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DVC InfoTech Fall 2005 Index: *Safe and Secure Computing Recommendation; Threats from Worms, Viruses, Phishing, Hoaxes and Spam; Summer Network Projects; Media Services Projects; Computer Installation Projects; Online Course Growth; WebCT 6.0; Tech Tips & Resources; DVC Ranked 4th Digital Savvy Suburban Community College*

Safe and Secure Computing Recommendations

The following computing recommendations should be practiced on a regular basis to ensure that your computer and documents are safe and secure:

1. **Back up your documents.** Your computer could be stolen or irreparably damaged and if you do not have a back up copy of your documents and data, you may be entirely out of luck. Don't let this happen to you. Make a backup of your important documents on a regular basis. You may use the DVC network to save your documents up to a limit of 1 Gigabyte on the P-drive. The P-drive is a personal directory that is accessible from the DVC network or from home with a VPN connection. It is automatically backed up on a nightly basis. Windows users should see the P-drive under "My Computer." Macintosh users should see the network drive on the desktop. More information at <http://www2.dvc.edu/technology/networkdrivesprimer.mht>.
2. **Update your virus definitions.** You should configure your Symantec Antivirus program to check for updates on a **daily basis**. To do so, launch Symantec Antivirus, from the File menu select Schedule Updates, select Schedule, select Daily and select a time.
3. **Update windows.** Install all critical updates, security updates and service pack updates on a regular basis. You can set Windows XP to do this for you automatically (Control Panel\Security Center\Automatic Updates), or, you can log on to the Microsoft website to get updated, <http://update.microsoft.com/>.
4. **Change password – Safe password.** Change your DVC and WebAdvisor password at least twice a year. Ensure the new password is safe by making it 6 to 14 characters in length and by using a mixture of 3 out of 4 of the following characteristics: Lower-case letters, capital letters, numbers, symbols (excluding special characters). See the built-in "Help & Support Center" for directions in changing Windows passwords.

Threats from Worms, Viruses, Phishing, Hoaxes and Spam

Beware of unsolicited e-mail messages caused by phishing, worms, viruses, hoaxes and spam. Phishing is the act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise (e.g., Bank of the West, PayPal, Yahoo, etc.) usually in an attempt to scam the user into surrendering private information that could be used for identity theft. If you receive these types of email messages, **DO NOT RESPOND**. Simply delete them. Some viruses that are more sophisticated, such as worms, can replicate and send themselves automatically to other computers in your name (or the name of someone you know). Do not respond to these messages or open any associated attachments.

Summer Network Projects

We did several large-scale network projects this summer that affected the entire campus.

- a. Replaced the DVC **firewall** with a new system that provides faster access and additional security features. The new firewall permits increased network traffic while enhancing security protection. DVC's old firewall was installed at SRVC to provide additional capacity and redundancy.
 - At DVC, we pilot tested the new firewall's **Internet Content Filter** in the student computer labs. This enabled us to block access to websites with pornography, gaming, instant messaging

- and other activities that are generally non-educationally related. If a student/instructor desired access to a blocked site, they could request it through an online form that was immediately accessible at the blocked message. We “unblocked” all instructor requests and most student requests. The Internet Content Filter will NOT be deployed at the start of fall semester. The Technology Committee will review the pilot test and make recommendations for possible future applications.
- b. Upgraded the operating system of the **core network switch**, which routes data traffic for the entire campus. Furthermore, the system was reconfigured to support new IP address schemes and security VLANs for student computer labs. This new network architecture will allow for increased growth, efficiency and security.
 - This fall we need to **schedule maintenance** time to replace the power supplies and supervisor engines of the core switch. During this 4 hour maintenance time (to be determined), there will not be access to the Internet from on campus. However, there WILL be access to the web servers and email from off-campus.
 - c. Reconfigured about 75 **building network switches** to accommodate the new IP schemes and VLANs. This effectively enables us to separate the student computer lab network traffic from the rest of the network and so reduce exposure to viruses and hacking activity that originates in labs. This also enables us to better install software images in student labs.
 - d. Recovered from a **hardware crash** in our core network switch that crippled access at DVC from late-night to about 4:00 p.m. on the second day of summer school. Thanks to the diligent efforts of DVC and district technology staff, we managed a work around that enabled Admissions & Records, Cashier’s Office and the Information Center to maintain access to Datatel throughout the disruption. We also maintained access to WebCT, Email and the web servers from off-campus.
 - e. Installed new **network servers and storage** for the student computer labs.
 - f. Began the installation of a new **wireless network** that will be rolled out this fall throughout campus – Library building, student union, cafeteria, quad, staff lounge, staff development center, BFL Community Center, BFL multimedia classrooms, ET quad, PS quad, etc. Information will be provided as different areas of campus become wireless ready.

Media Services Projects – New DVD Players, Overhead Projectors and “Smart” Classrooms

This summer Media Services updated many classrooms on campus with new equipment.

- New ceiling mounted video projectors and AV cabling were installed in LA117, LA121, LA215, LA217, LC101, A302, MA101, ET102, PA102, H110 and SRVC.
- Refurbished ceiling mounted video projectors and AV cabling were installed in C103, M126 (almost done), LA207 and LA209.
- Look for new DVD/VCR combo machines that have been installed in the LA, MA, BE, PS, SC, SRVC and ET. These machines have both a DVD player and a VCR. They are easy to operate. Simply select DVD or VIDEO (VHS), insert your disc or tape into the proper slot, and push play. **Do NOT use the Dial Timer button** as this feature allows the machine to perform a delayed recording that may inadvertently record over a tape.
- New overhead projectors in the MA building as the Math Department was able to get Special Funding for new ones. The old ones have been distributed to other rooms using the trickle-down method.
- Media Services obtained 32 new overhead projectors for general use through Special Funding thus replacing the old 1970 and 1980 models from circulation. Many of the new overheads were placed in the LA building. We’ve got a nice supply of good overheads now so if yours is particularly poor, give us a ring at x2248 or x2249 and we should be able to replace it.
- Media Services replaced the old LCD projector in the Forum last January with a newer model that is much brighter. While it displays a much better picture it needed new wiring and some other new

equipment to get the full effect of the improved video quality. Special Funding came through with money to purchase new SVGA wiring and a new video switcher. We have also installed a new CD burner for audio recordings, an equalizer for better sound control, an SVHS player, and some new speakers which will allow monitoring of audio in the booth.

- Media Center equipment upgrade and acquisition – New TV's, DVD/VCR combo's in every carrel – Three lighter weight tripods, two dollies and two digital video camera's are added for film student's check out – HP laptop check out for specially funded math class – iPod check out for student/faculty projects.

Computer Installation Projects

- Four student computer labs were upgraded with new computers: SRVC 212, Microsoft Lab (ET127), Computer Center (L148) and the Music Lab (M136).
- Three student computer labs were upgraded with newer, refurbished computers: Math Lab (LC200C), Art/Multimedia (A303) and SRVC (204).
- Replaced the majority of the 38 faculty computers and installed half of the 8 new faculty computers. The rest of the replacements are scheduled for early fall semester.
- Preparing 20 new HP tablet computers to be used in the classroom by mathematics, engineering and science students per the HP Grant. Despina Prapavessi is the project director.

Online Course Growth: Fall 2005

DVC is offering 110 online sections and 23 hybrid sections this Fall. These types of classes have been growing steadily since 2001. If you are interested in developing an online or hybrid class, training opportunities are available throughout the semester with Neal Skapura, Flex and Staff Development Workshops, and at the annual Summer Technology Institute, which is held in the first week of June each year.

WebCT 6.0

WebCT has come out with a major new release of its course management system and we are beginning to make plans to implement it next Fall, 2006. To prepare for this, we will have several overviews and training opportunities over this next year to ensure a smooth transition. The first overview is scheduled for Tuesday, **October 4th** from 11:00 am-12:30 pm in the Media Conference Room (L151). A WebCT rep will demonstrate the new system and answer questions. Please plan to attend whether you are currently using WebCT or would simply like to learn more about WebCT.

Tech Tips & Resources

1. <http://www.ccctc.org/>: **The California Educational Technology Collaborative** offers an array of technology services, tools and resources. Most are free to faculty and staff of the California Community Colleges.
 - a. @One Training Resources – <http://one.evc.edu/>
 - b. TechEDGE Newsletter – <http://www.ccctechedge.com>
 - c. CCC Confer – <http://www.cccconfer.org>
 - d. CCC Confer **Office Hours** Request – <http://www.cccconfer.org/meetingCenter/officeHoursRequest.aspx>
 - e. CVC (California Virtual Campus) – <http://www.cvc.edu>
 - f. CCC Satellite Network – <http://www.cccsat.org>
 - g. CCC Technology Center -- <http://www.cccnext.net/>
 - h. California Community Colleges Clearinghouse – <http://www.governet.net/c4>
 - i. CCC Apply – <http://www.cccapply.org>

2. **Managing E-mail Quotas:** Here is a tip to help Windows users quickly locate large email messages that can then be deleted or transferred out of the inbox. This is done by adding the **Size** field to the Inbox view and sorting by size: From your inbox, right-click within the **From** heading and select **Customize Current View...** Select **Fields...** Go to **Available fields:** and double-click **Size**. Under **Show these fields in this order...** select **Size** and click the **Move Up** button until the Size field moves to or near the top of the list. Select **OK** twice. Now, click on the Size field in the Inbox view and your Inbox messages will be sorted by size. Scroll to the end until you find the largest message. Then, start deleting or transferring these large messages from your inbox. When you're done, then, click on **Received** to sort by date.
3. DVC's **Microsoft Campus Agreement** includes the license for district employees to install such software on home computers for work-at-home purposes. See the following website for ordering information, http://www.collegebuys.org/collegebuys/collegebuys_microsoft.html.
4. Other Technology Resources:
 - a. DVC Instructional Technology Resources – <http://www.dvc.edu/it>
 - b. SOFIA (Sharing of Free Intellectual Assets) – <http://sofia.fhda.edu>
 - c. MERLOT (Multimedia Educational Resources for Learning and Online Teaching) – <http://www.merlot.org>
 - d. MIT Open CourseWare – <http://ocw.mit.edu/>
5. You can request a WebCT shell for your campus course and use it to send email to your students or host discussion groups between class meetings, etc. <http://www2.dvc.edu/technology/webctrequest.htm>.
6. The Email Distribution List Guidelines are posted at <http://www2.dvc.edu/technology/policies.htm>. The Guidelines state that the “everyone” lists (e.g., 00-everyone@DVC, etc.) are for one-time messages of a general nature that pertain to all users in accordance with the Acceptable Technology Use Policy and Procedure. Replies should not be sent to an “everyone” list.
7. The **DVC Help Desk** hours of operation are Monday through Friday, 8:00 am to 4:00 pm and can be reached at **x2245** or helpdesk@dvc.edu. For more information go to <http://www2.dvc.edu/technology/helpdesk.htm>,

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More information at <http://www.centerdigitaled.com/highlightstory.php?docid=93605>.

Thanks to the diligent work of computer and media services staff to complete this large volume of technology projects this summer. Thanks to the following contributors to this edition of the DVC InfoTech Newsletter: Ken Agustin, Neal Skapura, Toni Magaldi, Elisabeth van Bavel, Susan Sedillo.