September 2019

POWERED ON

TECHNOLOGY UPDATE
COLLEGE OF THE CANYONS

BRACE YOURSELVES
AUTUMN IS COMING

Upcoming Events—Technology

Date	Event	Start Time	Location
Sept 5	Web Committee	2:00 PM	BONH 106
Sept 10	Accessible PDF Design	1:00 PM	BONH 106
Sept 26	Accessible PDF Design	11:00 AM	BONH 106
Oct 1	Technology Committee	3:15 PM	BONH 106
Oct 8	Accessible PDF Design	11:00 AM	BONH 106

See Professional Development for a complete list of workshops.

Updates from MIS

By Mark Garcia

Fiscal Year-End Closing

Fiscal will close out the 2018/19 fiscal year on Friday Sept. 6. To complete this process, the Colleague/Datatel Systems, including Colleague, Web UI, My Canyons and Self Service (Education Plans), will be unavailable from 6 a.m. to approximately 1 p.m. Friday. We will send out a notice to all staff when the systems are returned to service.

Fall Patches are Coming Oct. 18

The fall patch season is upon us. MIS will be working to test and install upgrades in the test systems over the next few weeks. This will culminate with the installation of updates and patches to Colleague and Web Advisor on Friday, Oct. 18. While installing these upgrades into the live systems, Colleague Web UI, My Canyons and Self Service (Education Plans) will be unavailable starting at 4 a.m. until approximately 2 p.m. We will send out a notice to all staff when the systems are returned to service.

Cybersecurity Corner

By Mike Gunther

As our organization continues to grapple with phishing, extortion, impersonation and other scam emails, it is evident that there is no end in sight to these nuisances. Therefore, it is critical that you remain vigilant in maintaining a strong cybersecurity posture by making information security a primary focus in your everyday work and personal life. When you receive an email, ask yourself these questions to determine if the email is suspicious:

- Do you recognize the sender? Don't just look at the name, but examine the full email address as well. Many scammers now know the names of your colleagues and friends and will create email addresses to impersonate them to win your confidence.
- Do you usually get direct email requests or communications like this from this person?
- Is there a sense of urgency in the email? Scammers often use this tactic to trick you into reacting without thinking it through.
- Is the email asking you to click a link or open an attachment? Most email scams require you to click a link or open an attachment.

If you suspect that you have received a scam email, don't worry. Just delete the email. If you aren't sure whether the email is a scam or not, or if you did happen to click a link or open an attachment in an email and suspect something is wrong, contact the Help Desk at (661) 362-3953 or helpdesk@canyons.edu.

Sept Birthdays

Derek Lund – Sept 7
Jason Buccat – Sept 11
Noris Lee – Sept 22
Genevieve McDonald – Sept 26

HELP DESK

For Technical or Audio Visual Assistance

Dial:
x3953 (Valencia)
x3533 (CCC)

Or Email:
helpdesk@canyons.edu

Enterprise System Project Updates

By: Michael Dioquino

College Website

We have been live on our new website and content management system (CMS) for three months now, and we have made huge improvements in the area of 508 compliance. We went from more than 9,000 noncompliant PDFs to only 262 now. Our CMS helps ensure that content authors publish is compliant. For users who need assistance with making PDFs accessible, here is a list of training sessions this semester:

9/10/19 1-2pm

9/26/19 11-12pm

10/8/19 11-12pm

10/17/19 2pm-3pm

11/19/19 10-11am

11/21/19 1-2pm

We are also asking departments to contact the Help Desk if your web pages use an online form. We will be migrating online forms from our older systems to our new system this semester. This will help us ensure the forms are 508 compliant and functioning properly.

CSS Summer Projects Update

By Hsiawen Hull

Welcome back to the fall semester everyone! As you may know, the summer sessions are the busiest time of year for the Computer Support Services staff, and this year was NO exception. Just to get you caught up, we upgraded computers in the following areas:

- 62 Instructor stations – UCEN, CCC and MENH

- 250 student computer stations – TWSH, BYKH, HSLH

- 60 faculty/staff office computers

- 140 Student Laptops

In addition to upgrading classroom and instructor computers, we are also continuing to upgrade the audio visual technologies installed in all the classrooms. This summer we were able to upgrade 10 classrooms and 3 conference rooms on the Valencia campus.

We will work through the fall semester to continue upgrading faculty and staff office computers, as it's usually easier to upgrade when people are here! As always, if you need help or have any questions regarding technology, all you have to do is call Ext. 3953.

IT HOURS

Valencia
M-Th 7am – 9pm
Fr 7am-530pm
Sat 8am – 230pm

CCC
M-TH 7 AM – 7 PM
F 7 AM – 5:30 PM
S/S CLOSED

MIS
M-F 7am to 6pm