

December 16, 2016

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### District Help Desk

Monday through Friday

7:00 am—5:30 pm\*

\*Extended hours to 7:00 pm  
first two weeks of each term

(408) 270-6411

[helpdesk@sjeccd.edu](mailto:helpdesk@sjeccd.edu)

### Reprographics

EVC Online Printing requests:

[HERE](#)

SJCC Online Printing requests:

[HERE](#)

## Spring 2017—Last Term for Moodle

Reminder—We will continue to use Moodle along with Canvas for spring 2017 term. **Beginning summer 2017, Moodle will no longer be available and all online and hybrid classes will need to use Canvas.** Please contact your Distance Education Coordinator for training and support opportunities.

## Re-launch of Office 365 for Students

District ITSS has re-launched the rollout of Office 365 to students. Students may access Office 365 and install Microsoft Office on their Mac/PC (5) or mobile devices (5) at no charge. The re-launch utilizes a new authentication system for students (Active Directory). Eventually these new user accounts will be used for single sign-on to other online resources such as MyWeb, Canvas and wireless.

## Online Password Reset

District ITSS has launched an online password reset portal that can be used by employees and students. Before using it, you must log in to register and answer self-identifying questions. Registration and password reset directions are provided at the ITSS Help Desk website, <http://www.sjeccd.edu/district-services/ITSS/help-desk/password-reset/login-instructions>.

## Technology Planning Input

Thanks to all who participated in the technology planning focus groups in November! We held a total of 29 sessions (EVC, SJCC, DO) with a total of 222 participants — this included a total of 65 students from each college. Earlier in November a total of 19 IT staff participated in IT focus groups. The surveys in October yielded responses from 913 students, 159 employees and 25 IT staff. All of this input will provide valuable information for the development of new technology plans for SJCC, EVC and District-wide!

## Fall 2016—Last Term for NBC Learn

The district-wide NBC Learn subscription has expired at the end of this semester. Beginning next year, it will no longer be accessible through the college library and LMS websites.

## Authentication for Wireless Access in Spring 2017

As part of the network infrastructure upgrade projects, ITSS will be deploying authentication for wireless access at each college in spring 2017 (Date TBD). This will require students and employees to use their network username and password to access the wireless network. This will enable us to ensure that wireless is only accessed by authorized users and registered guests. It will also enable us to readily respond to wireless security incidents and notifications of illegal file sharing. Directions will be provided for logging into the wireless network in early spring.

## Reprographics Automation

Reprographics has been working on automating processes and using SharePoint to improve services to faculty and staff. Over the past year, they have made the following improvements to services:

- Printing requests can be made [online](#)
- Automated notifications when print job requests are received and when completed
- Automated package pickup notifications

Reprographics is working on automating the invoice process for printing requests.

## Free Technology Resources

**Microsoft Office**—Thanks to our Microsoft Campus Agreement, employees and students may install Office on up to 5 personal PCs/Macs and up to 5 mobile devices. After logging into <http://outlook.com/sjcccd.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 the [District Help Desk](#).

**Zoom**—Zoom is a fantastic communication tool for audio/video and desktop sharing. As a CCC employee you may request a Professional version at no cost from <http://conferzoom.org>.

**Sophos**— [Free security](#) for home computers.

## Stay Safe Online

For tips and resources on staying safe online go to [StaySafeOnline.org](http://StaySafeOnline.org). This site includes information on how to handle malware, botnets, ransomware, spam, phishing, hacked accounts, securing home network, ID theft and fraud, passwords, social networks, online shopping, back ups, cyberbullying, etc.

Be sure to see their “Tip Sheets” which include articles on “Cyber Safe Holiday Shopping” and “Stay Safe from Cybercrime During Tax Time”. There are also helpful resources for assisting children to become “good digital citizens” and staying safe online.

## Priority Registration

As you may know, ITSS recently rolled out a process for spring term that automates the priority registration groupings. The process recalculates every student’s priority every hour to ensure it is up to date. In addition, a new screen in MyWeb allows students to see their priority grouping and appointment along with all the information used to calculate it (e.g., orientation, assessment, education plan, number of units, etc.). A similar screen (XUSREP) is available in Colleague to Student Services faculty and staff to see the same information. Finally, a report is available in CROA to perform analytics on priority registration data. Thanks to Student Services at both colleges for their partnership in improving the priority registration process.

## Non-IT Word

**kapellmeister**: (often capitalized) the director of a choir or orchestra. Example: The Kapellmeister brought her hands up slowly to signal to the musicians a shift to a slower tempo.

Attribution, <https://www.merriam-webster.com/word-of-the-day/>