

DVC InfoTech newsletters are online at <http://www2.dvc.edu/technology>

**DVC InfoTech Fall 2004 Index:** *Email Upgrade, Microsoft Campus Agreement, Software Updates, Adware/Spyware, STARS Update, Web Curriculum System (WCS), WebCT Upgrade, New Hours for Media Services, Faculty Spotlight, Network Passwords, DVC is Digitally Savvy, Technology Master Plan, Tech Tips, New Hours for Help Desk.*

### Exchange Email Upgrade

This summer the DVC Exchange email system was upgraded to new software and hardware. Now, the entire district has been upgraded to Exchange Server 2003. One of the most noticeable improvements is to the new **Outlook Web Access (OWA)**. The new OWA looks very similar to Office Outlook and is much more functional than the last version of OWA. It is a convenient, effective way to access email from off-campus or from another computer on campus. It is also an efficient way for multiple users to access email from the same, shared computer (e.g., part-time offices). Another improvement is that Exchange Server 2003 automatically reduces the amount of junk email (spam) that reaches your inbox. Furthermore, with **Office Outlook 2003** installed, you can set up **junk mail filters** to eliminate the spam that goes to your inbox. Mac users can access the new Exchange server directly with **Entourage 2004**. For more information, visit <http://www.microsoft.com/exchange/evaluation/overview/>.

To access OWA, launch a browser and go to <http://diamond.dvc.edu>. Log in directions are provided at <http://www2.dvc.edu/staffdevelopment/OutlookOffcampus/OWA2004Index.html>.

For faculty or staff who have not used their campus computer since the upgrade was completed this summer, if Outlook does not automatically configure itself for the new email server (diamond.dvc.edu) please contact the college or district help desk for assistance, as needed.

### Microsoft Campus Agreement

DVC's ongoing participation in Microsoft's Campus Agreement program licenses us to install the latest versions of Windows, Office, FrontPage, Publisher and Visual Studio on any college computer. This license also extends to currently employed faculty or staff members for work-at-home purposes, [http://www.collegebuys.org/collegebuys/collegebuys\\_microsoft.html](http://www.collegebuys.org/collegebuys/collegebuys_microsoft.html).

The following versions of Microsoft software are available. You may request the installation of this software on your college computer by contacting the Computer Services Help Desk (L112, x2245, [helpdesk@dvc.edu](mailto:helpdesk@dvc.edu)). Your installation options will be (a) automated installation over the network, (b) borrow the CDs for self-installation, or, (c) submit a service request for a specialist to install the program on your computer.

- **Windows:** Office 2003 (Outlook 2003, Word 2003, PowerPoint 2003, Publisher 2003, Access 2003, Excel 2003, InfoPath 2003), FrontPage 2003, Visual Studio .NET 2003, XP Operating System, <http://www.microsoft.com/office/editions/prodinfo/default.msp>
- **Macintosh:** Office 2004 (Word 2004, Excel 2004, PowerPoint 2004, Entourage 2004) <http://www.microsoft.com/mac/products/office2004/office2004.aspx?pid=office2004>

## Software Updates

On a regular basis, Microsoft releases software updates to address bug fixes, driver updates, application upgrades, security breaches, new service packs, etc. Some of these updates are optional or non-applicable to your computer and do not need to be installed. Other updates are **critical** and could put your computer and the campus network in jeopardy if they are not immediately installed. Computer Services is currently testing a **Software Update Service** that will automatically install any critical updates to employee computers upon log in to the DVC network. In the meantime, we recommend that you do the following:

1. Check for **critical** updates on a regular basis. Go to <http://v4.windowsupdate.microsoft.com/en/default.asp> and click on “Scan for Updates.” After the scan is complete, install any “critical updates” that are recommended. Alternatively, configure your computer to automatically check for XP updates by following the directions at <http://www.microsoft.com/athome/security/protect/windowsxp/updates.aspx>.
2. Check for **MS Office** updates on occasion, <http://office.microsoft.com/OfficeUpdate>
3. Check for **non-critical** Microsoft updates on occasion, <http://v4.windowsupdate.microsoft.com/en/default.asp>
4. Check for new **Norton Antivirus** definitions every day. Better yet, configure Norton to automatically check on a **daily basis** – *Launch Norton/File Menu/Scheduled Updates.../Schedule.../Daily*.
5. **Windows XP Service Pack 2** is a significant upgrade that is due out any time. We recommend that you **do NOT install it at DVC** until we have had the chance to test it on our network. After we have tested XP SP2, we plan to automate the update installation procedure by using the Software Update Service (mentioned previously).

## Adware/Spyware and Security Checkup

Many of you have learned the hard way that you must be VERY CAREFUL when browsing the Internet and AVOID installing any suspicious, non-solicited software. Otherwise, you could be installing adware/spyware on your computer. The results can be debilitating – from unwanted popup windows to a very slow performing computer. The following links provide information for how to protect your computer from adware/spyware:

- [http://www.microsoft.com/windowsxp/using/security/expert/honeycutt\\_spyware.msp](http://www.microsoft.com/windowsxp/using/security/expert/honeycutt_spyware.msp)
- <http://support.dell.com/support/topics/global.aspx/support/kb/en/document?dn=1089806&l=en&s=gen>

You may contact the DVC Help Desk if you need assistance with removing adware/spyware.

## STARS Update

The STARS software for tracking student hours by arrangement, course related work and tutoring has been upgraded to the latest version. With this upgrade, the SSN log in directions are gone and students are now required to enter their entire **7 DIGIT** student ID. This ID number is printed on the DVC Connect Card and on registration printouts. After students log in to the system, they can select from a drop-down list of their courses with hours by arrangement or “course related use.” If students do not see their HBA course(s) listed, they may follow the prompts to add the course. Only HBA courses will be shown unless an instructor specifically requests that his/her course be listed by emailing Ed Oswald.

## Web Curriculum System (WCS)

The new web curriculum system for submitting and tracking course outline proposals and rewrites is almost complete. It is a custom, web-based, database for submitting/revising course outlines and

tracking the approval process. After a course is approved, the relevant items from the outline are published to the web. Over the summer – kudos to Carol Maga, Jeanie Dewhurst, Katherine Jinter and crew -- all approved course outlines and proposed course outlines that have been officially submitted to the Curriculum Committee have been entered into the system and are awaiting next steps. We have more testing to complete before the system is ready for general use. The goal is to begin implementing it in September.

### **WebCT Upgrade and Unlimited User License**

WebCT has been upgraded from 4.0 to 4.1. This upgrade provides improvements related to e-packs, quizzes, accessibility and course designer functions,

<http://www.webct.com/service/ViewContent?contentID=16969338#enhancements>. This fall we plan to upgrade the WebCT user license to allow an unlimited number of users to access it. This means we can readily make WebCT shells available to non-online instructors to enhance course communications with email, bulletin board, chat, syllabi or quiz functions. If interested, please complete the form at <http://www2.dvc.edu/technology/webctrequest.htm>.

### **Friday Afternoon Furloughs and Media Services Hours (Toni Magaldi)**

Due to the 7% mandated furloughs on classified staff, the media center and media service offices are **closing at 1:00 p.m. on Fridays**. Please plan ahead for your AV needs:

- All DVC orders for Fridays and Saturdays must be in by 9 p.m. on Thursday.
- No deliveries of high-end equipment (e.g., LCD projectors) or carry items (e.g., tape decks, slide projectors, etc.) will be made **after 11:00 a.m.** on Friday. These items will be **picked up at noon**. Please plan accordingly. If you have need for a high-end item for a Saturday class, you may need to relocate to a classroom that has built-in equipment and obtain the proper key for the AV cabinet in that room if needed. If you need a carry item for a Saturday class, it will need to be checked-out to you over-the-counter before 1:00 p.m. on Friday.
- All Friday (evening) Saturday and Monday (daytime) **SRVC orders** need to be in by **9:00 p.m. on Thursday** for delivery before noon on Friday.
- Instructors may use the Library Book Return/Drop Box located near the Library elevator to return videos during closed hours.
- If you don't already have one, **PLEASE** obtain your **CONNECT CARD** and use it when checking out videos. This will greatly facilitate a more timely and accurate check out.

### **Faculty Spotlight – Online Courses (Neal Skapura)**

Online courses have been growing steadily at Diablo Valley College and it's worth noting some of the common practices, online pedagogy, and trainings that have helped to bring this to fruition: Flex Activities and Staff Development workshops about WebCT, Online Pedagogy, Webpage Development, PhotoShop Elements, Respondus, Overview of Streaming Audio & Video Development, and E-pack demonstrations from book publishers.

Three instructors stand out in the last three semesters in the online environment at DVC because they have utilized some of these online preparatory services: Charlie Shi, Cynthia Reiss, and Bill Harlan. Using E-packs with his courses, Charlie has been consistently teaching online as part of his full-time teaching load, and recently taught 4 online courses in the Spring of 2004 and will teach four for Fall. Cynthia, long teaching with a web-enhanced face-to-face course, transitioned into an E-pack (supplemental-to-full textbook online) for her online Art History 196 course, which she will be teaching for the first time in the fall. And Bill Harlan, retired English Instructor, continues to innovate—this time working with the Media Services Department (Martin Iglesias and Bruce Falkenstein) to provide streaming audio lectures for his Shakespeare classes.

## Network Passwords – Have you changed yours lately?

You have two network passwords that are important to protect from unauthorized use: (1) WebAdvisor/Datatel and (2) DVC Domain. We recommended these practices for protecting passwords:

- Do not select easy to guess passwords (e.g., password, your name, abc123, etc.) or easy to hack passwords (e.g., few characters, all lower case letters, etc.). Instead, select passwords that are 8 or more characters in length and contain non-alphabetic characters such as numerals or symbols and a combination of upper and lower-case letters.
- Do not write your password on a place near your computer.
- [Change your password](#) at least once every 6 months.
- Do not give your password to students or any non-authorized user. You are responsible for any network activity that was authorized by your account.

## DVC is Digitally Savvy – Top 10

DVC was ranked 9<sup>th</sup> among mid-sized, suburban community colleges in the U.S. for being a digitally savvy school. This nationwide survey was disseminated in October 2003 by the American Association of Community Colleges and the Center for Digital Education, <http://www.centerdigitaled.com/comcolleges.php>.

## Technology Master Plan Update

The technology committee will be revising the DVC Technology Master Plan this fall and extending the implementation grid for another three years, 2005-08. The vision, principles and goals will remain the same. The strategies and timeline will be revised. In preparation, a Technology Plan Progress Report will be published soon that describes the various projects and activities that have been accomplished to date. A series of focus group meetings, surveys and discussion boards will be conducted this fall to solicit input from students, staff, faculty and administrators. The plan is online at, <http://www2.dvc.edu/technology/techplan.htm>.

## Tech Tips

1. The **S-Drive** is an ideal location for you to share documents with your department and division colleagues. When you log on the DVC network, you will automatically have access to this resource – as well as access to the U-Drive (everyone) and the P-Drive (personal). Information about these network resources is available on the network at <\\cheers\everyone\networkdrivesprimer.doc>.
2. **SAVE INK, SAVE \$\$** – You can set your laser jet or ink jet printer to econo/draft-mode to save ink and save \$\$ on print jobs as appropriate.
3. The **Google Toolbar** can be installed for free and offers many advantages: Quicker searching, pop-up blocker (prevents unwanted pop-up ads), customized search options, etc.
4. The **Google website** is a resource that can be used for finding images, translating between languages, checking text for plagiarism, searching directories and much more.
5. The **CIT Infobits** website/newsletter provides interesting and timely articles related to IT and online learning and instruction, <http://www.4faculty.org/public/edusites.htm>.

**The DVC Help Desk will be closed on Fridays at 1:00 p.m. due to the mandatory classified staff furlough.**