March 2011

Never-Ending Spam

No matter how hard we try, no matter what precautions we put in place, Spam continues to haunt our email boxes daily. Wikipedia defines Spam as, “The use of electronic messaging systems to send unsolicited bulk messages indiscriminately.”

Here at COC, we do our best to limit the amount of Spam you receive in your college email account. Our Spam filter examines every incoming email to the campus and compares it against a database that looks at the sender’s email address, the subject, and content of the message. The system then assigns a score to the email and, based on the score, the system either forwards the message to you unchanged, forwards the message to you with [POSSIBLE Spam] in the subject line, or blocks the message from being delivered.

Messages blocked by the Spam filter are stored on the system for 14 days and an email message is sent to the sender informing them their email was blocked and providing them with Computer Support Services’ Help Desk phone number to call for assistance.

Our current Spam filter was installed July 1, 2006. In the last 4.5 years, the college has received:

- 92,188,453 emails
- 86,592,737 emails blocked as Spam
- 30,983 emails blocked for viruses
- 5,564,589 emails delivered

Even though several Spam messages get through each day, just imagine how many emails you would be getting if the Spam filter was not there.

Spring Patches for Datatel

It’s that time of the year. Spring patches for Datatel are here! Twice a year, once in the fall and once in the spring, the MIS department applies patches and updates to our Datatel (CISAR) system. The patches and updates are necessary to implement new enhancements to the system, fix existing bugs, and update information to comply with legal mandates. This year, we have tentatively scheduled the spring patch load for April 15th. During the patch installation and initial testing, the system (Datatel and Web Advisor or “My Canyons”) will be unavailable. The time it takes to install the patches and test the system varies, so the MIS department will send out an email once the system is back up. We will be posting messages on My Canyons and on the District’s website to inform people about the outage.
Technology Tips and Tricks

Discounts on your Personal HP Purchases

HP has recently set up an employee portal for College of the Canyons. Anyone looking to purchase HP products for their personal use can receive a discount by purchasing through this portal.

More information and a link to the site is available on the Computer Support Services’ website at: www.canyons.edu/css

iPads Available for Checkout:

Computer Support has three iPads available for checkout. If you want to try one out, please stop by BONH-107. iPads, like laptops, can be checked-out for a week at a time.

Section 508 Podcasts Available

By Scott McAfee

I have exciting news for faculty, staff, administrators and students! If you visit the College of the Canyons Open Educational Resources (OER) website (http://oer.canyons.edu/canyons/access/home.do) and type “508” — as in Section 508 — into the search bar, you will find multiple podcasts files chock-full of information about Section 508 guidelines. These podcasts’ are designed to be quickly accessed and viewed by the layman or average user. Each guideline is explained and demonstrated in a “2 minute or less” presentation. No confusing technical speak, no boring lectures, and no quizzes!

If that wasn’t enticing enough to make you drop what you are doing and fly over to the COC OER repository, then may I also tempt you with a display of an eclectic and colorful collection of shirts worn in the podcasts that are sure to revive you and keep you awake and alert for your next class and/or meeting!

Conserve Paper & Printers

Given the turbulent budget situation, we want to take a moment and remind the campus community about the proper use of our network printers. Network printers provided for your use in office clusters, the Technology Center, and classrooms are for the limited printing of original documents. If you need to print more than 10 copies of a single page or five copies of a two-page document, please use a copier.

A copier is better designed for large jobs and has the ability to copy on both sides in order to conserve paper. In addition, copiers offer special features like three-hole punch and stapling that you cannot get on our network printers.

Above all, please try to conserve both the paper you use and the printers you print to. If you need to print, utilize Reprographics for double-sided printing, or work with a member of the Computer Support staff who can help you minimize the amount of paper used.

Be Phan joined the College of the Canyons Computer Support Staff in June 2007 as the sole technician for our Canyon Country campus. In the almost four years he has been at COC, Be has made a lasting impression and set a high standard for technical support at the college.

Recently reclassed to a Coordinator II, Be is responsible for all the technology at the Canyon Country campus. He maintains our extensive catalog of software, manages our student email pilot program, and is working to improve the cell phone reception at CCC.

Be and his wife Anh (who works for Glendale College) reside in Santa Clarita with their three children: Alex, Victoria, and Andrew.