

August 30, 2017

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[District Help Desk](#)

M-Th, 7:00 am—7:00 pm

Fr, 7:00 am—5:30 pm

(408) 270-6411

helpdesk@sjeccd.edu

[Reprographics](#)

[EVC Online Printing Requests](#)

[SJCC Online Printing Requests](#)

District-wide Phone Replacement Project

This summer, ITSS has finished replacing the phone system throughout the District with a new ShoreTel phone system (Measure G-2010). Training classes were provided during the rollout of the phones at EVC, SJCC and the DO. Additional training sessions are scheduled for SJCC and EVC at the beginning of fall term. In addition, Packet Fusion and ITSS will be at SJCC and EVC during the start of the term to provide phone support for returning faculty and staff. For more information and training resources, go to the [project website](#).

College Catalogs in CourseLeaf

SJECCD is implementing a new online, searchable college catalog platform for SJCC and EVC in CourseLeaf. With CourseLeaf, college catalogs are designed to be user-friendly for mobile devices and will also include a printable PDF. The course description portion has been completed and the migration process for remaining pages is underway. This is a new system for us and has taken additional time for technical adaptation and new workflow. Future catalog releases will be easier to update and publish than before.

Reprographics—Print Shop Pro

Reprographics is preparing to implement a new online system for requesting printing, copying and graphic design services. This system is powered by [Print Shop Pro](#) and will be used for free and fee-based services and utilizes budget account codes for payments.

Secure Login

ITSS is implementing a new user login management system for securely accessing district applications. More to come...

Canvas LMS

As of summer term, Moodle is no longer used to host EVC/SJCC classes. Now all online and hybrid classes are hosted in Canvas. Please contact your campus DE Coordinator for Canvas support or Moodle migration assistance.

SJCC Wireless Network

The next phase to complete the wireless network at SJCC is the installation of additional network cables. This is part of a larger project, "G2010.0179 SJCC Physical Security Phase II" which is currently out to bid. Last spring, it was anticipated that a contract would be awarded in June. However, the project had to go back out to bid. Now it is anticipated that a contract will be awarded in October or November. After the network cables are installed, the additional wireless access points will be installed to expand wireless coverage at SJCC. The new expected completion date is in January, 2018.

Reprographics Updates

- We wish Colleen Hattman all the best in her upcoming retirement this September!
- EVC Reprographics and mail room was moved to Acacia A9-139.
- Reprographics will be implementing a new online system for printing, copying and graphic design requests (see first page).
- Reminder to use the online form for printing requests:
 - ⇒ [EVC Reprographics Requests](#)
 - ⇒ [SJCC Reprographics Requests](#)

Free Technology Resources

Microsoft Office—Employees may install MS Office on up to 5 personal PCs/Macs and up to 5 mobile devices. After logging into <http://outlook.com/sjeccd.edu> (or [/sjcc.edu](http://sjcc.edu) or [/evc.edu](http://evc.edu)), select "Office 365" in the upper left of the browser window and follow the directions. For Office tutorials go to the [District Help Desk](#).

Zoom Web Conferencing— CCC employees may request a Professional license at no cost through <http://conferzoom.org>.

Sophos Security— [Free computer security](#) protection for home computers.

Lynda Training— Go to the [Professional Learning Network](#) for a free [Lynda](#) account for online technology training and more!

Keenan SafeColleges Online Training—Cyber Security

Reminder to complete the Keenan Online Training on Cybersecurity, Malware protection, Password Security and the Technology Use Policy and Procedure. You received an email from "Keenan SafeColleges Online Training" on 3/14/2017 with access instructions. For questions, please contact HR or call 1-800-434-0154. Remember to be vigilant to protect your passwords and protected data for which you are responsible—recognize phishing scams, do not respond to unsolicited requests, do not store protected data on a personal or mobile device, do not email or otherwise transmit protected data if it is not encrypted.

SJECCD/EVC/SJCC Technology Master Plans

The SJECCD Technology Master Plan 2017-2024 was completed and presented to the Board of Trustees at the 8/29/17 meeting for a first reading. The five strategic themes for the District and College technology plans are Student Experience, Security, Standardization, Support and Self-Service. Strategic goals are developed for the themes and aligned with college/district strategic priorities and Accreditation Standards. One to two year Initiatives are developed for the Strategic Goals and will be updated each year. Projects are developed from the initiatives—district-wide and local (DW, EVC, SJCC, DO) and a district-wide technology project site is underway.

Non-IT Word: Verisimilar (adjective, ver-uh-sim-uh-ler). Having the appearance of truth; likely; probable: *a verisimilar tale*. (Dictionary.com Word of the Day, August 27, 2017)