

# DVC InfoTech Newsletter – Spring 2009

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

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## Technology Master Plan

The Technology Committee and Accreditation Work Group Six are working to develop a new Technology Master Plan for DVC. Although most of the strategies in the Technology Master Plan 2001-2004 have been applicable to this day and have guided technology activities/projects beyond 2004, the plan is out of date. The accreditation evaluation team recommended that we develop a new technology master plan “that reflects current and future needs which is integrated into college wide planning and resource allocation including the evaluation and support of instructional, student services and administration functions for the college and off-campus sites.”

The first draft of the new technology master plan is scheduled to be presented to the Leadership Council on April 6<sup>th</sup> and then it will go to each of the constituency groups for review and comment. We plan to incorporate feedback and develop a second, possibly final draft, to submit to constituency groups by late April and back to the Leadership Council in May. Our goal is to complete this process so we can begin 2009-2010 with a new and approved Technology Master Plan.

The Technology Committee and Workgroup Six are co-chaired by Mark Steidel and Ben Seaberry. The members are Terry Armstrong, Tamar Baskind, Mike Becker, Michael Gong, Jocelyn Iannucci, Chrisanne Knox, Ivan Lai (student), Susan Lamb (ex officio), Cheryl Martucci, Leslie Month, Ann Patterson, Eng Saw, Stacey Shears, John Sinsel, Neal Skapura, Mario Tejada, Cathy Walton-Woodson, Febby Wangke (student). I would like to encourage you to discuss your technology ideas/issues/questions with any of the technology workgroup members.

The technology planning meetings are held each Thursday from 2:00 to 3:30 p.m. in ATC-103. In addition, working group meetings are held each Monday from 1:00 to 2:30 p.m. in ATC-103. The meeting notes are on the DVC accreditation website, <http://www.dvc.edu/org/info/accreditation/taskforce/wgSix/> and the Technology Committee notes are on the U-drive, [\\enterprise\everyone\committees\informationtechnology](http://enterprise\everyone\committees\informationtechnology).

## Information Technology & Services Program Review

Information Technology & Services is undergoing an administrative program review to assess our services and make plans to provide improved and possibly new services to the college. We have elected to do the program review this semester so as to dovetail with the technology master planning efforts. In the process of gathering data from student and [employee technology surveys](#) (the survey deadline is March 12, 2009, 8:00 a.m.) and past program reviews, we expect that some items will be addressed in the technology master plan and some items will be addressed in our program review and unit plan.

## **Network Infrastructure Project**

There is a district wide project underway to upgrade the local and wide area networks at each site to meet new technical specifications that will support a high capacity voice, video and data system with expanded wireless coverage. This is a 7 year bond-funded project that is scheduled to get started with an RFP process this summer/fall. WTC has consulted with a district wide workgroup and the Chancellor's cabinet over the past fall semester to develop the scope of the project. When the project is fully implemented, we will have a more secure and robust network system with redundant routers and routes to reduce the risks of unavailability, expanded wireless coverage, and a VOIP (voice-over-IP) telephone system to replace our existing phone system.

## **IT&S Fall 2008 Projects Completed**

This past fall and over the winter recess, Information Technology & Services staff completed or assisted in the completion of the following technology-related projects:

1. Web Applications
  - a. New DVC website went live -- however the migrating/updating/training continues
  - b. New version of the Web Curriculum System project (WCS2)
  - c. New Open Dental Lab network system
  - d. New SARS Early Alert system
  - e. New SARS proxy server
  - f. Updated Active Directory user information
2. Advanced Technology Center (ATC)
  - a. Installed new computers in ATC-108 for Microsoft classes
  - b. Installed new virtual server environment for student computer labs
  - c. Re-imaged computer labs: 109, 113, 115
3. Audio-Video
  - a. Finished replacing 11 video projectors in the Math building (special equipment funding).
  - b. Installed 3 new smart classrooms in the LA building: LA 119, LA 120, LA 220 (special equipment funding).
  - c. Replaced AV cables in PS 201, LHS 212, LHS 107
  - d. Installed new sound system and speakers in the Gymnasium.
4. Wireless Expansion in BFL building
5. Computer Labs
  - a. Software updates in ATC, LC 200, LC 200C, LC 202, Computer Center
  - b. Repair fee-print in BFL 107, BFL 109, LC 202
6. Unscheduled Projects
  - a. Addressed ISP blocking of dvc.edu email
  - b. Addressed rogue network activity
  - c. Engaged in district Portal meetings

## **IT&S Spring 2009 Projects – Scheduled**

This spring, Information Technology & Services is working on the following technology projects:

1. SARS TRAK installation in PE lab – *complete*
2. Installed video projector and mount in Art classroom – *complete*
3. Wireless Expansion:
  - a. Science Center – *complete*
  - b. Physical Science South – *complete*
  - c. Gym, PE portables, PE offices, PE field, Viking field (NE area) – *nearly complete*
  - d. San Ramon Campus
  - e. Art building
  - f. ET North

4. Install new Data Protector system for all college servers (special equipment funding) – *nearly complete*
5. Finish set up of CISPro network database for chemical inventory – *nearly complete*
6. Redo U-Drive directory structure and permissions
7. From Fall (not yet complete):
  - a. Install new/replacement UPSs in network wiring closets (special equipment funding)
  - b. Develop and document college-wide standardized process/timeline for requesting software installations in the student computer labs.
  - c. Install two new Domain Name Servers to replace Taylor
  - d. Launch eSARS for web-based student access to counseling appointment.

### **Instructional Technology**

Because of the college accreditation focus, DVC will evaluate Blackboard NG (Blackboard and WebCT have merged into a single company) during Fall 2009 and pilot the new system in Spring 2010. As in past years, Spring/Fall Flex Workshops, the Annual Summer Technology Institute, and Staff Development Drop-in hours are available as well as one-on-one appointments. With Basic Skills Initiative money available to additional courses, Instructional Technology has been able to help the English Department pilot its first Hybrid Basic Skills course (English 118) and will be providing additional Staff Development workshops, trainings, and reports about the basic skills population and this project. To get a sense of the latest useful programs and websites to develop/use multimedia in the classroom, consider attending Neal Skapura's Flex workshops or reviewing the Instructional Technology website: [www.dvc.edu/it](http://www.dvc.edu/it).

### **Computer Security: Lock or Log Off**

This is a reminder that you need to lock or log-off your computer whenever you leave it unattended for any amount of time. You can lock your PC very quickly by pressing the Windows Logo key and the letter L simultaneously. Alternatively, to log-off, hold down the Control-Alt-Delete keys and select Log Off. Instructions for locking a Mac computer can be found at <http://osxdaily.com/2007/04/23/ask-os-x-daily-how-do-i-lock-a-mac-os-x-workstation/>.

### **Technology Support**

- The staff directory for Computer and Network Services, Media Services, Instructional Technology Support, is online at <http://www.dvc.edu/org/divisions/information-technology/directory.htm>.
- The DVC Help Desk (L-112) can be reached at x2245, [helpdesk@dvc.edu](mailto:helpdesk@dvc.edu), and online at <http://www.dvc.edu/org/departments/computer-services/help.htm>. The hours are M-F, 8:00 to 4:30 PM. On evenings and weekends, the Computer Center Lab staff will pick up x2245 in case of emergency calls.
- WebCT support information is online at <http://www.dvc.edu/org/departments/instructional-technology/webct/index.htm>. You may also contact Jeanette Peavler (x2596) or Neal Skapura (x2878).
- For reporting off-hour technical emergencies, contact Peggy Wilson (evenings) or Jennifer O Hara (weekends) in the Computer Center, at x2245 or x2068.