Academic Technology ISIT Update

Oct. 7, 2024

## AT Support Requests

* Support requests from [Academic Technology Support Request](https://bakersfieldcollegeedu.formstack.com/forms/academic_technology_support_request)
  + Sept. 9 – Oct. 4 = 127
* Support requests from [Blackboard](https://support.kccd.edu/shp/kccd/home) (KCCD Service Center)
  + Sept. 9 – Oct. 4 = 38

## Accessibility Focus for Canvas Shells and Supporting Resources

* Launch of UDOIT to help identify accessibility issues within Canvas shells
* Accessibility trainings throughout the week – mornings and afternoons; and on Saturday, Oct. 12th.

## Banner to Canvas Integration Problems

* Some Banner rosters and some employee Banner information are not updating properly to Canvas.
  + Some students who dropped in Banner are still showing up on Canvas rosters.
  + Some students who enrolled in classes are not appearing in the proper Canvas shells.
  + Recent BC employees who were former students are not able to access their Canvas accounts because of Canvas not being updated.