

CaTT Tales

A District Information Services Computer and Telecommunication Technology Initiatives Newsletter

October 2008

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Communications During a Crisis Proves Important

By Deborah Ludford

The North Orange County Community College District fared well during the recent earthquake experienced on July 29th. Building damage was minimal and staff and students responded in a calm and organized manner. Much of the reason for the calm response was the timely and careful communications which took place during the aftermath of the earthquake. Numerous types of communications were used to update everyone, both from campus and district locations. The following is a list of the types of communications witnessed during the event:

- Cell phone calls
- Bullhorn announcements in evacuation areas
- E-mail announcements
- MyGateway announcements
- Posted messages on the campus and District web sites
- Text messages (to those who signed up)

Other modes of communications may have been used about which I am unaware, but the point here is that the more avenues you use the more effective the communication.

One type of communication which I experienced that worked very well was the text messaging capability. When voice calls would not go through, I noticed that text messages often did work. I encourage everyone to sign up in MyGateway for emergency text messages. For directions on how to sign up -- read on in this edition of CaTT Tales or go to:

<http://www.nocccd.edu/Departments/IS/InfoServicesTraining.htm#BannerTrainingManuals>

I want to commend everyone on their reaction and action during this event. A job well done!

Enjoy this issue of CaTT Tales!



What's New in myGateway?

By Adam Howard

Over the summer we upgraded myGateway to the latest version of Luminis. In addition to performance improvements, this version includes an enhanced "rich text editor" for use by anyone who sends announcements or posts information in the portal, including to course and group homepages. A wide variety of formatting options are now available.

The Cypress and Fullerton Library channels are updated in myGateway. Previously, passwords were required for off-campus access to use the library databases. Now, most use the portal's single sign-on technology so that students don't need to request the password list from the library. We are still working with a couple database vendors to enable the single sign-on through the portal, and expect these to be completed soon.

Group leaders and instructors can now send e-mail through Group/Course homepages. Look for the e-mail link on the Group Homepage to send e-mail to anyone in the group/course with their e-mail address on file in Banner.

We have also developed an add-on for Argos reports that will let you create target audiences for use in myGateway announcements (delivered to the Personal Announcements channel and/or by e-mail).

This tool can be added to any Argos datablock that generates a list of people or classes, and is easy to use: Just provide a name and short description for your audience, click a couple buttons, and the audience is ready to use. For more information on sending targeted announcements in myGateway, contact Adam Howard or Chris Taylor.

The screenshot shows a web interface titled "myGateway Targeted Group". Below the title is a bold instruction: "First, set report query parameters. Then create or update the group. Then populate the group." The form contains several input fields and buttons:

- Name:** A text input field.
- Description:** A larger text input field.
- Expires:** A date selection field with slashes and a year dropdown set to "15".
- Buttons:** "Create/Update Group" and "Populate Group".
- Status:** A text input field.
- Table:** A table with three columns: "COURSE", "ID", and "name". The table is currently empty.

The Retirement of @nocccd.cc.ca.us

By Tom Wallace

Electronic communication has become such an integral part of doing business that it is hard to believe it was 1994 when the District offices of NOCCCD first connected to the internet. Some will recall that our e-mail adventure began when the District's mainframe mail system, Omnimap, was interfaced to communicate with the outside world. That was quite an accomplishment considering the technological complexity of the interface and the functional inconvenience of e-mail messages that were sent and received over the internet only twice a day. But those were the antiquated methods of last century.

In order to establish our connection to the internet, we needed to obtain a *domain name*, which is an internet address for the organization. At that time, community college district offices were assigned an address with a global perspective: NOCCCD, a community college in California in the USA (or in internet-speak: nocccd.cc.ca.us). It wasn't until 2005, after EDUCAUSE took over responsibility for issuing college and university domain names, that we were able to obtain an address that indicated our status as an accredited U.S. post-secondary educational institution: NOCCCD.edu.

Desiring to change to the new domain name as quickly as possible, I.S. staff made a list of all the issues that had to be addressed. When finished, the list's length resembled that of Santa's. However, taking one task at a time, we moved forward. The two most visible areas were the new e-mail addresses for District office staff and a new District Website address. These were both implemented in February 2006. At that time, we asked all district office staff to notify their e-mail correspondents of their new e-mail address. We continued to maintain the old address structure so messages sent to the old addresses would continue to be received, but we knew that eventually we would want to remove the old addresses.

This month, on September 3, 2008, Information Services ended the use of all District office e-mail addresses for @nocccd.cc.ca.us. Now, any e-mail messages sent to that old domain name will be "bounced" back to the sender. Anyone sending e-mail to district office staff should ensure that the messages are addressed to the new domain (for example: jdoe@nocccd.edu). And if anyone in the District office receives a complaint that e-mail messages are bouncing back, they should remind the senders to check that they are using the new address. We appreciate the cooperation of all District office staff members who have made this transition process smooth and successful.



Net Check and Direct Deposit

By Erin Ridley

OCDE's Employee Information System (EIS) is your single point of access to view your employee information online. For employees who have **net check** with the OCTFCU/School's First FCU or **direct deposit** with other financial institutions, this web site will provide access to view your paycheck stub on-line the day before each pay day. This does not change the official pay date; it is just allowing you to view the information that will be reflected on your regular pay day.

The EIS Manual will provide information on how to log in, and instructions on how to use the EIS system. The first time you log in you will need to update your password. This is a secure website that is accessible from any computer.

Paycheck stubs and W-2s will be available on-line for 3 years. If you have any questions, please contact the Payroll Department at (714) 808-4754.

Since you will have the availability to view your paycheck stubs on-line, starting **January 2009**, you will no longer receive a printed paycheck stub. **OCDE will continue to print and mail out W-2s**, but you will also have the availability to view and print them on-line as well.

This service will only apply to those who have direct deposit/net check. So, if you are interested in viewing your check stubs on-line and want to sign-up for Net Check or Direct Deposit contact the Payroll Department for the appropriate forms.

To access OCDE EIS:

- Sign into mygateway.
- Go to the EMPLOYEE tab you will find the OC Dept of Education EIS channel:
- Click on EIS LOGIN

This takes you to the Employee Information System web page. The first time you come here you are walked through setting up your account.

- Click the button "Click here to begin"
- Enter in your **EMPLOYEE ID/PASSWORD:**

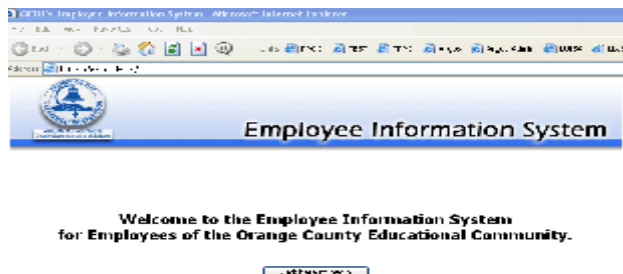
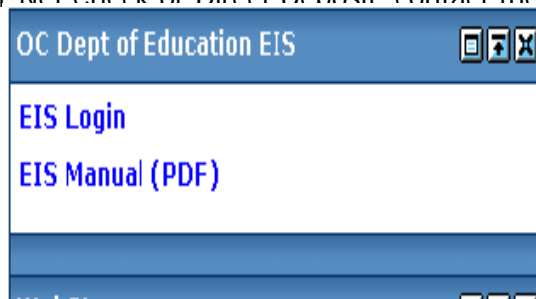
Your employee ID is a 10 digit number.

The first two numbers are **88**, which represents our district. The last eight numbers are the same as your **BANNER ID number** (without the "@" sign).

- The **initial password** is a combination of the **LAST four digits of your employee number** *and* the **LAST four digits of your Social Security number**.

Example:

- We are district # **88** (County Payroll).
- If your Banner ID is **@00001000** and
- my SSN is **999-99-5678**
- my **USERID** would be **8800001000**
- my **PASSWORD** would be **10005678**.



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Wham! Bam! We've Had Enough Spam!

By Tom Wallace



Full-time comedian and part-time philosopher Bill Engvall once said that SPAM stands for Stuff Posing As Meat. In this world of electronic mail we could say that *spam* is *stuff posing as mail*. Although the definition of spam is *unsolicited e-mail*, it is something that e-mail users receive and must deal with on a daily basis. Most of it has the look of harmless advertising, yet it is something that creates true security risks.

In a February 2007 article, Information Week reported that if the current surge in spam continues on track, "90% of all e-mail will be spam by the end of the year." This has become a problem for most users. We find that cleaning out this unwanted e-mail from our e-mail boxes is very time consuming. But the real problem is not the annoyance. The real problem is that so much of it contains malware which includes computer viruses, spyware and phishing scams. Viruses can cause loss of information stored on a computer, spyware can collect and steal a person's personal information, and phishing scams pose as correspondence from legitimate organizations and deceive people into revealing personal information such as credit card numbers, social security numbers, and bank account user id's and passwords. As you can see, spam is an issue that technology departments must address.

Each of the campuses in our district has a spam filter which attempts to remove these unwanted messages from the system before they are delivered to the user. Up until now, the system installed at the Anaheim Campus has been working effectively. With the recent increase in quantity and the increase in the ability of spammers to by-pass spam filters, Information Services and SCE discovered that their e-mail security systems were no longer functioning effectively. Many staff members began receiving 100 to 200 spam messages every day. Not only were staff members spending a large amount of time cleaning out their mail boxes, but incidents of virus and spyware infections increased dramatically.

So working together, Information Services and SCE Academic Computing Technology staff evaluated three different e-mail security devices. The result was the procurement of an IronPort security appliance that has now been installed and connected to both e-mail systems. The immediate effect was that the amount of spam delivered to user mail boxes was dramatically reduced. Peter Teipe of SCE told us that he receives "maybe 3 spam messages per week now with IronPort as opposed to several hundred each day without it. IronPort has also really freed up our server to do what it's supposed to - provide email access for staff and students." The statistics are even more dramatic. Between August 19, 2008 and September 12, 2008, 4.7 million messages have been received by the IronPort system for the District offices and the School of Continuing Education. Of the 4.7 million messages received, 1,484 have been legitimate e-mail messages. This means that 97.8% of all e-mail received for our two areas have been "threat messages."

It is clear that spam is a key security issue for technology departments today. Unsolicited mail is on the increase and spammers are constantly finding new ways to deliver their messages. All e-mail users must be aware of the dangers of spam. They must be diligent at identifying and deleting spam without opening the messages. The technology areas for each of our institutions are aware of the issues with spam and are attentively working to control the delivery of these unwanted messages.

Banner Upgrade Scheduled for October 12

By Bob Hughes

October seems to be the month for major upgrades to Banner. On October 14, 2006 we upgraded from Banner 6 to Banner 7 – a major leap that required staff training in a new user interface. On October 21, 2007 we upgraded the Banner Student module, which enabled us to take advantage of the California Community College's version of Banner (called CAL-B) and prepared us for the implementation of our District portal (myGateway).

On Sunday, October 12, individuals from District IS will be upgrading our software to the latest version of Banner 7. Here is a summary of what the new release will provide:

SSN Search: Throughout Banner, users will have the ability to search for a record by entering either a SSN or an ID in the ID field of a form. At North Orange we have had this ability since the implementation of Banner, but it required that we add a person's SSN as an 'alternate id' in Banner. This long-awaited enhancement will improve security because we can **remove the SSN as an alternate ID** and restrict the viewing of SSN to only those who have a legitimate business purpose.

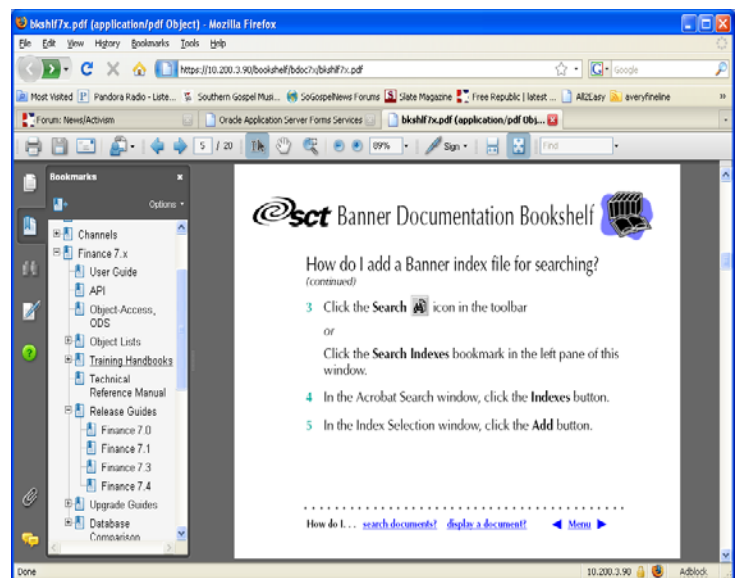
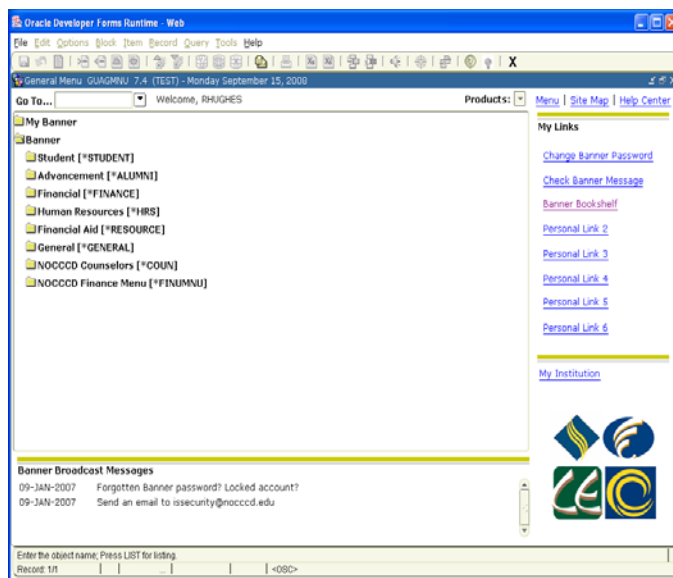
Tab Level Security: This release will provide the ability for individual tabs within a form to be restricted to only certain users. While many users need to have access to the SPAIDEN form, which provides name, address and telephone information, fewer users need access to the 'biographical' tab on this form which provides access to SSN and birth date.

Finance: Aside from providing the ability to process invoices against a purchase order, even when prior invoices for the same PO are in the posting queue, we anticipate that the Finance module will have improved stability after the upgrade. Over 20 pages of problem resolutions (bug fixes) for the Finance module are documented as being addressed by this release.

Student: Eight pages of problem resolutions for the Student module are documented as being addressed by this release. In addition, many of the views of data that we use in reporting slowed significantly (or became unusable) when we upgraded to Oracle 10G and are being re-written to be compatible with this version of the database. For CAL-B, new functionality is being provided for a revised 320 report and BOG waiver processing.

Financial Aid: Although we apply quarterly releases of the Financial Aid module in order to stay current with regulations, this latest release (version 7.12) will also provide the ability to have context-sensitive text in the Financial Aid self-service screens. For example, information about loans would only display to students who have a loan as part of their financial aid award. Another enhancement is the ability to allow students to complete an on-line 'Terms and Conditions' or 'Additional Information' form in Self-Service and have the student's responses considered automatically in financial aid processing.

In the next few weeks, users will be invited to try out the new release in the TEST database. Your participation is encouraged; we need to have a thorough test to make sure we have no issues in Production on October 13. If you are interested in reading more about the coming enhancements to Banner, click on 'Banner Bookshelf', and review the 'Release Guides' found under each module (see below):



Did You Know?

By Mike Kavanaugh & Erin Ridley

It happened again: You took the class... you saved the handout... and now you can't find it so a call goes out for help. This happens to all of us from time to time. We think we've come up with a better and faster solution to get you out of that situation! In the last edition of CaTT Tales, we announced a couple of short video tutorials to show/remind you how to perform a couple of functions in BANNER. In this issue of CaTT Tales, we have taken it a bit further by creating a few new video tutorials to include myGateway functions. Many of the topics for these video tutorials are a direct result of Frequently Asked Questions (FAQ's) received by the Information Services Helpdesk Staff.

This quarter we showcase tutorials for Staff, Students, and Faculty....a little something for everyone answering the question: Did you know...

1. You can sign up for Text Message Alerts in myGateway?
Text Message Alerts might be something you never thought of coming from MyGateway but after our recent earthquake, you may want to add yourself to the list.
2. You can update your Personal Information in myGateway?
Updating your Personal Information ensures that mailings and e-mail messages get to you rather than being returned.
3. You can load budget information from Banner into Excel via myGateway?
For those of you that painstakingly spend a morning or afternoon creating spreadsheets with budget information for a department meeting, why not let myGateway do the work for you in a matter of seconds?
4. You can "Reject" your own RQ in myGateway?
Did you know that you no longer have to call someone and ask them to "reject" an RQ for you? You can do it yourself in myGateway! If you don't have a finance channel set up, watch the "Adding Channels" video first.

These myGateway related tutorials and online documentation can be found in two places. One, log into myGateway: <http://mygateway.nocccd.edu/cp/home/loginf> and click on the "Tutorials" tab. Here you will find Video Tutorials in the left column and online documentation in the right column. Two, click on the BANNER link above for class handouts and you will find handouts and video tutorials there as well. **Remember:** For BANNER related tutorials and class handouts: Just click on the link below to be taken to our training web page.

<http://www.nocccd.edu/Departments/IS/InfoServicesTraining.htm#BannerTrainingManuals> Simply click on the "Show Me" button and we'll "Show" you how!

Watch these videos and all the others to see how easy it is, in a few short steps, to improve your day at the office. As always, please let us know what you think!

Tips 'N' Tricks

By Erin Ridley



Requisitions and Your Personal Information

For those of you that input **requisitions**, you know that the first section of the requisition screen (FPAREQN) asks for your information (such as org number, phone and fax numbers, email address and a default "ship to" address). We can set it up in your banner security so the information *defaults* into that screen so you don't have to input it every time.

If the information is *not* automatically put into FPAREQN for you, or if the information is incorrect (maybe you moved to another department or have a new phone and/or fax numbers, etc.), just email issecurity@nocccd.edu to have it updated. Please be sure to include: your name, your banner user id, and what information you wanted added or updated (org, phone, fax, email address, ship to address).

Setting Text Message Alert Preferences

You can sign up to receive text-message alerts in MyGateway. Simply click on the link 'Set Text Message Alert Preferences' in the 'Personal Information' channel on either the Employee or Student Tabs (see the example below). All District Staff and Faculty should have access to the Employee Tab.



This will open the following form, in which you simply enter your cell phone number, your provider, the opt-in level and the campus about which you wish to receive alerts.

Text Message Alert Preferences

This feature is intended to provide the ability for college administration to send text messages to cell phones on an opt-in basis. Please understand that this feature is presently in a preliminary phase, and is not a guarantee of service. You may opt in or out at any time. To opt-in, complete and submit the following form. To opt out later, submit the form selecting "Delete" as the Opt-In Level.

Area Code:

First 3 digits:

Last 4 Digits:

Cell phone provider: (Please select your cell phone provider)

Opt-In Level: (Please select an opt-in level)

Campus: Please select one or more campuses
 Cypress
 Fullerton/Wilshire
 Anaheim

Training Schedule 2008

By Erin Ridley

Navigation Training

October 17	9:00 a.m. – 11:30 a.m.
October 23	9:00 a.m. – 11:30 a.m.
October 29	9:00 a.m. – 11:30 a.m.
November 13	9:00 a.m. – 11:30 a.m.
November 21	9:00 a.m. – 11:30 a.m.
December 4	9:00 a.m. – 11:30 a.m.
December 10	9:00 a.m. – 11:30 a.m.

RQ Training

October 10	8:30 a.m. – 12:30 p.m.
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****To sign up for either the Navigation or RQ training classes, please contact your campus training coordinator:**

**AC: Sandy Palmer, CC: Vicki Sykes
FC: Wendy Bailey, SCE: Irene Beck**

MyGateway Finance Channels

October 14	2:30 p.m. – 4:30 p.m.
December 12	9:00 a.m. – 11:00 a.m.

Argos Training – AC/Room 307

October 23	9:00 a.m. – 11:00 a.m.
November 19	9:00 a.m. – 11:00 a.m.

Training Handouts:

All of our training documentation (in PDF format) is located on our department web page. Be sure to check it out! One new feature you'll find there are the "SHOW ME" files. We know a picture speaks a thousand words, so we have created little videos that *show you* how to do something.

<http://www.nocccd.edu/Departments/IS/InfoServicesTraining.htm#BannerTrainingManuals>

Information Services

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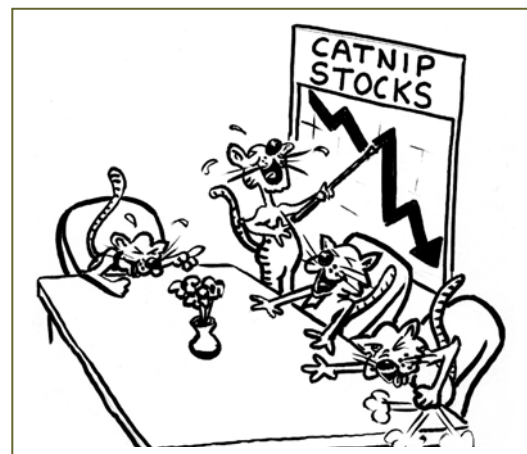
ishelpdesk@nocccd.edu

Web Address:

www.nocccd.edu/Departments/InfoServices.htm

CaTT Toon

By Carl Schoner



People decide what they want by deciding first what they don't want!