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## ITSS Help Desk

**M-Th 7:00 AM—7:00 PM**  
**Fri 7:00 AM—5:30 PM**

[https://services.sjcccd.edu/  
tdclient/home/](https://services.sjcccd.edu/tdclient/home/)

[itss.helpdesk@sjcccd.edu](mailto:itss.helpdesk@sjcccd.edu)

**(408) 270-6411**

## Reprographics

[Online Printing Requests](#)

[EVC Office](#)  
[SJCC Office](#)

## Work from Home—IT Toolkit

The [Work from Home](#) page was created in response to the requirement to work remotely. It provides a summary of IT resources that are available to district employees and is updated as new resources become available. It covers district software, phones, access, Reprographics, ITSS Help Desk and CTSS support, and external resources.

## IT Resources for Employees and Students

In response to remote working and learning, the EOC IT Subcommittee has worked together to facilitate the acquisition of 2,700 laptop computers, 465 mobile hotspots, 300 monitors, 120 earbuds, and 25 multifunction printers. Each site has also ordered webcams, tablets, additional equipment, and implemented local processes for distributing and collecting items.

## New Canvas Applications

The following third-party apps have been added to Canvas to support remote learning and instruction. Also, Canvas has a free mobile app.

1. Blackboard Ally—Convert documents to alternative formats.
2. Proctorio—Online test proctoring.
3. Labster—Virtual lab simulations for biology, chemistry, physics, and engineering.
4. Canvas Studio—Instructors and students can actively collaborate through video and audio.
5. PlayPosit—Personalize learning pathways, embed simulations, create branching scenarios, build threaded discussion boards.

## Adobe Sign—Electronic Signatures

Adobe Sign enables electronic signatures and digital workflows with Word, PDF, and other document types. It can be used ad hoc to add signature fields to documents—such as the monthly absence report—and used to develop templates and workflows for common forms such as leave requests. The [Adobe Sign portal](#) houses several such forms under “Account” then “Shared Libraries”: Leave Request, Personnel Action Form, Short-Term BOE, Student Employee BOE, Invoice Approvals, ICA, BPO/ PO Change Request. The Adobe Sign portal will house future forms and workflows as they are developed. Directions (text/video) for using Adobe Sign and accessing these forms are [available online](#) along with directions for using Adobe Creative Cloud.

## Recently Completed [Selected Projects]

**CCCApply Import Process:** Changed from one import per weekday to hourly imports, 7:30 AM to 7:30 PM (M-F), with new processes to reduce number of manual interventions needed.

**Financial Aid Self-Service:** Installed a new Financial Aid Self-Service module and end-to-end paperless services.

**Azure Desktop as a Service:** Online desktop option to securely access district IT resources (if needed).

**Team Dynamix:** Automated account import process.

## In the Works [Selected Projects]

**Mimecast Hold Queue:** Option to automatically hold potential spam messages for review.

**Amazon (AWS) AppStream:** Student lab applications: AdobeCC, AutoCAD, SolidWorks.

**Passwords:** Change of password policy to be implemented this fall.

**Zoom Accounts:** Internal management of Zoom accounts; New Zoom features in Canvas.

**Ocelot:** Chatbot expansion to ITSS Help Desk and additional student service areas.

**Self-Service Migration:** To replace MyWeb.

**Digital Transformation Projects:** See below.

## Tech Tips

- To select an emoji, hold down the Windows key and click the semi-colon key (;).
- When copying and pasting text into an email, use the right-click mouse button and select the middle option "Merge Formatting" to use the same format as the email text.
- To show your profile picture in a Zoom meeting, add your picture to Zoom, and login to Zoom *before* joining a meeting.
- Use your smart phone camera to take a picture of text and use the Adobe Scan app to make a searchable PDF from it.
- To add a special character (ə), hold down the Windows key and click the letter R, type "charmap" to display the Character Map.

## IT Security Tips

**Security Incident Report:** Please email [itsecurity@sjeccd.edu](mailto:itsecurity@sjeccd.edu) or use our [online form](#) to report phishing or [IT security incidents](#).

**Stay Safe Online:** [Information Security presentation](#) for Cybersecurity Awareness.

**Phishing:** Be alert for email attempts to obtain your password, etc. A person's email account can be impersonated or compromised to send targeted phishing messages.

**Windows-L:** Hold down the Windows key and click the letter L to lock your screen before leaving your computer, even at home.

**Sensitive Data:** Do not store PII data on a personal computer or portable device. Access PII securely online as authorized, as needed.

## Digital Transformation

In May 2019, the District Technology Planning Committee added a strategic focus, Digital Transformation. Little did we know that within a year the entire district would be thrust into the digital deep-end. In addition to offering most classes online, now we provide most services and resources online. To develop this strategic focus, Fiscal Services, Human Resources, and ITSS have teamed up to launch several new institutional transformation initiatives: Concur for Expense Management (strong focus on travel expenses), Evaluat'd for Performance Evaluations (initial focus on MSCC), and Adobe Sign for electronic signatures and workflow.

**Non-IT Word:** Estival (adjective, ESS-tuh-vul): of or relating to the summer

(Merriam-Webster, Word of the Day, August 24, 2020)