

May 24, 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](mailto:helpdesk@sjeccd.edu)

### Reprographics

[EVC Online Printing Requests](#)

[SJCC Online Printing Requests](#)

## District-wide Phone Replacement Project

ITSS is working to replace the phone system throughout the District (Measure G-2010). Through a competitive purchase, ShoreTel was selected to replace the Cisco system (End-of-Life). The installation is underway at EVC and will continue throughout the summer at all sites. The exact dates for installation at each location will be provided through email and online. Training classes will be provided at EVC 5/22 through 6/2. Additional training sessions will be scheduled for SJCC and DO this summer and at the beginning of fall term at all sites. For more information, go to the [project website](#).

## CourseLeaf College Catalog (CAT)

SJECCD is implementing [CAT](#), a dynamic and searchable college catalog platform for SJCC and EVC. The catalogs will be accessible on web/tablet/mobile devices as well as a printable PDF. CAT will help bring a more accurate publication of college courses and programs. Departments will be able to update their content independently. The workflow feature will establish an approval path before changes are published. Course information for CAT comes directly from Colleague which ensures information accuracy.

## District Help Desk—Extended Hours

To better serve students and faculty, as of spring 2017, the ITSS Help Desk hours have been extended from 5:30 p.m. to 7:00 p.m. on Monday through Thursday.

## Keenan Online Training—Cyber Security

If you have not already done so, please complete the Keenan Online Training on Cybersecurity, Malware protection, Password Security and the Technology Use Policy and Procedure (see email, 3/13/17).

## Spring 2017—Last Term for Moodle

The end of spring term concludes the use of Moodle as the standardized LMS. **Beginning summer 2017, all online and hybrid classes will be hosted in Canvas.** Please contact your Distance Education Coordinator for Canvas training and support.

## SJCC Wireless Network

Last year, ITSS completed the installation of replacement network switches and wireless Access Points at SJCC. The next phase is a construction project to install additional network cables on campus (indoor and outdoor) in order to expand the wireless coverage. It is anticipated that the contract to install additional network cabling at SJCC will be awarded at the June 13 Board Meeting — it is part of a larger project, titled, “G2010.0128 SJCC Physical Security Phase II”. After the network cables are installed, the additional wireless APs will be installed to expand wireless coverage at SJCC. The expected completion is during fall 2017.

## Reprographics Updates

- The EVC Reprographics and mail room was moved to Acacia A9-139 during spring break.
- Reprographics has implemented a new email address for Graphic Design Services, [graphicdesigner@sjeccd.edu](mailto:graphicdesigner@sjeccd.edu). This mailbox will help staff to track special requests (e.g., business cards, graphic design).
- Reminder to use the online form for processing 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](#) to request free [Lynda](#) account for online training on technology and more!

## Information Security Emails

Malware, Ransomware, Phishing, Security and Data Protection are all serious technology and social issues that we need to better understand and protect against. To assist, emails were sent this term by ITSS Communications, Office of the Chancellor, and San Jose/Evergreen Community College with the following subjects (for your reference):

- Keenan SafeColleges Online Training
- Message from the Chancellor (ID Protection)
- Information Security Bulletin: Ransomware
- Data Protection Notice (to Website content owners)
- Cisco Umbrella Network Protection (DO)

## SJECCD/EVC/SJCC Technology Master Plans

The development of new technology master plans for the District, EVC and SJCC are progressing. The District Technology Master Plan was approved by the District Council in April and the EVC Technology Master Plan was approved by the EVC College Council in May. The final drafts are to be completed. The five strategic themes are: Student Experience, Security, Standardization, Support and Self-Service. Strategic goals emerged from the themes and are aligned with college/district priorities. A slate of initiatives was developed for each plan (to be updated each year). Projects will be developed from the initiatives—district-wide and local (EVC, SJCC, DO).

**Non-IT Word:** [Slacktivism](#) (noun, **slak**-tuh-viz-uhm). Actions taken to bring about political or social change but requiring only minimal commitment, effort, or risk: *students engaging in slacktivism by signing an online petition* (Dictionary.com Word of the Day, May 18, 2017)