

Technology Committee Updates:

Technology Services:

- 1138 laptops imaged to date -Breakout is 480 Students / 658 Staff/Faculty which included the bundles for both Colleges. 295 of them were the bundles.
- Computer Bundles where at a 54% discount price working with our Dell Rep
- Waiting for 300 laptops just purchased to arrive and image for Students (no included in the 1138 count)
- Upgraded OS on all instructor stations on for all WEST Campus Classrooms.
- Actively working on upgrading the OS on all instructor stations on East Campus Classrooms.
- Maintenance of Labs-Trend Micro / OS upgrade, etc.
- Website from Dell for students to purchase systems at a discount price
- Website from Microsoft for students to purchase systems at a discounted price link
- Adobe Site License based on FTE's
- MJC Chat support
- Computer moves and copier support for projects like Printing and Fire Science
- Support for YCCD Board meetings via Zoom
- Over 5,000 work orders last year- consist of remote access, connection issues, two monitors, VPN, new computer bundles, etc.
- Over 60 various knowledge base articles to assist faculty and staff

Application Services:

- Multiple changes to ClassSearch in support of remote operations
- Implemented Regulatory changes for EW/IEW grades - repeats, priorities, acad standings, web grading
- Exlibris Alma changes for COVID-19 - extended patron expiration; increased pre-term load time
- EZProxy - Began config and testing for SSO
- AB-705 - multiple quality and functionality releases
- FA EDS - changes for COVID-19 (support for CARES form)
- Colleague API - Creation of a custom API for use in AB-705
- Hire Data Analyst
- Processed IPEDS
- Processed Spring MIS
- Processed data requests for annual financial audit
- EMSI data request – in progress
- Regulatory changes for CalGrantGPA
- Self-Service - Started work group for Student module and reestablished workgroup for HR module; currently working on transcripts, grad application, grades, test summary, leaves, time-entry, address updates, emergency information

- Business Process Review - Review of MJC EOPS in progress, some core reports moved to CROA
- Business Process Review - Review of MJC DSPS in progress
- Business Process Review - Review of Employee Onboarding in progress
- Mediashare - Prep work for decommissioning; resolved SSL issue and migration from Adobe Flash to HTML5
- Research Database / Research support - Several quality and functionality updates to the Research database loader
- Research/establish data access procedure
- Ellucian CROA - migrated Cognos environment to Ellucian CROA
- Canvas - multiple changes to canvas to support remote operations
- Canvas - changes to prevent removal of canvas shell for course that has been put in a pending status
- Micro-Grant through HigherOne - Creation of mechanism to use Colleague codes/customization for processing disbursements through HigherOne
- Ellucian Ethos - Completed implementation of the Ellucian Ethos platform
- OEI/Finish Faster - Completed onboarding Finish Faster with Ethos
- Starfish Data Load – redesign loader created by Ferrilli for quality/performance – in progress and nearing completion
- WebAdvisor - Began config and testing for SSO
- Transcript Redesign – project in progress / testing phase
- CCAP / Middle-College – changes to streamline fee waivers; in-progress / testing phase

Infrastructure Services:

- Transitioned college to full remote operations in two weeks primarily through VPN access for all staff/faculty, Microsoft Teams, and Cisco Jabber softphones.
- A self-service portal was also opened to all users to allow management of how/if their phone is forwarded.
- VPN utilization has steadied at around 300 concurrent users. This would rarely eclipse 10 before going remote.
- Teams and Jabber utilization continues to grow. Infrastructure has been deploying both nonstop for the last six months.
- Social Intents chat widget deployed
- UPSs have been installed in every IDF/MDF on all campuses providing emergency power for network communications equipment in the event of a power outage. These are all connected to the network for real-time monitoring and notification of power events.
- Creation of object storage service.
- ‘Application under maintenance’ page creation
- AB705 deployed
- Facilitated Mediashare transition to Teams
- Worked with security to properly document alarm panel and security camera inventory. Have been working with security to help stabilize both systems and plan for their eventual replacement.
- Data Center network upgrades

- Improved network monitoring and alerts with Nagios
- Helm repo work – improving process for Application Services to create their own charts
- Constantly battling with new spear phishing campaigns resulting in compromised accounts and spam. Due to this increase, reduced student email send limit to 50.
- Improved outdoor WiFi coverage
- Provided Wake-on-LAN solution
- Integrated Science building fume hood control network with the District IP network and upgraded its server.
- TrendMicro server upgrade
- Veeam upgraded to v10
- Fiber connectivity has been established in the new Ag grow trailers.
- ServiceNow upgrades and form creation

Media Services:

- Worked with and assisted faculty initially transitioning to remote instruction
 - Continue to assist Zoom users remotely, especially for classes that present special challenges when held remotely
- Designed solutions for remote instruction and hybrid lab sessions
 - MJC Agriculture Division
 - MJC Arts, Humanities and Communications Division
 - MJC Business, Behavioral and Social Sciences Division
 - MJC Science, Mathematics and Engineering Division
 - Columbia Arts, Sciences and Human Performance
 - Columbia Career and Technical Education
- Assessed and remediated impact of West Campus power failures/fluctuations on AV systems
- Assessed damage to AV systems caused by water leak in MJC Science Community Center
- Finalized installation of AV systems in John Muir 155, 159, 160, and 163
- Coordinated with Technology Serviced to replace classroom computers while troubleshooting and repairing AV systems in:
 - Founders Hall
 - Science Community Center
 - Media and Performing Arts Center
 - Center for Advanced Technologies
 - Agriculture
 - Art
 - Sierra Hall
 - Maple
 - Manzanita
 - District Office Building

- Coordinated with Facilities and Technology Services in planning process and timelines for safely performing work on campus
- Completely replace AV systems in all Sugar Pine classrooms and labs (in progress)
- Copied all content (1600+ titles) on Mediashare to SharePoint as the initial step toward the eventual decommissioning of Mediashare
- Worked with Columbia faculty and administration, institution staff, and across IT groups to develop process for remote delivery of instruction to incarcerated students
- Working across IT and campus groups to remediate non-ADA compliant .pdfs on District and colleges' websites
- Supervised contractors hired to complete installation and configuration of AV systems for Columbia Culinary program
- Provided support for In Service Day at Columbia
- Met with members of the MJC Professional Development Committee to explore features of Zoom Webinar, for use during MJC Institute Day
- Worked with Technology Services staff at both colleges imaging and preparing new laptops for student and staff use
 - Conducted tech rehearsal and, working with the AHC tech staff, provided live support
- Coordinated with YCCD Chancellor's Office staff on logistics necessary to provide secure yet publicly accessible YCCD Board of Trustees meetings in light of challenges and evolving needs
 - Successfully managed:
 - 5 regular Board meetings
 - 4 Board special meetings
 - 4 Board Finance committee meetings
 - 1 Board Policy and Procedures committee meeting
 - 1 Board Study session
- Designed AV systems for renovation of MJC Electronics Building classrooms
- Temporarily reassigned Media Services staff to Service Desk to deal with peak demand during first 2 weeks of classes
- Media Services staff have completed over 100 online professional development activities, many resulting in certifications.