

May 2015

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### District Help Desk

Support hours:

Monday through Friday

7:00 a.m. – 5:30 p.m.

(408) 270-6411

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

District Help Desk website includes links for work order requests as well as online tutorials.

## Phishing attempts: don't be duped!

**Overview:** The SJECCD community has received several phishing and malware emails over the past few months. These emails elicit sensitive information (example username and/or password) or provide links to websites that download malicious software onto the victim's computer. Once your sensitive information is obtained or your computer installs malware, your computer can be used for a myriad of attacks against our resources or the resources of other networks.

**Impact to SJECCD:** These attacks affect everyone's email and mission-critical processes. During recent events, some accounts were compromised and sending thousands of emails to servers around the world. As a result, the SJECCD District was blocked from sending email to some providers (e.g., AOL, EarthLink, Gmail) for a period of time. In some cases emails were not delivered.

**How to prevent future Malware or Phishing email attacks on your account:**

Please be suspicious. If you don't know the source, don't click on an email link! "Curiosity compromises accounts." Never respond to an email with your username and password. Keep your virus and Malware software up to date. You can also change your email type to text only (versus rich text or HTML) so that hyperlinks won't work automatically and aren't "clickable."

**If you've been blocked or compromised:** The District Help Desk will attempt to contact you by phone or alternate email (if available). District owned equipment will be remediated by CTSS staff at the campuses and ITSS will help you to reset your password restore email and network access. SJECCD is not responsible for personal computers or peripherals: services and resources are available through your ISP or computer retailer to assist you. If you have questions or issues please contact the helpdesk at 408-270-6411.

**Additional Information:** Federal Trade Commission (FTC) Consumer Information, <http://www.consumer.ftc.gov/articles/0003-phishing>  
<http://www.consumer.ftc.gov/articles/0011-malware>

## StaReg Discontinued

Telephone Registration service is no longer supported by Ellucian. We discovered this abruptly last January when a Colleague software update caused technical problems with StaReg. Ellucian had notified their remaining few Telephone Registration clients about the planned phase-out in 2011 and again in 2013. Given that Ellucian no longer provides support, StaReg is permanently discontinued as of January 28, 2015.

## Office 365

We will begin moving groups of employees to Office365 in May of 2015 with the goal of having most all employees on the new system by the start of fall 2015. You will be contacted by assigned staff prior to the migration and more information will be posted on the website soon.

## OpenCCCApply

The District is in the process of migrating from XAP to OpenCCCApply for student applications. A District-wide team plans to be testing within the next month and transition to the new applications this summer.

## ERP: Oracle to SQL Migration

The District has been working on migrating the Colleague ERP system from Oracle to SQL. ITSS and CampusWorks are in the process of implementing new servers, cataloging and updating custom code, cleaning data and writing current reports with the new CROA reporting tool. Colleague/MyWeb enhancement requests and new customizations are on hold until after the SQL migration. The migration is scheduled for completion before the end of the year, perhaps as early as August (pending further testing). The migration timeline will be forthcoming.

## District Technology Planning Group

The newly formed District Technology Planning Group had it's first meeting on April 23,2015. The group's charge is to ensure that the District Technology Plan is in alignment with the District Strategic Goals and College Technology Plans.

## Non-IT related Word

**Duende** (noun) [dwen-day] (Spanish)

The feeling of profound awe experienced when viewing a piece of art, watching a performance, or listening to a music that deeply moved a person.

## Colleague WebUI

Ellucian's Colleague Web User Interface (WebUI) offers novice and veteran users new features and functionality. WebUI is a browser-based interface that is replacing the Datatel Desktop client which is no longer supported by Ellucian. New features of WebUI include: bookmarking forms and people, improved search capabilities, form area resizing and zoom support, direct print Colleague forms, direct export of tables and values into Excel, and keyword or form description lookups. Come to a workshop for demonstrations and discussions of these new features.

## Network Infrastructure

The network infrastructure and enterprise wireless upgrades are getting underway at both colleges. We are beginning this spring with quick-start projects at EVC and SJCC to replace Wireless Access Points in high priority areas. This will be followed up this summer with a campus wide network installation at SJCC and preparatory work at EVC to include MDF/fiber installations and wireless replacements.

## ConferNow with Zoom

CCC Confer has begun a "soft rollout" of a new web-based video conferencing service, ConferNow (powered by Zoom). It's accessible by PCs, Macs and mobile devices. To request your ConferNow Zoom "Pro" account, send an email to [clientservices@cccconfer.org](mailto:clientservices@cccconfer.org) and provide your name, site name, department and college/district email address.

## TechEdge Newsletter

[TechEdge](#) just released and includes an article on the [CCC Online Education Initiative and new CMS](#).