Exciting Things Coming Up for Spring

By Hsiawen Hull

The Computer Support Department and Audio Visual have been working together to bring some exciting new technologies to the classroom. Over the fall and winter semesters, we’ve upgraded our projector inventory to include new SMART interactive white boards and have continued testing and deploying the new wireless projectors. In addition, more faculty and staff are turning to WebEx for instruction and meeting purposes, which is exciting as we logged over 300 online meetings totaling 651 hours of use for the new system in November and December alone!

Apple Buying Guide – Personal Purchases

By Justin Smith

Have you owned an Apple computer for over 5 years? Is your mac computer so reliable that you’ve simply stopped thinking about the possibility of it not being around? You’re not alone!

Apple products are built to last. If you’ve dropped by our office lately you may have even seen the Apple Ile STILL in action! As a District we aim to replace equipment that is over 5 years old to ensure we’re never left with hardware that doesn’t securely run the latest Operating System. For home use, the replacement cycle seems to be closer to 8 or 10 years. Regardless of where you are on the cyber food chain, here are a couple of tips to help move you up a few steps!

As an education employee you qualify for Apple’s Education Discount. It’s roughly 10 to 15% off depending on the model and can be accessed here:
You also qualify for a discount in their retail Apple Stores. Just show them proof of employment with a business card.

The newer models have higher resolution monitors, better memory, faster hard drives and are thinner than ever. When purchasing a new machine, keep in mind some specs are now static. The 21” iMacs and all laptops have soldered-in memory and/or hard-drives you will not be able to upgrade later on. Be sure to purchase accordingly, if you’re in the habit of utilizing your computer for longer than 5 years, make sure you’re buying a computer with more memory and adequate hard drive space so it can handle the software upgrades that will inevitably come down the line.

Now let’s talk software. Microsoft office can be purchased for one home computer through the Home Use Program for $10: 
http://www.canyons.edu/Offices/IT Pages/PersonalTechPurchaes.aspx

Don’t forget to purchase an external backup drive when you purchase your new computer! I’d go with a NAS, but most home users will probably be happier with a 1TB USB 3 external hard-drive.

Feel free to contact me with concerns about integrating Apple products with your classroom and office. I am also the campus contact for purchasing apple equipment and can provide quotes as needed.
Student Online Newsletter

By Kayleigh Gall

The Title V Electronic Communication Committee will be introducing an online student newsletter called “Cougar Tracks” that will be making its appearance in the beginning of Spring and will be sent out through student email. This newsletter will contain important information for students through their program of study. Articles will cover areas such as:

- Online Counseling
- Online Student Ed Plan
- Online Tutoring
- Financial Aid
- Career Center
- New Student
- ASG

If you have suggestions for articles to be included please contact Kayleigh Gall at extension x3507.

Of course I don’t remember the Error Message?!?

By Mark Garcia

Every once in a blue moon, we all experience that moment of frustration. We clicked on a seemingly innocent box on our screen and Bam! An error message… In our heated rage, we quickly click escape or cancel or press the “any key” to move on, and then again, there it is! And our productivity is thwarted by that little grey bugger. Closing out the program and hastily calling or emailing the help desk, we describe the problem as eloquently as we can… “Somethings broken! Can you help me out?” The help technician asks for a little more detail, “Can you tell me what the error said? And what screen you were on? ” … You pause, “Well I was on the screen with the boxes, and all the words… Ummm.. The error message? I think it said the computer needed a donut… but I’m not sure…” “The technician pauses thoughtfully, Was it a Ryat screen? Were you reporting on attendance? Perhaps chasing down a scholarship? If only we could have a picture of what you were working on… But, you can! The Snipping Tool, is a simple and useful screen grab tool that comes built into windows 7. You simply press the windows button, , and type in SNIP and press enter. This will immediately start the program and allow you to capture an area of your screen to save or copy into an email or document. So your process would be:

1. Press windows key.
2. Type “snip”
3. Select the Snipping Tool from the tool bar
4. Click and drag the cursor from the top left of the error screen to the bottom right.
5a. Click the Copy icon (two documents) if you want to paste this error into an email or document

5b. Click the Email icon (envelope) and an email will immediately be created with the image inside of the email.

February IT Birthdays!

Chris Maldonado - Feb 2
Mike Gunther - Feb 4
Justin Smith - Feb 9
Evan Low - Feb 22
Chris Neal - Feb 25
Kayleigh Gall - Feb 26
Mark Garcia - Feb 27
Jennifer Perdomo - Feb 28
If you see them on campus on their special day, please wish them a Happy Birthday!

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Feb 5th. He was stolen from PCC where he was a business analyst. As Director of MIS, Mark Garcia can be found collaborating with programmers, staff, and any concerned Cougars looking to improve the flow of data here at College of the Canyons. He and his team are currently focusing on a variety of projects to increase availability of data through reporting. The MIS team is also working on a mobile app that will help to ease the process of registration for students. Mark enjoys the outdoors, and he appreciates spotting the occasional hawk while walking across campus. He has recently started stand-up paddling, and he has played Ultimate Frisbee for many years.

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