

February 1, 2016

Inside This Issue:

- ◆ MyWeb/SQL Migration
- ◆ District Help Desk
- ◆ Reprographics
- ◆ Colleague Web UI Resources
- ◆ ConferNow with Zoom
- ◆ Moodle to Canvas
- ◆ Online Safety Tips
- ◆ Top 10 IT Issues, 2016
- ◆ Non-IT Word

District Help Desk

Support hours:

Monday through Friday

7:00 a.m.—5:30 p.m.*

(408) 270-6411

helpdesk@sjeccd.edu

* To better serve you at the beginning of the term, the Helpdesk will have extended hours of 7:00 a.m. to 7:00 p.m. from Feb 1 to Feb 11..

Colleague WebUI Resources

[Web UI Guide](#)

[Ellucian's Web UI Doc](#)

[Quick Reference Guide](#)

[Web UI Keyboard Shortcuts](#)

MyWeb and Colleague SQL Migration

The MyWeb and Colleague SQL Migration project was completed over the winter break and the new system went live on January 4th, 2016! This multi-year project was made possible through the coordination and collaboration of ITSS working with CampusWorks, Ellucian, and other vendors in concert with IESS, CTSS, Colleague Core Group, and many staff, managers, and faculty who volunteered to test and provide feedback. SJECCD migrated from an Oracle database to a Microsoft SQL database on new servers, storage, backup and recovery systems that replaced end-of-life hardware and operating systems. The migration saves on annual maintenance costs and brings the District to a viable, current, supported and robust environment. Below are some of the Colleague and data statistics from the project:

- Data migration from the server to the staging server to the new production server, approximately 110 hours
- 566,228,922 rows of data migrated
- 6,119 tables migrated
- 931 Custom Colleague Envision processes migrated
- 655 Custom Computed Columns migrated
- 59 Custom Colleague files migrated
- 25 Custom list specifications migrated

Thank you to everyone involved for contributing to the success of this project!

Reprographics: Online Printing Requests

Reprographics has implemented a new online form for processing printing requests (i.e., green sheets, envelopes and business cards)!

This form allows users to easily and conveniently enter printing requests from the convenience of their computers.

This new process will aid Reprographics in tracking requests and managing the work flow.

The new Reprographics Printing Request form is accessible from the EVC and SJCC Reprographics websites:

EVC: <http://www.evc.edu/discover-evc/administrative-services/reprographics>

SJCC: <http://www.sjcc.edu/discover-sjcc/administrative-services/reprographics>

Thanks to Shashi Naidu and the EVC/SJCC Reprographics staff for their contributions to this project!

ConferNow with Zoom

ConferNow is a grant-funded resource to provide all California Community College administrators, faculty and staff with web and video conferencing service. ConferNow provides a Zoom Pro account at no-cost to you. Zoom enables you to schedule and host web and video conference meetings with others and share screens. It works on Macs, PCs and mobile devices—iOS, Android and BlackBerry. For more information and to sign up for your free Zoom Pro account through ConferNow, go to <http://confernow.org>.

Moodle to Canvas

The colleges have adopted [Canvas](#) as the new Learning Management System (LMS) that will eventually replace Moodle. The goal is to begin piloting Canvas this summer, 2016, while maintaining Moodle for another year. Canvas was selected and funded by the [Online Education Initiative \(OEI\)](#) to provide a hosted [Common Course Management System \(CCMS\)](#) for all California Community Colleges. ITSS will be working with the colleges to support the transition from Moodle to Canvas and the integration of Col-league to Canvas (e.g., courses, enrollments, faculty, user authentication, etc.).

Online Safety Tips: Do not share your username and password with anyone. Delete emails asking for your password, bank account or tax information—these are phishing attempts that can cause serious harm.

Top 10 IT Issues, 2016—[Excerpt](#) from EDUCAUSE Review (see below)

1. **Information Security:** Developing a holistic, agile approach to information security to create a secure network, develop security policies, and reduce institutional exposure to information security threats
2. **Optimizing Educational Technology:** Collaborating with faculty and academic leadership to understand and support innovations and changes in education and to optimize the use of technology in teaching and learning, including understanding the appropriate level of technology to use
3. **Student Success Technologies:** Improving student outcomes through an institutional approach that strategically leverages technology
4. **IT Workforce Hiring and Retention:** Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows
5. **Institutional Data Management:** Improving the management of institutional data through data standards, integration, protection, and governance
6. **IT Funding Models:** Developing IT funding models that sustain core services, support innovation, and facilitate growth
7. **BI and Analytics:** Developing effective methods for business intelligence, reporting, and analytics to ensure they are relevant to institutional priorities and decision making and can be easily accessed and used by administrators, faculty, and students
8. **Enterprise Application Integrations:** Integrating enterprise applications and services to deliver systems, services, processes, and analytics that are scalable and constituent centered
9. **IT Organizational Development:** Creating IT organizational structures, staff roles, and staff development strategies that are flexible enough to support innovation and accommodate ongoing changes in higher education, IT service delivery, technology, and analytics
10. **E-Learning and Online Education:** Providing scalable and well-resourced e-learning services, facilities, and staff to support increased access to and expansion of online education

© 2016 Susan Grajek. The text of this article is licensed under the [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License](#). *EDUCAUSE Review*, vol. 51, no. 1 (January/February 2016)

Non-IT Word

Woot (interjection) (The Merriam-Webster Open Dictionary—New Words & Slang)

An exclamation of joy or excitement. Example: I aced the final exam—*woot woot!*