

DVC InfoTech newsletters are online at <http://www.dvc.edu/org/divisions/information-technology/newsletter-index.htm>

**DVC InfoTech Fall 2007 Index:** *Computer Security; DVC Online Course Guidelines; Website Redesign Project Update; WebCT 6.0; Media Services Projects; Student Computer Lab and Server Installations; Faculty and Staff Computer Installations; Wireless and Network Upgrades; DVC Help Desk; Information Technology & Services Staff; Tech Tips & Resources*

### Computer Security

Please review the DVC Password Protection Procedure at [http://www2.dvc.edu/technology/DVC5030\\_03PasswordProcedure.pdf](http://www2.dvc.edu/technology/DVC5030_03PasswordProcedure.pdf). A few reminders:

- a. Do not share your password with anyone (e.g., colleague, student worker, etc.).
- b. Do not leave your password in an obvious location (e.g., sticky note, etc.).
- c. Do not log into the network and leave your computer unattended. Instead, either lock your computer (Control-Alt-Delete and choose *Lock Computer*), log-off, shut-down or initiate a password protected screen saver.
- d. Change your DVC domain password at least once each semester (see the password protection procedure for how to select a secure password).
- e. **Shut down** your office or lab computer each night.
- f. Accept all **critical-updates** that come from Windows or Apple.
- g. Ensure that your **anti-virus** definitions are up-to-date.

Managers may request Datatel and email accounts at, <http://gryphon.4cd.net/webapps/AccountRequest/>.

### DVC Online Course Guidelines

Thanks to the work of the Distance Learning Advisory Task Force, the DVC Online Course Guidelines have been completed and approved as of May 2007. The guidelines are accessible online at [http://www.dvc.edu/org/departments/instructional-technology/Online\\_Course\\_Guidelines\\_5-15-07.pdf](http://www.dvc.edu/org/departments/instructional-technology/Online_Course_Guidelines_5-15-07.pdf) and are intended to serve as a resource for faculty, staff and administrators who are involved with distance education. I would like to acknowledge the experience, expertise and leadership of Carolyn Seefer (DL Chair) and Neal Skapura (Instructional Technology Coordinator) in developing and co-authoring the document. We hope that you find it to be a useful resource for ensuring that all of our online classes are of the highest quality and offer rich learning environments for students. We plan to update the document on an annual basis.

### Website Redesign Project Update

Members of the Web Workgroup – Ben Seaberry, Chrisanne Knox, Susan Lamb, Leslie Leong, Triveni Gorur, Jeanette Peavler, Eng Saw, Jocelyn Iannucci, Mario Tejada, Neal Skapura – met several times this summer to respond to the work of Interact Communications in developing the new website for DVC/SRC. The project is coming along and is scheduled to go live by early January (possibly sooner). After the semester gets started, we will provide more information about the project.

## WebCT 6.0

Beginning in October 2007, we will begin to pilot WebCT 6.0 in order to prepare to phase out our current version of WebCT 4.1 which we will no longer use as of the end of Summer 2008. The timeline below shows the different dates at which you can seek training and the month at which version 4.1 will no longer be available.

WebCT 6.0 Transition	Timeline
Pilot WebCT 6.0	October 2007
Staff/Faculty Training on WebCT 6.0	Fall 2007 – Summer 2008
Implement WebCT 6.0	Spring 2008 (1/8/08)
Summer Technology Institute (WebCT 6.0 Training)	Summer 2008 (6/2/08 – 6/5/08)
Eliminate version 4.1	Fall 2008 (8/11/08)
WebCT 6.0 Transition Complete	Fall 2008 (8/12/08)

## Media Services Projects

- **AV Classrooms (“Smart” Classrooms)**  
Nine more classrooms are in the process of getting video projectors, video players and computer hookups: PL101, 102, 103; LA116, 118, 216, 218; A201; PE Annex. Most of these installations will be completed by the end of August; the rest should be completed by the end of September.
- **Audio Recording Studio (L107 & L108)**  
Thanks to our new Audio Technician, Guy Lento, the recording studio control room has been re-wired and re-configured. This was a major undertaking that expands the capabilities of the recording studio and provides a better learning environment for our students. Good work, Guy!
- **Television Studio (ET 114)**  
Thanks to the work of Richard Woodruff, (Video Specialist, Substitute) the television studio control panel has been reworked to provide a better control facility and instructional space. Thanks, Richard!
- **Classroom Video Projectors**  
Thanks to Azim Rafaat and Jeff Jewell for servicing all of the classroom video projectors with clean filters and routine upkeep.
- **Media Services**  
Media Services has a new laminator for posters, etc. The digital media studio has a new slide converter for digitizing a carousel of slides automatically. Contact Toni Magaldi to make arrangements for using either of these resources. Thanks, Toni!
- **Media Center**  
The instructional lab for students was upgraded with new computer monitors.

## Student Computer Lab and Server Installations

This summer, thanks to the outstanding work of technical staff in Computer Services, Physical Science & Engineering, Research, and Multimedia: Michael Gong, Ed Oswald, Mike Aber, Chuck Patterson, Martin Iglesias, Matt Anderson, Willie Mack, Yahya Fahimuddin, Eng Saw and Yosef Ebrat, we upgraded the following student lab computers and network servers:

- **Library:** 35 replacement computers with existing monitors
- **Architecture:** 60 replacement computers with existing monitors
- **Writing Lab:** 7 replacement computers and with existing monitors

- **Music Technology Lab:** 28 new flat-panel monitors, new computer, server and switch
- **Electronics:** 40 new motherboards
- **Multimedia:** 14 new computers, 30 new monitors and new software
- **Computer Science:** Two new instructional servers and 34 removable hard drives
- **GIS Lab:** New software
- **WebCT:** New CMS server and software
- **Network storage:** New network storage server installed for “P” drive
- **Research:** New server and SharePoint web software

### **Faculty and Staff Computer Installations**

This summer, we made great headway towards installing over 70 faculty computers, 50 replacement computers for staff/managers, ~20 special project computers, ~30 printers and several surplus computers. Since many of you were out of the office during the summer, we have not completed the installation of all of the faculty/staff computers, but we intend to complete them all by the end of September. Thanks for your patience and understanding as we roll out these computers in addition to addressing daily activities and unscheduled emergencies. A special thanks to John Vohs, Don Farrar, Martin Iglesias, Ed Oswald, Michael Gong, Matt Anderson and Willie Mack!

### **Wireless and Network Upgrades**

On July 27<sup>th</sup>, we took the wireless controller off the network so that we could upgrade it and move it to a different part of the network. As of this date, we are still working on completing the configuration of the wireless controller. Once that is finished, we will restore the wireless access points throughout campus and begin adding more access points to new locations such as: LHS, BFL, ET, PE, MTC and others throughout the semester. For a status report on the wireless project, go to <http://www2.dvc.edu/network>. Wireless is also planned for SRC. In addition to wireless upgrades, we added a new switch and re-wired the network cabling for four buildings: BE, Counseling, FO and LA. We still need to activate these switches for layer three VLANs, but the difficult work has been done. A special thanks to Matt, Martin and Ed!

### **DVC Help Desk (L112)**

We remodeled the Help Desk this summer with a new service counter for better walk-in support and a new layout to provide more work space. The Help Desk hours are M-F, 8:00 to 4:30 p.m. You may reach the Help Desk at x2245, [helpdesk@dvc.edu](mailto:helpdesk@dvc.edu) or drop-in at L112. Please direct all of your support requests to the Help Desk instead of to individuals as this makes it easier for us to assign and track all requests.

### **Information Technology & Services Staff**

Over the past year, there have been several staffing changes. For an update of current IT staff, go to <http://www.dvc.edu/org/divisions/information-technology/directory.htm>.

- Kappu Durai, Administrative Assistant (ATC 101A, x2156), on maternity leave through 8/31/07
- Triveni Gorur, Web Application Specialist (ATC 108A, x2189)
- Guy Lento, Audio Technician, (L108, x2087)
- Joe Tapia, Media Center Technician II – Resigned May, 2007
- Linelle Woods, Computer Center Technician II – Resigned March, 2007
- Rafique Bhuiyan, Computer Center Technician II – Starts August 20, 2007

- Jeanette Peavler, Interim Web Application Developer (50%), and, for the summer, interim Administrative Assistant (50%)
- Catalina Torres, Substitute Administrative Assistant (50%)
- Computer & Network Services Supervisor – Recruitment underway
- Electronics Specialist (video) – Recruitment underway

### Tech Tips & Resources

1. As a district employee, you may order **Microsoft Office** software for work-at-home purposes at a greatly reduced cost. To do so, go to <http://www.foundationccc.org/default.aspx?tabid=179>.
2. As a district employee, you may check-out the **Norton Anti-virus** software for installation on one home computer for work-at-home purposes. It's free. The CD is for Windows only and is available for check-out at the Help Desk (L112).
3. **Office Outlook:** If you cannot read or send email via Office Outlook, you be disconnected from the email server. To reconnect, to the File menu and deselect *Work Offline*.
4. The Windows operating system standard continues to be XP. Given the hardware and software incompatibilities with **Windows Vista**, we do not plan to migrate to it anytime soon.
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://www.dvc.edu/org/departments/instructional-technology/webct/course-request.htm>
6. To request an instructional website account, go to <http://www.dvc.edu/org/departments/computer-services/voyager-account.htm>.
7. <http://www.cccetc.org/>: **The California Educational Technology Collaborative** offers an array of technology services, tools and resources. Most of these resources are free to faculty and staff of the California Community Colleges.