

This Is IT!

Volume 2, Issue 1, August 2005



The Best Place
to Start



You are the key to I.T.

Message from the CIO



Meeting the technology needs of our growing institution continues to be the primary focus of our Division. Deploying new, innovative technology software and hardware has been a significant priority for IT. I hope you find this newsletter informative as you learn about the progress we've made over the past few months and see what new projects are underway.

It is an exciting time to be in the IT area. While change is sometimes difficult, the rewards and ultimate outcome will prove to be beneficial for everyone, primarily our students. The IT Division has been busy reviewing current projects and practices, realigning areas of support and revising IT procedures to bring them up-to-date. These are all efforts to be better able to determine where priorities need to be shifted, services improved, and consistencies applied to achieve a high level of customer service, reduced risks in operation, and more efficient and effective manners of delivery.

I would like to take this opportunity to thank all the staff involved in spearheading many of these efforts and recognizing that in order to meet the District's needs, we must be open to change and committed to meeting the College's mission. We all know that EPCC is The Best Place to Start, but it is also The Best Place to Work!

Fabiola Rubio
CIO/Vice President
Information Technology

This is IT!

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El Paso County Community College District does not discriminate on the basis of race, color, national origin, religion, gender, age or disability.

New Student Computers!

By Bob Jones

During July 2005, 1,900 student use computers were replaced with new HP Compaq computers. Funding was provided by the student computer equipment fee with the distribution directed by the Integrated Technology Committee.

The new computers included flat panel monitors and were installed in classrooms and labs across the EPCC district. This is the second large scale replacement of computers. In the summer of 2002, 1,538 computers were replaced by the new models, which insure students always have access to state-of-the-art technology.

Staff from the Information Technology Division, including Technology Support Operations, Networking Operations, Academic Computing Services, Instructional Support Services and Students in Technology Services managed the project and installed the computers. Other departments that provided support include: the EPCC Police Department, Property Control, Shipping and Receiving, and the Physical Plant.



Representatives from the Academic Student Services and College Support Services have assisted in planning and coordination of this large scale project. Over 85 members of the

College were actively involved in the planning and implementation of this project.

The computers removed from the classrooms and labs were used to replace older computers throughout the college. A Recycled Computer Systems Taskforce, approved by the President and chaired by the CIO, developed a distribution process for the recycled computers. The process and request form are available on the IT website <http://www.epcc.edu/departments/IT/recyclepc/index.html>.

Pipeline Being Replaced by Luminis!

By Charles Morgan

Campus Pipeline will undergo an upgrade and name change to Luminis! The upgrade will take effect between the Summer II and Fall 2005 semesters and will only affect the Campus Pipeline. It will NOT affect GroupWise Email.

The new Luminis will look familiar to current users of Campus Pipeline and will provide you with more flexibility, content and added features. Faculty will now have the ability to upload class files to a single location instead of emailing to each student individually. You will also have the ability to customize a page with preferred links of your choice that will be visible as you log in. In addition, there will be more storage for email and faculty files, such as syllabi and class assignments. The upgrade will also correct a few glitches found in the old version of Campus Pipeline.

Please keep in mind that software limitations prevent us from transferring your current email messages or address books from Campus Pipeline to Luminis. Your new Luminis Email box will be setup and initialized, but it will be empty. Your Email address will remain the same.

How can you prepare for the upgrade now?

1. Print and save any important email or documents currently stored in your Campus Pipeline mailbox.
2. Forward any Campus Pipeline Email to other email addresses such as Yahoo, Google, MSN, Road Runner, etc.
3. Print or back-up your Campus Pipeline address book.

We expect to complete the upgrade by August 1, 2005. We hope you will enjoy the new and improved version of Campus Pipeline!

Centralized Training Repository

By Cheryl Bowman

Most of us have misplaced a vital training certificate and we've struggled to remember which department offered that training and when. Obtaining another copy of a missing certificate can be a time-consuming and frustrating experience. With the support of Dr. Richard Rhodes and Fabiola Rubio, the Technology Resource Center and Information Technology teamed up last fall to establish a pilot program to develop the Training Repository to maintain all the training records in one centralized location.

Departments within Information Technology began reporting all their training to the Repository housed in the Technology Resource Center last November. A standardized process was developed where important information about each training event (dates, titles, descriptions, etc) was collected in a timely manner into an Information Technology in-house database that is integrated with the employee records. Computerized records allow for easy retrieval of both specific information and aggregate numbers.

When this pilot program is adopted, employees will no longer have to remember who conducted which training. Department supervisors who need information about their employee's training for accreditation reports or evaluation will find all the information in one location rather than calling multiple departments. Instead of each employee trying to keep up with copies of all those certificates, a Repository transcript will list all the training events and their descriptions on one document. Future plans for the Repository include the employee being able to print his/her own training transcript through their Banner web logon. ■

Orion Progress Report

By Dr. Ron Langley

During the Spring Semester, the Orion Project has made significant progress in providing support to EPCC, UTEP and EPISD. The network has been upgraded so that all of the Orion sites are directly connected to one another. This means that to access information from any of the Orion member sites it is not necessary to go out to the Internet, resulting in a significant speed in accessing information (about three times faster than normal Internet access). This upgrade is very evident when using video conferencing. It is now possible to establish video conferences or classes between any of the EPCC campuses, UTEP and EPISD.

The Orion Project Web Site has been established (www.orionprojectelpaso.net). The site contains information on Orion's vision and mission, access to admission information, financial aid information, and library access. And in the fall of 2005, a list of on-line courses will be available in El Paso.

The Content Committee has created a vision document of the role that Orion will play in the El Paso community. This material is a part of a Power Point presentation on the Orion Project that is available.

Meetings have been held with Region 19 school districts regarding their joining the Orion Project. Discussions will continue through the summer and fall. A publicity package has been developed to provide more information on the Orion Project and is available in the office of the CIO/Vice President of Information Technology. ■



Cheryl Bowman, Technology Resource Center, was publicly recognized at the 2005 International WebCT conference for her contribution to the ongoing improvement of the WebCT system.



Important Notice About GroupWise Email!

By Fabiola Rubio

Information Technology (IT) is pleased to inform you that, with the President's strong support and recommendation, in June 2005 the Board of Trustees approved the purchase of hardware and software for the Windows 2003 Project Upgrade. As part of this upgrade, EPCC will be migrating from Novell Groupwise Email to Microsoft Exchange and Outlook Email. This migration will provide more standardized services and increased functionality for all Email users. Integration with anti-virus and anti-spam solutions should provide more security and less clutter in mailboxes as well.

All College GroupWise Email users will be affected. Your current Email address will not change. The new Email system should come online in early August 2005. IT expects to have GroupWise and Exchange running in parallel mode for approximately four to six months through the initial deployment. During this period, technicians from MS (Microcomputer Support) and STS (Student Technology Services) will be visiting faculty and staff to install Microsoft Outlook on each desktop computer and provide you with a document on how to log on and use the software. The Technology Resource Center will be conducting training sessions on Microsoft Outlook during the Fall 2005 semester and all faculty and staff are encouraged to attend.

IT is currently working on methods to successfully transfer your current Email and Address books from GroupWise to Exchange/Outlook; however that may not be possible. Therefore, I strongly encourage all users to print their address books and any important Emails that could be lost in the migration.

Deploying a large-scale IT project such as this can be a daunting prospect, but with your cooperation, the final outcome will provide the College and you with a more reliable, secure and easier way to manage your Email system. If you have any questions or would like more information, please contact Charles Morgan, Campus Pipeline Manager, at 831-6439.

Thank you for your patience during this transition.

Telecommunications People on the Move!

By Debbie Aguilera

Customer service and support are a key area that IT will focus on for improvement in the near future. New strategies and solutions are being discussed to cost-effectively manage the day-to-day IT support services. Through collaborative efforts that will include STS students and IT and Telecommunications staff, we are looking at the possibility of expanding help-desk and PBX operator's hours of operations.

With that, as of June 1, Debbie Toynes, Telecommunications Specialist and the PBX Operators, Josie Martinez, Roxanne Mendoza, and Sonia Lozano now report directly to Debbie Aguilera, Technology Support Services Manager, who also oversees the STS Program and the help-desk areas. The operators will remain at the Valle Verde Campus and Debbie Toynes is in the process of moving to ASC.

STS Presented At NISOD Conference

By Carlos Leyva

STS Managers, Fernando Portillo and Carlos Leyva, along with Dr. Richard Rhodes and Ms. Debbie Aguilera had the opportunity to present the Student Technology Services Program (STS) at the National Institute for Staff and Organizational Development (NISOD) in Austin, Texas in May 2005. STS was implemented under the Information Technology Department at El Paso Community College.

One of the unique things about STS is that it is staffed and managed by students. The main purpose of the program is to offer students hands-on experience in their related field of study. We are now looking to take STS to the next level, by partnering with the community. We want to offer our services to the community and expose our students to "real life" work experience.

Technology El Paso Style!

By Rachel Viramontes

Larry Olson, State of Texas CIO and Executive Director of the Texas Department of Information Resources, visited El Paso Community College on June 7 to hear what EPCC, UTEP and El Paso governmental agencies are doing to promote and develop Information Technology in El Paso. More than 100 were in attendance including President Richard Rhodes and College administrators, Senator Eliot Shapleigh, County Judge Dolores Briones and EPISD Superintendent Charles Tafoya.



Presentations were made highlighting collaborative efforts between state and local entities to better share resources. Presentations included the EPCC Orion Project, UTEP's Learn Network and Internet 2, the City's Network Project, and the County's Regional Applications. "What I've seen is you're way out ahead (on collaboration), and I plan to talk about it in other areas of Texas," said Olson. "I've made it clear to our current and prospective partners that we are going to be a major center of trends and leadership nationwide."

As Chief Information Officer of Pennsylvania from 1995 to 1999, Larry Olson helped the state save more than \$270 million. He has even greater plans for transforming Texas, which spends roughly \$2 billion annually for information technology.

Distance Education and Dual Credit

By Jenny Girón

A presentation was made at NISOD in Austin, Texas on May 31, 2005, entitled, "Distance Education and Dual Credit: Ensure for Student Success." Presenters were Dr. Richard Rhodes, College President; Ms. Fabiola Rubio, CIO/Vice President, Information Technology; and Ms. Jenny Girón, Associate Vice President, Instructional Resources and Technology. This presentation discussed how comprehensive student and faculty support services ensure for the success of dual credit students enrolled in distance education courses. An overview of the different distance education delivery modes such as instructional television, videoconference, online/Internet and blended/hybrid courses, together with enrollment figures illustrating the growth of distance education at El Paso Community College was discussed. Also presented in detail were the various components of support services available to the participating students and faculty in dual credit as a distant learner, and the support provided to the various high schools. Finally, the presentation discussed how dual credit students are completing and succeeding in distance delivered college courses.



New 3-D Lab!
The EPCC 3-D holographic projection system has been installed in a newly constructed lab, Room 100 of the Advanced Technology Center, with John Gilbert as Coordinator. Demos are going on throughout Faculty Development week.

Cares Line	x2273
Computer Operations	x6456
Help Desk	x6440
STS	x6406 or x6407
Technology Resource Center:	
Robert	x2012
Kimberly	x3362
Cheryl	x2767
Doroteo	x2143

CIT News

by Pat Ebert

Workers at the Center for Instructional Telecommunications are beginning to believe it's true: the College really is going to build an actual TV studio.

Next year, sometime after April, we expect the CIT to move from its office in the VV C building to a currently unused section of the ASC, a building where Americans once made Tonka trucks.

From the hallway you'll be able to look through large windows and watch CIT personnel recording shows in the new studio and also operation of the EPCC-TV

master control system that sends our programs all over El Paso on Cable Channel 14.

A little further down the hallway you'll find the new home of El Paso's Public Broadcasting affiliate, KCOS-TV. (They'll probably be running a fund-raising telethon.)

El Paso architect Carl Daniels is designing the new facilities in collaboration with an expert in studio design and CIT Director Daniel Matta, the CIT staff and KCOS staff, as well as the College's construction engineer, electricians, and telephone and computer network specialists.

Meanwhile, work continues on several television productions. Two videos for the Canutillo Independent School District will help to publicize and obtain funding for a new Agronomics Center that will provide education and training in agricultural sciences and careers. This special project, initiated by Dr. Rhodes as part of our continuing partnership with the CISD, is being produced by Mark Negrete and overseen by Jenny Girón.

In other examples of community partnership, the CIT recorded the keynote speeches at the "Imagine: Affordable Housing for El Paso" conference recently presented by the El Paso Museum of Art, and is producing a promotional announcement for the Northeast Firefighters Civic Organization's "9-11" golf tournament.

For the College's own Faculty-Staff Awards Dinner, the CIT's own Gabriel Gaytán made a video that provided a structure for the awards presentations. Producer Marco Lara made a video

marking Community College Month. He's also working with Jose Baltazar and the Center for Students with Disabilities on a series of "Brian Gym" videos.

Hundreds of people attending the NISOD convention this year saw our "EPCC montage" video and others there watched a video featuring our Student Technology Services participants.

In the current fourth-floor "studio," we conducted two recording sessions with Mass Communications' students reading College news stories. Mark Negrete helped them polish their performing skills and concluded that "The wealth of talent at EPCC starts with the students who attend our classes."

One of last year's Mass Communications discoveries, the talented Marcello Chow, now anchors the EPCC-TV "Tech Knowledge E" series. The next installment highlights the IT Master Plan; you can expect to see it soon on Channel 14.

In El Paso for the dedication of the Jenna and

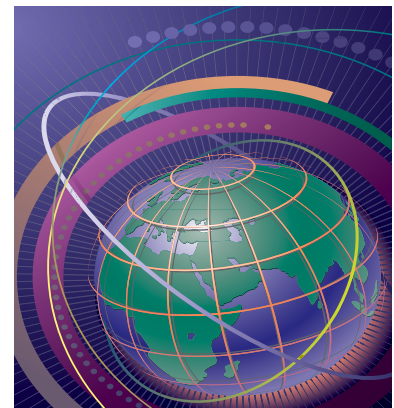
Laura Bush Library at the Northwest Campus, the President's mother-in-law and several of her friends also appeared in a CIT video recalling their childhood experiences in Canutillo.

In a second Washington connection, the CIT recorded an instructional video by White House Pastry Chef Roland Mesnier for the Culinary Arts program. His artistry with sugar looks amazing and the video is sweet.

Welcome KCOS!

*After 26 years of being at
UTEP,*

*KCOS is relocating to
brand new
facilities at the ASC in the
Spring of 2006.*



A New
Technology
Resource
Center!
Beginning
Fall
Semester
2005, the
Rio Grande
Campus
will have a
new
Technology
Resource
Center
with
Doroteo
Franco, the
Senior
Technical
Resource
Advisor.



IT Leadership Team had a Retreat

by Debbie Aguilera

The Information Technology Leadership Team had a retreat in Ruidoso, New Mexico, on April 24, 25, and 26. Dr. Ron Langley, consultant with AN-MSI (Advanced Networking with Minority Supporting Institutions), conducted the training with the assistance of Mr. Paul Trebian.

The team trained to avoid focusing on changing an individual and replacing that tendency with situational awareness techniques, and how to organize customer requests and ongoing support requirements that result in changes to the IT environment. Finally, the team looked at accountability through metrics and measures developed in collaboration with the end user customers.

The leadership team is anxious to use the new ideas that were shared and is looking forward to good quality change happening in IT.

Information Security Planning

by Richard Buller

On May 3rd Dr. Javier Torner's presentation, "Information Security Planning in Higher Education," was hosted by the Chief Information Officer, Fabiola Rubio and the Information Technology Department. Nearly 100 members of the EPCC leadership, Information Technology, the Information and Security Officers of UTEP, the Independent School Districts, and El Paso City and County attended the session. Dr. Torner, the Information Officer for California State University at San Bernardino, began by advising those attending of the numerous, recent hacks against confidential and privacy information held by colleges and universities.

Few of us realize there are significant direct and indirect costs when our institution is attacked and the contents of computers and servers are compromised, or when the possibility exists that information was available to unauthorized users. Direct costs involving charges for multiple mailings, and the additional staff who prepare mailings and answer telephone calls can run into the hundreds of thousands of dollars. Indirect costs are the costs of diverting staff from their regular position to help handle the event. As you can imagine, the "cost" of the damage to the institution's reputation is difficult to assess.

Each organization of the college must take ownership of its own risks, characterize and ana-

lyze them, and then manage those risks. Successful security strategies depend on risk assessment, and the institutional commitment and support to properly manage to eliminate or mitigate risks.

Dr. Torner emphasized that awareness and training are two fundamental elements of sound information security practices. Business resumption/disaster recovery planning is another. Good strategic practices will define roles and responsibilities for managers, staff, IT staff, faculty, vendors, and others. Policies and operating procedures can guide users in the best practices and through security incidents.

When developing your security plan, start by identifying your critical assets and the security requirements for each. Then measure the threats to each critical asset. Identify and correct vulnerabilities as best you can, using IT resources when necessary. Always tie the identified risks into your business recovery plans.

Dr. Javier Torner is an exemplary and hugely popular resource for information security. We were privileged to benefit from his knowledge and experience. By building a program based on his guidance, we will significantly improve our information security profile.

Are You A Master Of Your Craft?

By John McDonnell

Have you had the following experience? An appliance breaks down, you call a repair company, and a technician comes out to fix it. After the technician leaves, you discover that the appliance still isn't working right.

You call the repair company again and they send the same technician back to do the job. This time he fixes the appliance correctly and offers a sincere apology. "I want you to know that this doesn't reflect the usual quality of my work," he says. "I'm competent and quite proud of it."

The above incident is true. It happened to the late newspaper columnist Darrell Sifford. An appliance repairman apologized with those very words when he had to go back to fix Sifford's dishwasher a second time. Sifford was so amazed by the repairman's apology that he wrote about it.

The repair technician took so much pride in his work that he didn't want a customer to think less of him because he didn't get it right the first time. Taking this kind of pride in one's work is a laudable quality—something customers would probably like to see more of in the people who serve them.

For just as Sifford could marvel at a worker who took pride in what he did, customers also can tell immediately when the people serving them have no pride in what they're doing. There's no spring in their step or sparkle in their eyes. These people just put in their time until they can go home. More often than not, they don't deliver very good service, because their hearts aren't in their work.

It doesn't have to be that way. Serving customers is an honorable profession, one that deserves a sense of pride and self-respect. After all, the essence of the job is that you're helping people, and that's something to take pride in.

And to be proud of how you do your job doesn't mean that you can't admit a mistake—in fact, it means that you're the first to admit when you fall short of your high standards.

It means you're not satisfied with second best—especially from yourself.

Pride can elevate even the smallest job into something important. It can make you give the extra effort that's the difference between a good performance and a great one. "Craftsmanship" and "mastery" are words that don't

just apply to people like carpenters, clockmakers, and chefs. Whatever you do, there's a difference between merely going through the motions of your job and being a master of your craft. In every job some people stand out because they care enough to do their very best.

Are you proud of what you do? If your job is to deal with customers, you should take great pride in it. After all, if you don't do your job right, the customers won't come back.

You're important to your organization, maybe in ways you haven't thought of yet. Think of your job as important, take pride in what you do, and you'll soon be looking for ways to do an even better job.

Keep your standards high, and you'll be a master of your craft no matter what you do.

*John McDonnell is editor of **First-Rate Customer Service**. He can be reached by e-mail at jaymack@ix.netcom.com or by fax at 973-227-3558.*

Banner Web Products

by Ralph Silva

Who needs Banner web products? "El Paso Community College students registering or paying online with a credit card at the start of every semester, or students getting their grades after the semester is over," is the response I receive when I ask this question.

Students can now login and print their unofficial college transcript by going to Student Online at www.epcc.edu and clicking Student Records/Academic Transcripts. Faculty members are also using the Banner online feature at the end of the semester to enter their classroom grades. What a great idea! Who knows? Maybe someday EPCC may even become completely paperless.

Full-time and part-time employees, along with faculty members are able to view their payroll history and benefit information through the Banner Web for Employee module. Mr. Nasser Hamdan, Employee Web Administrator, is always cheerfully available to reset their passwords at 831-6501.

Banner web modules scheduled to be implemented in the near future include Web for Admissions, Web for Financial Aid, and Web Time Entry.

So remember, keep your eye out for your favorite Banner web module to be implemented, and keep on surfing online at www.epcc.edu.

