Black Friday Is Almost Here!

By Be Phan

It's that time of year again when we all go crazy for the best deals in town. Retailers are already ramping up inventory in preparation for Black Friday. Walmart is already promising this to be their biggest ever.

If Walmart is turning things into high gear, we know that other competitors like Best Buy and Target will too. It's a win-win for us, the consumers. So get your winter jacket, your lawn chairs, and hot cocoa because it's going to be cold and the lines will be long but the deals will be PHENOMENAL.

To help guide you through your Black Friday extravaganza, here are a few links:
http://slickdeals.net/blackfriday/
http://www.fatwallet.com/black-friday/
http://blackfriday.gottadeal.com/BlackFridaySaleAds

Got Questions?

By Jasmine Ruys

IntelliResponse, a knowledge base management tool, was launched on the Canyons website in August 2013. We call it Ask Canyons. Ask Canyons is a self-service online tool that enables users to ask questions 24 hours a day, 7 days a week. The user enters a question and the system will return the best possible answer. Unlike most search-based products that depend on indexed content that is matched to the text typed by the end user, IntelliResponse is based on the question and the many ways it can be asked.

Ask Canyons also lists the top-10 questions people have been asking. The top-10 questions are dynamic, based on the popularity of the questions being asked. For example, the top question for Oct. 23 was “What majors or academic programs do you offer?” The top question the week of Sept. 1 was “What is an add code?” The top questions change as the public asks different questions.

In the first four weeks, without promoting the system, we received more than 1,000 questions. Roughly 75 percent of the questions asked received the correct answers. As we continue to build more information into our database, the correct answer percentage will continue to increase. As students and the public discover Ask Canyons, our numbers of visitors to the site will increase as well. Therefore, we all need to ensure our websites contain the most up-to-date information. As questions are answered, the public is directed to the information on our websites for the information they are seeking. We want to ensure the information is current and accurate.

We would also love to have campus departments and offices add Ask Canyons to their websites until we’ve transitioned to the new website, which will feature an Ask Canyons button on every page. Another benefit of the increase in volume on Ask Canyons is fewer phone calls and fewer emails coming into the offices, enabling us to spend more time with students visiting the A&R office in person. This has not happened yet, but it is one of the expected end results over the coming months and years. Remember, to use Ask Canyons, enter a question (not a word), as it is not a search function — it is a one-response system based on a question. If you have any questions or concerns, please contact Jasmine Ruys or Kari Soffa.

November 2013
iOS 7 – What you need to know

By Mauricio Escobar

Apple’s iOS 7 is a radical visual departure from previous generations of iOS. It focuses on clarity by removing all but the most essential interface elements and shifting from buttons to tinted text, and layers in a virtual 3D interface. New features include: Control Center, Notification Center, Multitasking, Camera, Photos, AirDrop, Safari, iTunes Radio, Siri, and iOS in the Car.

Each month I will cover a couple of the new features in this OS. Let’s get started with the Control Center, which is a new addition.

To access the Control Panel on your iPhone or iPad, drag your finger up from bottom edge of the screen to the top of the phone. Along the top of Control Center are your system toggles which include the ability to turn on or off the following features:

- Airplane Mode
- WiFi
- Bluetooth
- Do Not Disturb Mode
- Screen Rotation
- Screen brightness

Tapping on any one of these will toggle them on or off. Screen brightness is changed by simply moving the slider left or right to dim or increase brightness. For more tips and tricks, visit Apple’s website at [http://support.apple.com/basics/iphone](http://support.apple.com/basics/iphone).

Mavericks is About to Break!

By Justin Smith

Do you use an Apple device for more than making phone calls? Are you currently using an Apple computer on a daily basis? If so, you’ll be happy to know your device most likely qualifies for a free upgrade to the latest operating system, Mavericks 10.9. Apple has officially ditched the cat names (10.8 was Mountain Lion) and moved on to famous surf spots for their naming scheme.

Users with 10.6 or later qualify for the free upgrade. Simply open your App Store application on your Mac and click the Free Upgrade button. The largest benefit from the new OS is on the back end and will affect the way your computer utilizes the processor vs. your graphics card. If you’re on a laptop, you will also acquire more efficient battery life. The rest of the upgrades come in the form of applications and software tweaks. The most notable features are a new application called Maps that brings the iOS map features to your desktop; the ability to utilize full-screen mode on multiple monitors, and a revamped Notification Center that includes a Do Not Disturb setting. Although exact hardware specifications do apply, most Apple computers released after late 2007 can handle this upgrade. You will need at least 2GB of RAM and 8GB of free Hard Drive space to install the update online. Be sure to open Applications / Utilities / Disk Utility, select your boot disk and select the Verify Disk button before running the install to make sure your current OS is sound enough to go ahead with the full upgrade. And, of course, like always, back up all of your important documents before running an upgrade as invasive as this one.

As an institution running as many pro-level applications as we do, we have to wait until the third-party developers release compatible versions of their software before we will start implementing this newer OS. So expect to see it coming to a lab near you in the fall 2014 semester. Office machines will begin to see the newer OS within the next month.