

This Is IT!

Volume 2, Issue 2, January 2006



The Best Place
to Start

Message from the CIO/Vice President

As the 2006 Spring Semester gets underway, we are embarking on another exciting year for the Information Technology (IT) Division. We have many projects underway and even more to be implemented over the next several months, so we thank you in advance for your continued support and cooperation.

With the President's continued support, the IT Division recently made huge financial investments to maintain and improve quality services and modern technologies for the College. The Wireless Project is in its final stages of completion and we are excited at how it will change and improve the student experience here at EPCC. As a staff or faculty member at any campus, you will soon be able to open up your laptop anywhere, anytime,

anyplace and have access to the Internet and email. Another major investment was the migration to Active Directory. As many of you have experienced by now,

your email system has been converted from Novell GroupWise to Outlook 2003. With approximately 5,500 PC's District-wide, we are nearing the end of this major project that will provide you with improved and secure communication tools to help in conducting College business in a more efficient and effective manner.

Technology and education really go

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hand-in-hand now. In keeping with modern technologies for our faculty, Dr. Rhodes approved and requested the distribution of 83 brand new laptops for "high-end" computer users and distance education faculty. We also distributed 27 new laptops to the Technology Resource Centers and Instructional Media Services, which are available for faculty as well. These days it seems to be a disadvantage to not have portable technology to carry with you, particularly for our faculty. In the future we hope to be able to accommodate more faculty with laptops as funding opportunities become available.

One of the most important challenges for our Division is continuing to find new ways to offer better customer services. We are working to improve the standardization of equipment and centralized software that will be readily available on the new and improved IT website in the near future. The information will not only allow you to view at a glance the options available to purchase top-of-the-line equipment and software, but standardization will also allow IT to provide you with a higher level of PC tech support.

The IT Division appreciates your patience as we implement changes and I welcome your feedback and recommendations on how we can better serve the District, particularly our students.

I wish you a great and successful semester!

Fabiola Rubio
Fabiola Rubio

CIO/Vice President
Information Technology



You are the key to I.T.

This is IT!

Message from the CIO/VP	1
CIOs Meet in Dallas	2
Student Technology Services	3
Luminis Added Content	3
2005 Conference on IT.....	4
New EPCC Phone Number	4
3rd Annual IT Planning Session	4
Why SAS Software for EPCC.....	5
Welcome Home Daniel Erivez	5
Information Security Update	6
Loss of Personal Information	6
Learn How to Protect Yourself Online	6
Instructional Media Services	7
Training Repository Enters 2nd Stage.....	7
KCCR DJs Celebrate.....	8
Welcome Newcomers.....	8



CIOs Meet in Dallas

Fabiola Rubio

Dallas, Texas was the place to be for this year's 2005 Conference on Information Technology. The League for Innovation in the Community College invited EPCC to serve as one of three CIO facilitators for the Summit held in October 2005. Two other facilitators were CIOs from Illinois Community College and the College of DuPage. The purpose of the Summit was to bring together CIOs from around the world to discuss effective strategies, investigate important issues, and review model programs pertaining to community college information technology infrastructure. More than 35 participants were in attendance for the all day session. The agenda included topics such as IT Strategic Planning and Funding, and Faculty Development and Support.

EPCC's topic was on *Identity Management, Portals, and Privacy*. The discussion focused on the increasing number of users that are getting "Connected." While good for communication and education, it's convenience, ease-of-use, and sheer increased rate of these connections directly impact the needs for security, privacy, and auditing challenges faced by information technology at community colleges. We at EPCC must know who is accessing our resources, and our infrastructure must include technologies that identify the users. We have to invest in this technology to secure our operations and protect the integrity of the information traveling around-and-between our computer systems. This includes information between students, administrators, partners, faculty, and staff which encompasses communication, learning, and business applications. As a perfect example of identity management, portals, and privacy, the Orion Project was also presented at the Summit.

The Summit was a great opportunity to network with other community colleges that are also committed to improving the information technology sites of today, while continuing to set a vision for tomorrow.



Student Technology Services

Debbie Aguilera

Currently the student staff members of Student Technology Services (STS) are making it possible to provide the EPCC students, faculty and staff with extended Help Desk and Telephone Operator services after 5:00 P.M. STS is now covering the Help Desk concurrently with the hours at the ACS Labs. Students, faculty and staff can call the Help Desk, Mondays through Thursdays from 6:00 A.M. to 10:00 P.M., Fridays from 6:00 A.M. to 5:00 P.M., and Saturdays from 8:00 A.M. to 4:00 P.M.



The STS staff members are helping the IT Department with the Active Directory/Outlook conversion project. We are also assisting EPCC's Web Master in maintaining web servers and web pages, and by providing technical support.

An invitation from Barbara Walker with Cisco was accepted by STS staff members to share a table at this year's Biz-Tech Technology Expo. Also, in October STS was presented at the League for Innovations held in Dallas, Texas, and STS took part in the Resource Fair held on the Rio Grande Campus.



Luminis Added Content

Charles Morgan

The upgrade from Campus Pipeline to Luminis is complete. The entire IT Department extends our thanks to our users for their patience. With the support and help of the College family, the upgrade has been completed with a minimum of problems.

Here are some of the changes that we have made.

- 1) We've added several new content windows in the user tabs within Luminis.
- 2) The El Conquistador Newspaper can now be read from inside the Luminis Portal.
- 3) RSS news feeds from The History Channel, Security Infowatch, E! Online, and several others are now available for adding to your own personalized tab.
- 4) Yes! You can add a tab to your Luminis Portal and set up the content you want - the way you want to see it. We will take suggestions for new content from any faculty or employee. Please be aware that not all news feeds or web pages are compatible with the portal, and all content must be approved before being added.
- 5) User groups are being added. Please remember that all groups must have Faculty or SGA sponsorship. Contact the administrator at cpadmin@cp.epcc.edu for details.

6) WebCT and Luminis have taken a step toward even more functionality. WebCT instructors can now enter course grades from inside WebCT, and those grades will be automatically transmitted to the Banner system through the Luminis LDI server. This will save instructors a considerable amount of time spent on grade input, and reduce errors.

We are continuing to improve our site. In the meantime, please look at our new layout, and send comments or report problematic feeds to: cpadmin@cp.epcc.edu.



2005 Conference on Information Technology

Jenny Girón

Presentations were made at the League for Innovation in the Community College, 2005 Conference on Information Technology held on October 25, 2005 in Dallas, Texas. Fabiola Rubio, CIO/Vice President of Information Technology and Jenny Girón, Associate Vice President of Instructional Resources and Technology, made the presentation entitled *Distance Education and Dual Credit: Ensure for Student Success*. It summarized how El Paso Community College delivers distance education courses as part of the Dual Credit Program. Effective distance education requires extensive coordination between the instructional and student services component to ensure for a positive education experience for the distance learners.

Fabiola Rubio and Debbie Aguilera, Manager of Information Technology and Advisor for STS, also gave a presentation on how Student Technology Services (STS) is going to the next level - by partnering with the school districts and the community. Ms. Aguilera stressed that STS is a work based learning organization which gives students professional and personal development in the real work environment and is a real career beginning.



NEW EPCC NUMBER

The District's main number is now 831-EPCC (3722) and our friendly, courteous operators are ready to serve you Monday through Friday from 7:30 A.M. until 7:00 P.M.



3rd Annual IT Planning Session

Debbie Aguilera

The 3rd Annual IT Planning Session was a great success. Introduced by Fabiola Rubio, CIO/Vice President Information Technology, the focus was on Respect, Teamwork, and Visibility within Information Technology. IT needs to work with respect towards the students and together as a team. We need to be visible in a positive manner with other departments and with the community.

The session took place November 16th at the ASC Board Room. Staff from Information Technology along with representation from all other areas of the district participated.

The main focus was to review the existing goals and recommend any additions or changes to them. Along with discussion and presentations of the goals, each table had a charge to review the IT Vision and Mission. Participants heard from Richard Buller, our Interim Information Security Manager, on *Information Security* and from Griffin Canak, our Networking Consultant, on *Active Directory*.

Our thanks go to the facilitators who volunteered to help out: Angelica Alvarado-Santiesteban, Juan Arteaga, Fred Bunn, Julie Bustamante, Nancy Gamez, Martha Garcia, Jenny Girón, Emma Hernandez, Michelle Houston, Frances Moreno, Mark Negrete, Martha Rico-Briones, and Luz Taboada.

We have scheduled the 4th Annual IT Planning Session on October 18, 2006.

See You There!



Why SAS Software for EPCC?

Ralph Silva

SAS (Statistical Analysis Software) business intelligence gives our institution **The Power to Know**® how to integrate data from across our campuses, and deliver self-service reporting and analysis to everyone's fingertips. Decision makers will be spending less time looking for answers and more time driving decisions with this newly purchased software.

The SAS Business intelligence server provides a fully integrated and comprehensive suite of BI software for:

- **Reporting** – produce and access reports for all levels of users across an organization.
- **Query & Analysis** – ask new questions and get the answers you need quickly.
- **OLAP** – analyze summary data organized along business dimensions.
- **Integrated Analytics** – integrate the full breadth of SAS analytics and make results available to all users.
- **Visualization** – present data in charts, graphs and geographic maps within multiple BI applications.
- **Microsoft Office Integration** – leverage SAS capabilities in data access, reporting and analytics directly from Microsoft Office.

So why was the decision to go with SAS Software? Let's look at three reasons:

1) FAST- Reports, analysis, results.

SAS quickly integrates with our IT environment by linking to our existing databases and Banner Administrative Systems, and provides business users with seamless access to reports and analysis...saving us time while driving results for our College.

2) CONSISTENT- Data, definitions, platform.

SAS delivers end-to-end linked technologies to increase consistency in our data and business rules so the entire enterprise shares a single version of the truth...aligning our organization and improving our efficiency.

3) ACCURATE- Insights, predictions, decisions.

SAS offers powerful query and reporting and unmatched analytics so you can discover new insights, predict with precision and drive better decisions...minimizing our risk and optimizing our performance.

To summarize, the decision to go with SAS Software is because SAS is the leader in business intelligence and analytics and EPCC will gain from fast, consistent and accurate reporting. So be on the lookout for the implementation of SAS in El Paso Community College by the Spring of 2006.



Welcome Home Daniel Erives

Daniel Erives, IT PC System Specialist, just arrived from his tour in IRAQ. Daniel was stationed at the Bagdad International Airport for the better part of 2005 while serving his country. Daniel has a wife and three children in El Paso and is spending some well earned family time. We are all very proud of Daniel for his commitment, sacrifice and patriotism. Thank you and welcome home

Daniel Erives.



Information Security Update

Richard Buller

You may be wondering about the changes being implemented with security and the way access to information resources is managed. You might have wondered what the reason is for asking us to change the password that has served us so well for all these years. These new password requirements are so much more difficult than the one that we could always remember by counting fingers!

Over the past ten years, EPCC has moved from the early horse-and-buggy days of computing and network services to providing computer access to everyone whose job requires it, and fully-equipped and conveniently-located computer labs for students. Everyone uses high-speed network services and accesses the Internet. Where our network was once a private network, it is now private only so far as we can protect it from all the threats operating on the public Internet. Some of the better-known threats are: Viruses, spam, phishing, Trojan horses, rootkits, various frauds and other malicious software distributors. Many of these same threats might be present inside our EPCC perimeter, inside our *firewall*, because there might be someone intentionally using malicious software.

But most likely, one or more of us invited threats into the College network by downloading files from questionable sites on the Internet or by opening attachments to an email message from someone we do not know. Once inside, the threat looks for computers and servers with vulnerabilities and begins to inflict damage. It can turn them into robots. Your computer could be a slave machine to someone on the other side of the planet!

Everyone must be conscious of the threats, keep their computer up-to-date with patches and security updates, use strong

passwords, and remind others of proper procedure when they notice a practice dangerous to information security.



Loss of Personal Information

Richard Buller

The announcement by ChoicePoint, an identification and credential verification service for business and government, of its February 2005 data breach affecting 145,000 individuals began the practice of disclosure of compromise of personal information. Prior to that event, only California required notification to those affected. Since then, the “best practice” has been to disclose breaches to individuals nationwide. Over half the states have considered legislation on security breach notices and security freezes in 2005, and several states passed laws requiring that individuals be notified of security breaches. Since February 2005, over 51.5 million Americans have had their personal information compromised.

Texas Senate Bill SB 122, passed into law and effective September 1, 2005, requires notice of a breach of the security, confidentiality, or integrity of unencrypted, computerized, personal information by persons who conduct business in the state. The bill authorizes the Attorney General to



Learn How to Protect Yourself Online

The Federal Trade Commission has recently launched a new web site, <http://onguardonline.gov/>, with tips on ways to safeguard yourself when you are online. OnguardOnline is a partnership between the FTC, other federal agencies, and the technology industry. The site offers advice on identity theft, phishing, spyware, spam, online shopping, P2P file sharing, and VOIP. It is available in English and Spanish.

Learn how you can guard against Internet fraud, secure your computer, and protect your personal information. If you need to file a complaint, the site gives instructions. It provides videos, tutorials, and interactive programs on viruses and worms, spam filters, security tools, and more.



Instructional Media Services

Nancy Gamez

This past fall semester has been full of changes in the Instructional Media Services Centers!

First, the Instructional Media Services Centers (IMS) extended hours of operation at each of the five campus locations to accommodate early morning and evening classes and activities. Another new service currently provided to faculty by IMS is the checking out of new laptops for short term use. This has assisted faculty and staff by having laptops available for use in the classroom or for presentations at off-campus sites.

Instructional Media Services is also very excited to be working on the design and implementation of smart classrooms throughout the district. Smart classrooms can include many types of technology for instructional delivery and the enhancement of instructional material presentations.



IMS did extensive research this past semester on the technologies available for classroom use and also conducted a survey to find out what technology the faculty want to use in their classrooms. The survey will assist in identifying the equipment that will make classrooms technology ready for instructional use based on faculty needs. The survey has generated much interest and faculty are now asking when the first smart classrooms will be available for use.

Ms. Nancy Gamez, District-wide Manager, Instructional Media Services Centers made a presentation to the Integrated Technology Committee in early November to inform them of the research the IMS staff

has done regarding smart classrooms and the information they have collected. The presentation included the different levels of technology that can be used in the smart classrooms together with the various accessories that will make for effective delivery. She was asked by the IT Committee to provide a plan of action based on a list of rooms that had been previously identified by the Deans throughout the District. She will report back to the IT Committee in February.

For additional information on Instructional Media Services, please visit the IMS website.

www.epcc.edu/departments/ims/hours.html



Training Repository Enters 2nd Stage

Cheryl Bowman

The Training Repository under the direction of the Technology Resource Center has been converted to a centralized database of training that was conducted or attended by all employees. Currently the project is establishing procedures, completing the programming, collecting and inputting data, and preparing reports. It is expected to go live in September, 2006.

This database will benefit employees by providing a single transcript listing training from all areas of the College, including the training components like Employee Relations, Faculty Development, Human Resource Development, and the Technology Resource Center as well as many other areas like the Safety Office and the Library Technical Services. For supervisors, it provides a method to ensure equal opportunities for training of all employees within the department. For administration, it provides a vehicle for ensuring that a wide variety of training is provided, identifying additional training, and encouraging a well-rounded, highly-trained workforce.





KCCR DJs Celebrate

This past December the KCCR Radio DJs partied and celebrated with each DJ receiving a Certificate of Appreciation from El Paso Community College. This certificate validates the fact that these students were trained and experienced as a DJ for the fall semester at the KCCR Radio station on the Valle Verde Campus.

Since 1997 more than 500 students have been trained to DJ the KCCR Radio Station. While getting their education, students develop their communication skills in radio broadcasting, attain their own DJ style and stage name, - and not to mention have fun! These DJ positions are open to all majors at EPCC.



Welcome Newcomers

IT welcomes the following new employees to our team:

Belal Abdelfattah Programmer Analyst

Jose Arteaga STS Manager

Marco Fernandez Network Engineer

Alfred Reliford STS Manager

