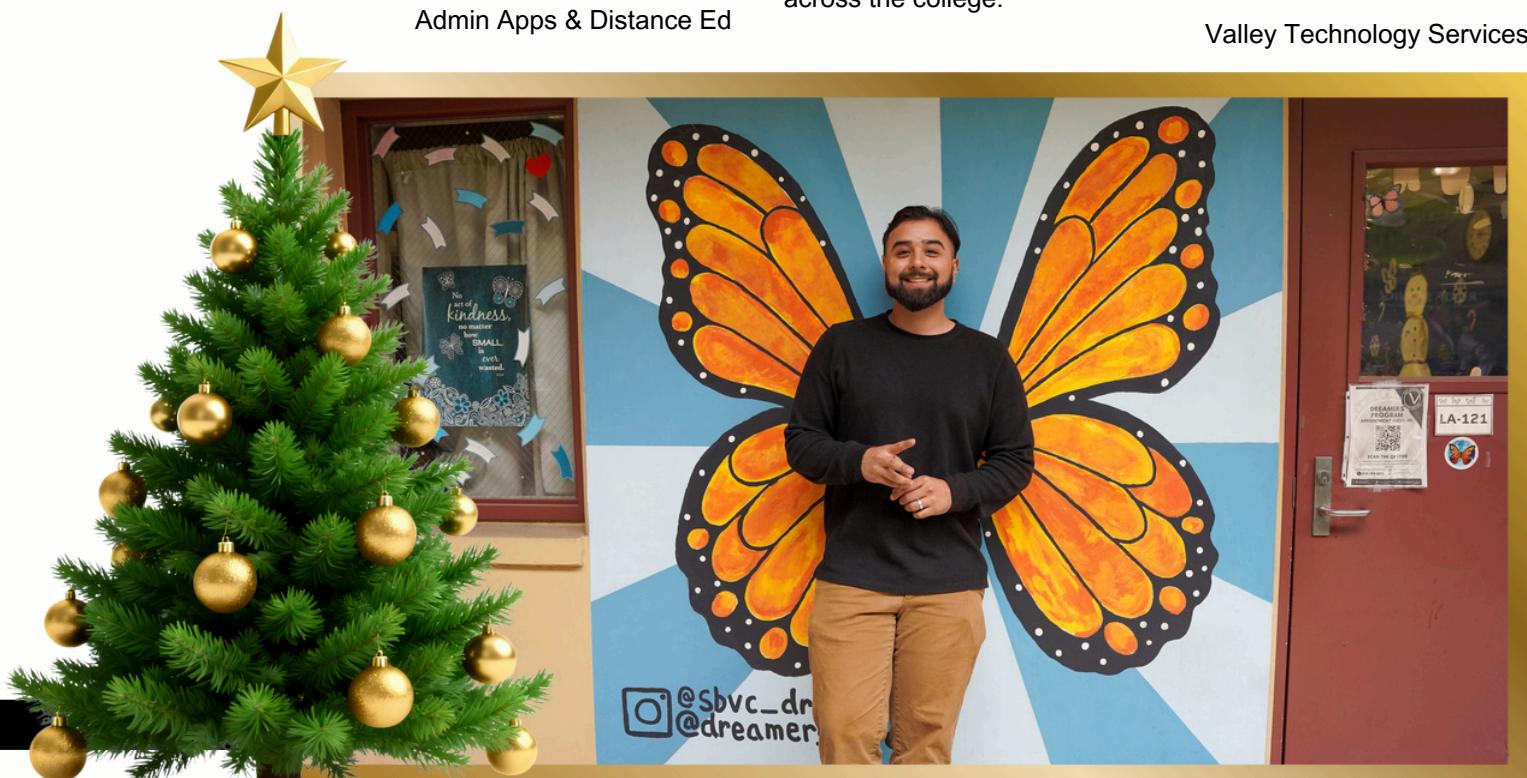
DSO Technology Services

## **New Program Assistant Brings Focused Event Support**

With the growing volume and complexity of campus events, CTS is proud to welcome Alexander Cabrera as the new Program Assistant dedicated to event technical support. Alexander will serve as the primary technology contact for Centennial Campus events, helping coordinate AV setups, PowerPoint presentations, live mixing, and general event planning logistics.

His role provides much-needed relief for the CTS team, allowing technical staff to focus on core responsibilities while maintaining high-quality service for campus events. Alexander's support ensures smoother execution and a better experience for event organizers and attendees alike, as CTS continues to adapt to the rising demand for professional event support across the college.

Valley 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 and winter 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](mailto:mzaldivar@atpc.net)

Alternate Text Production Center



## Maxient Implementation for HR

We are working with HR to implement Maxient for employee conduct cases. Going forward after full implementation, TESS will be responsible for provisioning access and maintaining security for this application to ensure that power users can only access the cases they should be seeing. We have engaged Maxient and they need data from HR which the HR technical team is working on. They also sent us worksheets for us to fill out that will help define the workflows and business processes that HR will use within the Maxient application and Maxient is contracted to help us build those workflows.

Admin Apps & Distance Ed

## Security Cameras and Access Control

TESS is collaborating with the Police Department and campus teams to expand and enhance security infrastructure across the District. This effort includes upgrading and adding security cameras, improving access control systems, and strengthening network connectivity that supports safety technologies.

DSO Technology Services

## Cybersecurity Awareness Training

Cybersecurity awareness training for the year has been published to all end users. This is the first year that the training is mandatory for all users. We are collaborating with Human Resources to ensure that completion of training is properly recorded for each employee.

Security & User Services

## Printing Gets an Upgrade: Transition to Online Ordering

Departments across the district can now enjoy easier, more affordable ordering thanks to our fully implemented online print request system. With improved pricing and user-friendly features, submitting jobs is faster and simpler for everyone. Please remember: PrintShop Pro will be deactivated after December 19th—make the switch to our new site at <https://sbccd.orderprintnow.com> for all future orders.

Enterprise Application Systems

## Perimeter Security Audits

We are currently in the process of reviewing and updating entries in the network firewalls. Local accounts, VPN portals, and traffic rules are all up for review. The goal is to ensure that all of the rules applied are current and meeting the standards to protect communications and data to the best of our ability.

Security and User Services



## 25D Oracle Upgrade: New Features Now Live

We're happy to share that the 25D upgrade for our Oracle system is live! This upgrade not only boosts performance and security, but also introduces helpful new functionalities to make everyone's experience smoother. We look forward to using these tools to provide even better support to the campus community.

Enterprise Application Systems

## Syllabus Submission Tool Expansion

Following the successful launch of the streamlined syllabus submission system developed by Technology Support Specialist Jeff Huynh in collaboration with the Arts & Humanities division, the impact of this innovation has expanded. Originally powered by Microsoft Power BI, this tool simplified the syllabus collection process and quickly proved its value.

Due to overwhelming positive feedback, several additional departments have requested and received this same solution for their own use. What began as a single-department innovation has now become a campus-wide model for streamlined academic processes, showcasing SBVC's ongoing commitment to efficiency and technology-driven excellence.

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 2866 tickets excluding project requests. Also, there has been a steady increase in the overall usage of Canvas by both colleges.

