



Information Technology Services
Power to Teach, Learn, & Communicate

ITS Newsletter

Edited by Alice Kirk

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Welcome, back to the future!

Welcome back from summer break as we look forward to an exciting and student-filled Fall semester! Last year presented SCC with many challenges. This year is shaping up to present SCC with many opportunities. From an information technology perspective, these opportunities include:

- Expanding the use of mySCC to create teaching and learning opportunities never available before. Thus, increasing the competitive advantage of SCC and providing new educational opportunities for students.
- Moving into a new IT building with increased space for student learning, group collaboration, and employee training.
- The creation of a Technology Learning Center within the new IT building where faculty and staff can immerse themselves in technology, receive training on high-end software, and test drive the latest and greatest software and hardware. After all, everybody needs a little TLC.
- A new data center with proper equipment, power, and emergency power to provide the campus with technology services in a green-friendly manner.
- Technology-based security systems to increase the level of safety services provided across the campus.
- A total redesign of SCC's website!
- The addition of 3D virtual tours of departments, divisions, program areas, and facilities.

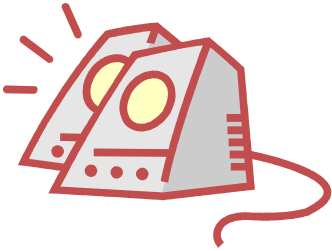
While the above list is not all-inclusive, your IT Department looks forward to a year full of opportunities to support the needs of SCC's faculty, staff, and students. The SCC IT Department is here to bring you back to the future!

~Dustin Fennell
 College Chief Information Officer



Information Technology Services
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SCC's New Intercom System is Complete!



You probably noticed little white speakers being installed in all of the classrooms towards the end of the spring semester and throughout the summer. These speakers are SCC's new Intercom system. We are pleased to announce that the system is now complete and will be handed over to College Safety to put into

operation for the fall semester. The system is installed in all classrooms and meeting spaces and provides a means of two way communication to and from College Safety. The intercom's purpose is for communicating emergencies or needs for assistance to College Safety. College Safety will also be able to utilize this system to broadcast

emergency communications to individual classrooms, buildings, or even the entire campus. Signs are posted by all intercoms with instructions for proper usage.

3D Virtual Campus Tours

Take a Campus Tour...or provide one of your area! The Media Center has purchased a professional virtual tour software package to produce virtual tours for the SCC website. 3DVista offers the widest range of features available in the virtual tour market. Contact Terry McGowan in the Media Center (423-6370) for information on how you could have a tour of your area, department, or division on your webpage.

Student/Faculty/Staff ID System

The IT Department is working closely with the Student Services Department on implementing the student/faculty/staff ID system for the new term. Once tested and implemented, all SCC students, faculty and staff will get a picture ID. This picture ID will be used in the SCC Library, SCC Fitness Center, etc. where a valid picture ID is required.

New Data Projectors

The Media Center continues its Campus Technology Renewal Plan with 25 new Data Projectors replacing some older units in AP, LB, MB, SC, LC, CM, SB, BI and AB classrooms. These classrooms are also being equipped with in-ceiling speakers, eliminating the need for the speaker taking up valuable instructor station space.

Podcasting @ SCC?



Call the Media Center

BU Building Remodel Update

The BU remodel project is well underway. Demolition and initial construction occurred over the summer months putting us well on our way to our estimated completion date later this year. Ready for the new year, our facility will offer

a Technology Learning Center for faculty and staff, group breakout rooms for students, an ITS project area, and indoor plumbing! ☺ The renovation will enable the entire IT Department to be located within the

same building, providing services to students, faculty and staff. For pictures illustrating the progress, visit <http://plone.scottsdalecc.edu/construction>.

Data Center Transformation in BU/IT Building Remodel

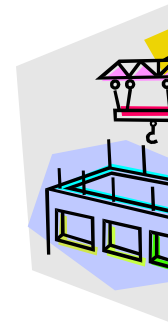
Over the past 30 plus years the "Computer Room" has served the campus needs very well. With a few changes over the years the computer room has made a slow trek into the Data Center realm and has kept its head above water, most of the time.

Over the next several months, the Data Center will be going through an in-place transformation. The floor space will be increased, power to the area will be given a boost (we are at nearly 100%

capacity), cooling will be expanded through redundant systems, and modern equipment rack systems will be placed to promote better resource use and distribution of power and cooling.

Over the past year IT has focused on technology access through the concept of a Delivery Center. In past newsletters we have discussed MySCC and computer virtualization. Delivery Center Technologies such as

these will aid us in keeping the Data Center as "Green" as possible. As we increase our understanding of process based resource consumption, we will be able to decrease resource consumption in the Data Center when our computer resource demands are lower, such as during off hours, breaks, and inter-sessions.



GoogleApps for Students

Student e-mail accounts are now in place for all MCCCCD students. Accounts were generated based on the MEID (Maricopa Enterprise ID). Access to GoogleApps e-mail accounts is available by visiting my.maricopa.edu, clicking on the GoogleApps@Maricopa link and entering the User ID (MEID) and Password. MCCCCD communication will be sent to these official Maricopa e-mail accounts. In addition to an e-mail address, students will have access to useful collaboration tools such as Google Docs, an online suite of office productivity applications featuring word processing, spreadsheets and presentations. Calendaring, including tasks and scheduling features, voice and video instant messaging, along with a secure and powerful anti-spam service are among other features of this lifetime e-mail address. For support, extensive self-service tools are available under the "HELP WITH EMAIL" section of the GoogleApps@Maricopa login page. Visit the SCC technology page for additional information and resources. - <http://www.scottsdalecc.edu/technology>

State Contract Purchasing Timelines

Beginning this current fiscal year, MCCCCD has not renewed their membership with the State of Arizona Cooperative Purchasing program. This means that quote pricing is now more competitive and can come

from different sources. District Purchasing does have other alternatives for contract pricing, however, it is possible that the timeline for getting quotes may take more time because of this change.

This will not affect all purchases, however, IT asks that you allow extra processing time for purchases that are over the \$2500 campus-level limit.

Online Course Schedule

Supplemental to the online course schedule available through my.maricopa.edu, SCC has a customized version available at <http://cm.sc.maricopa.edu/schedule>. This schedule replaces a similar schedule used on the old SIS system. Created primarily to assist SCC staff in course schedule building, it is also available for public use as a resource link on the SCC My Maricopa page - http://www.scottsdalecc.edu/my_maricopa/. Students will be able to use this course schedule to easily search for courses prior to registration.

Class Rosters for SCC Instructors

SCC instructors can now access a supplemental class roster (<https://weba.sc.maricopa.edu/classroster>) in addition to the one available via my.maricopa.edu. This customized class roster provides additional student information, including the student's SCC network account user name. Once logged in, instructors will need to select a term so all of the courses the instructor is teaching will be displayed. The instructor can then choose specific courses

to view students' EMPLID (student ID, also the default network account password), network account user names, mailing addresses, email addresses (official Maricopa e-mail address), phone numbers, and registration status. The class roster can also be exported into an Excel spreadsheet for editing and printing purposes.

SCC Student Account Password Update

SCC students can reset their SCC network account password by visiting <https://weba.sc.maricopa.edu/nssstudent>. Students will need to know their network account user name and current password in order to reset the password (Please see "Class Rosters for SCC Instructors" for additional information about how instructors can provide students with their network account user name and default password). For in-person assistance, students can visit one of the following locations on campus:

- SCC Help Desk – located in IT-3, on the far East end of campus
- Open Computer Lab – located inside the LC building, next to the Writing Center (through the Fall 2009 semester)
- Library – located inside the LB building
- SB Learning Center – located inside the SB building
- Writing Center – located inside the LC building

Note: Network account assistance is also available by contacting the SCC Help Desk by phone or email. Please keep in mind *verification of credentials* is required (by the student) in order to process a password change request. **If there is a group of students greater than three in need of phone support, please direct them to an in-person location.** This will aid in keeping the Help Desk phone lines open for other clients. Additional information about SCC Student Network Accounts and other campus resources is available at <http://www.scottsdalecc.edu/its/helpdesk>.

SCC Nursing Students Welcome SimMan

Nursing students will be introduced to an upgraded patient when classes resume at SCC in August. SimMan® is an advanced interactive software driven manikin, with realistic anatomy and clinical functionality which offers students training in the emergency treatment of patients. SimMan is becoming a standard training tool in the health care training industry, capturing student interaction

with the SimMan patient on video. SimMan was being used for simulation but now the system has been upgraded with two remote controlled cameras, switched live by the instructor. Multiple microphones are utilized for the SimMan's voice, simulated hospital intercom, and the capture of student voices. All audio and video is input into a computer and recorded with the SimMan's health status for playback.

The SCC Nursing Department was quoted over \$100,000 for two SimMan video systems. Not having a budget near that size, the Nursing Department turned to the SCC Media Center for alternatives. John Fitzpatrick worked to design and install both complete systems, for well under \$20,000. Great job John!

Document Imaging

The document imaging and management system, previously in development, is now in use by the SCC Admissions office and the Media Center. The imaging system allows the Admissions office to move all existing student related paper forms and documents into an electronic format that

can quickly and easily be retrieved. In addition, the systems provide an avenue for future use of electronic media where paper has been used in the past. The Media Services department can now scan and categorize items such as pictures and other media related documents into the

system for easy retrieval and management by staff. Plans are underway to incorporate the technology for use by the Financial Aid office with the ultimate goal of eliminating the use of paper forms and documents.

Student Invoice and Course Schedule Notifications

Starting this semester, SCC students will receive a notification email the day after the student registers for a new SCC course. The email will be sent to the student's official MEID@maricopa.edu email address as well as their personal email (if any) on file in SIS. The email will list

all itemized charges and their due dates for each registered course, as well as all course schedules for the term, including course name, number, credits, start/end dates, refund deadline, instructor name, meeting days, beginning/end times, and classroom.

Once a week (pending approval), if a student has an unpaid balance and his/her financial aid (if any) is not sufficient to cover the entire dues, an email that lists all unpaid items and course schedules will also be sent to the student.

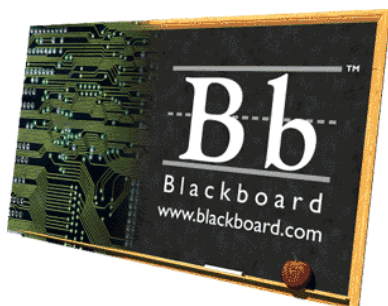
For an overview of available technology services, please visit...

<http://www.scottsdalecc.edu/technology>

Blackboard Update

MCCCD moved to Blackboard version 8.0, earlier this summer. New features in Blackboard version 8.0 are:

- Content System – Ability to upload files once, then link to multiple classes; easier to update uploaded files; and a portfolio tool!
- Grade Center – Greatly improved gradebook (e.g., in-cell editing; generate reports; create custom grading views; periods or schema).
- Peer/Self Assessment – Allows a student to assess his/her own work or other students, while the instructor monitors the progress of the assessment.
- SafeAssign – Plagiarism prevention/detection tool (similar to Turnitin.com).
- Scholar – Social bookmarking tool.



To help you learn about the changes in 8.0, we have scheduled: **“Bb What’s New in 8.0”** during Accountability Week on Wednesday, August 19th from 1pm-2pm in LB132 (enter through Media Center). In addition, we will be offering two **“Bb Basics”** workshops on Thursday, August 20th from 12:30pm-3pm in LB132 and Saturday, August 22nd from 9am-11:30am in LB132. **“Bb Grade Center”** is scheduled for Friday, August 21st from 10am-11:30am in LB132.

For a complete list of Bb workshops or to sign up for these or any upcoming Blackboard training sessions, please visit:

http://www.scottsdalecc.edu/scconline/training_schedule.

Got Training?

Are you interested in the following training classes?

--Publisher II	--Excel II	--PowerPoint II
--MySCC	--CFS	--aRtie 25 Event Scheduler
--Web Financials	--WebCMS	--SIS Message Center

If so, please visit the ITS Training Schedule at

http://www.scottsdalecc.edu/scconline/training_schedule for a complete list of available trainings and how to register. All courses above will be offered in Fall 2009.

SCC Rio Help Desk System

The RIO Help Desk System is available for ITS-related requests, such as for computer equipment, audio/visual needs, and the creation of various campus accounts. Forms are also available for Maintenance & Operations, the Copy Center, College Safety, and more. Utilization of the system will allow for central tracking of all requests along with providing email confirmation and notification of changes and/or completion of requests. The system allows end-users to review the status of a request along with the opportunity to provide feedback when the request has been completed. The SCC RIO Help Desk System is available by visiting:

<https://helpdesk.riosalado.edu/desk/Default.asp?Campus=5>

Navigation from the SCC website is as follows:

First, visit <http://www.scottsdalecc.edu> and select "Employee Resources" (located in the upper right-hand section). Then, select "IT HelpDesk Online Requests" or "Other HelpDesk Online Requests" (located under "HelpDesk Resources").



Key Points of Contact

Dustin Fennell
CIO

Grant Gagnon
Director of College Technology

Scott McCrimmon
Manager Information Technology

Matt Diglio
Enterprise Systems Administrator

Vargha Mohebbi
Supervisor Network Services

Linda Herdan
Open Computer Lab Supervisor

Terry McGowan
Manager Media Center

James Quintero
Network Administrator

Barbara Bentz
Technology Trainer (SIS)

Ron Schilling
Manager Technology Training

Ereka Trede
Manager Help Desk

Ronald Zhang
Database Administrator

Alice Kirk
Administrative Assistant I



We're on the Web!

See us at:

<http://www.scottsdalecc.edu/its/>

IT Welcomes Vargha Mohebbi!

ITS welcomed a new staff member in January! Vargha Mohebbi comes to us having experience in virtual and hands-on computing environments. He has extensive knowledge of application deployment

through script languages as well as experience with personal computers, workstations, local area networks, and virtual servers and desktops. Vargha will be focused on the deployment of user workstations and the end-

user experience in both the physical and virtual environments.

Helpful ITS URLs

SCC ITS Department
<http://www.scottsdalecc.edu/its/>

MySCC
<https://myscc.scottsdalecc.edu>

SCC ITS Media Services
<http://www.scottsdalecc.edu/media/>

HelpYourselfDesk
<http://www.scottsdalecc.edu/its/helpdesk/helpyourselfdesk.html>

CTLT
<http://www.scottsdalecc.edu/scconline/ctl.html>

SCC ITS – Other Service Areas
<http://www.scottsdalecc.edu/its/services.html>

SCC ITS Help Desk
<http://www.scottsdalecc.edu/its/helpdesk/>

E-Learning Resources for Faculty
<http://www.scottsdalecc.edu/scconline/>

Online Service Request
<https://helpdesk.riosalado.edu/desk/Default.asp?Campus=5>

SCC ITS Training
<http://www.scottsdalecc.edu/its/training.html>

E-Learning Resources for Students
<http://www.scottsdalecc.edu/online>

Please Review our Technology Resource Standards

The Maricopa County Community College District provides its students and employees wide access to information and technologies for educational purposes. As a result, users are required to observe Constitutional and other legal mandates aimed at safeguarding equipment, networks, data, and software that are acquired and maintained with public funds...

More information and links to the Technology Resource Standards can be reviewed [here](#).