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District Help Desk

Support hours:

Monday through Friday

7:00 am—5:30 pm

(408) 270-6411

helpdesk@sjeccd.edu

Reprographics

EVC Online Printing requests:

HERE

SJCC Online Printing requests:

HERE

Colleague Web UI Resources

Web UI Guide

Ellucian's Web UI doc

Quick Reference Guide

Web UI Keyboard Shortcuts

Technology Plan RFP

SJECCD is seeking proposals from qualified vendors for IT Strategic Planning services to develop three individualized IT Strategic Technology Plans (5-year), one for each college and a District wide plan. These plans are to be coordinated and integrated in support of common district wide technology initiatives, priorities and projects. These technology plans will incorporate a common format that includes Strategic Goals and an "Action Plan" section to list projects and project attributes. The Action Plan will be designed to be reviewed and revised on an annual basis. The IT Strategic Plans will reflect the mission, vision, values and organizational planning documents from their respective locations.

The target dates are to select a vendor in June and get the contract approved by the Board in July. The vendor would start pre-planning in July and prepare for planning meetings with faculty, staff, students, and managers at the colleges and DO beginning in August. The goal would be to have all three plans completed in December.

The District Technology Planning Group is sponsoring this effort and volunteers from this group will be on the RFP evaluation committee.

Moodle to Canvas

The colleges will begin piloting Canvas, the new Learning Management System (LMS), starting in June. One of the benefits of Canvas is that students and faculty will have 24x7 Help Desk support for Canvas questions.

The District will continue to use and maintain Moodle through the end of Spring term 2017 and by Summer 2017, all online courses will be in Canvas and Moodle will be discontinued. ITSS is working with the college Distance Education Coordinators to prepare for the new platform. Over the past two months, ITSS has been working on the Colleague integration to Canvas (e.g., courses, student enrollments, faculty, and student authentication, etc.) and is on track to be completed for summer term.

Telephone RFP process—Thank you!

Many thanks to all who participated in the campus interviews and online surveys for the telephone RFP process!

"MyBudget" now on MyWeb

The District Office Finance department, EVC and SJCC Business Services offices, ITSS and CampusWorks have collaborated to introduce new functionality in MyWeb called "MyBudget." The use of this product is one of the outcomes of Fiscal Services Business Process Review recommendation and implementation.

"MyBudget" provides one-click ability to view budget amounts linked to the individual. No more nuanced GLBR and having to include/exclude funds, locations, cost centers, user codes, and object codes! This functionality provides a much easier way to view partial or complete budget information for budget holders.

The new feature also allows individuals to drill down to see related detail such as budget transfers and paid statuses with one-click, similar to the ability to drill down in ACBL. As per Peter Fitzsimmons, 'think of "MyBudget" as ACBL on steroids!'

Preventing Data Breaches

Over the past two months, two California Community Colleges reported data breaches that were attributed to successful phishing attempts. In each case, an email with sensitive identity information (Social Security numbers) was sent from the college. Here are two ways you can help:

- Do NOT to send an email that contains Social Security numbers, birth dates, credit card numbers, driver's license numbers or other personally identifiable information. Furthermore, be very careful to only communicate with authorized individuals as-needed regarding protected student, employee or health information and avoid email if possible (e.g., FERPA, HIPAA).

- Do NOT keep sensitive information (e.g., SSNs, etc.) stored on a laptop computer or portable storage. If your job duties require you to have sensitive data on a portable device, contact the Help Desk to ensure that your storage is encrypted and password protected. Also, please ensure that the laptop or portable storage is in a physically secure location at all times.

We must all do our part to keep protected data secure and to prevent data breaches.

Data Loss Prevention

In an effort to prevent protected data from being inadvertently sent through email, ITSS will be testing a feature of Office 365 called, Data Loss Prevention (DLP). When DLP is activated, Microsoft's automated software scans each email message and if it detects private/protected information (e.g., SSN, PII, FERPA, HIPAA, etc.), it will hold the message and notify the sender. ITSS will test the DLP feature soon and will communicate with users to ensure that it is not stopping legitimate email from being sent. In the future, ITSS wants to deploy two-factor authentication as an option for Office 365 access and as a requirement for Colleague/CROA access to provide an extra layer of password protection.

Non-IT Word

Pábitel (noun) (Czech) a person fascinated by their own fate, in love with life, does and says unreasonable things, and searches for beauty in the simplest objects and events; someone who proves that life is worth living