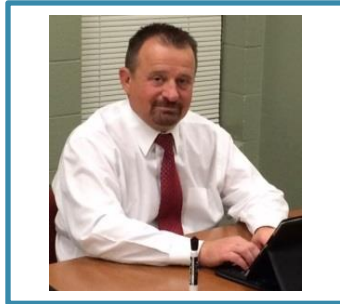
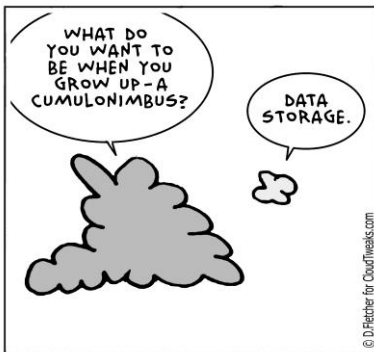


Read IT

August 2015

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Email Retention

David Anderson/CIO



The summer has certainly gone quickly, and it is now time to welcome new faculty, staff and students to GRCC. Our GRCC IT staff has been busy with construction moves and other IT projects. On Friday, August 21st, the Blackboard Learn system was upgraded to the latest version for self-hosted customers. On page three of this newsletter, you'll find three links to the new features available.

The PeopleSoft Human Resources\Payroll system will be upgraded this fall. Individuals both inside and outside of IT have been diligently working on this upgrade all summer.

Phase I of the digital signage project will be complete by the first week of school with 19 new digital signs installed.

The 2015-2016 project prioritization list has been approved by the EBCOs and can be found at grcc.edu/pmo.

The Information Technology department has been piloting a product called GWAVA Retain Archive which is an email archiving solution. This Retain Archive is accessible by end users directly through GWAVA's Archive Viewer at archive.grcc.edu. This enables you to access, search, and restore any of the archived data and to easily print, forward, and save your message content. This application will securely archive your email, attachments, and calendar appointments and keep them for approximately two years. More information on how to access archive.grcc.edu can be found at: itsupport.grcc.edu:8443/ehelpdesk/kbManagement/kbView.glm1?kbid=829.

Crystal – RIP by Michael Passer/Enterprise Applications Manager

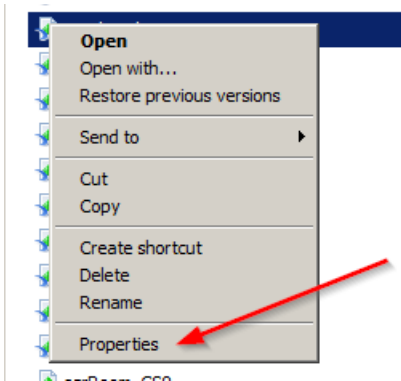
Crystal Reports, unlike their gemological counterparts, are decidedly not new age.

The latest PeopleSoft upgrade imposed new workstation requirements for use of Crystal Reports. In order to maintain workstation standardization and minimize the inconvenience to customers, we created an interim virtual desktop solution. This “machine within a machine” allows running Crystal Reports until our next upgrade.

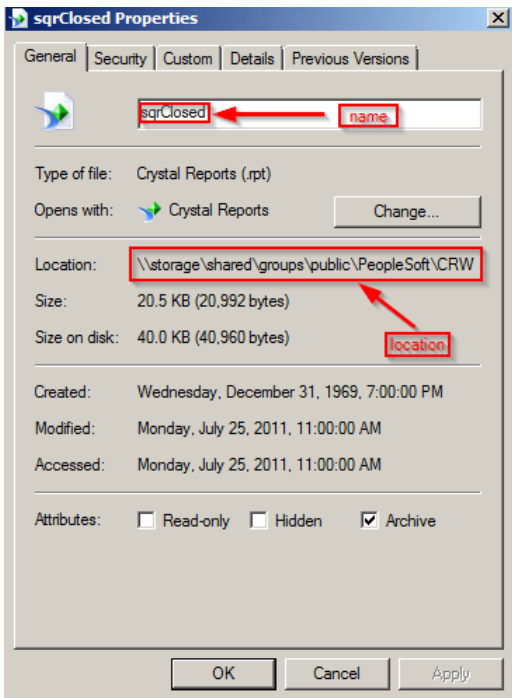
Because Oracle will no longer support Crystal Reports with our next PeopleTools upgrade, we are working diligently to get the reports we depend on converted to BI Publisher. BI Publisher reports, unlike Crystals, do not require special software installation and can be run directly from PeopleSoft.

If you are still using one or more Crystal Reports, the reports will need to be converted to BI Publisher so they can be used after future upgrades. Please open a ticket for each existing Crystal report you will need to have converted by sending an email to ITHelp with the following information regarding each one:

- The file name of the report - e.g. `sqrClosed`
- Where the report file resides - e.g. `storage\shared\groups\public\PeopleSoft\CRW`



You can see both of the above by right-clicking the report and selecting “Properties”



The name and location appear on the property sheet

- How you use the report
- (Optional, but we may contact you to ask for this if we need more information) Example output from the report, either as a scan or result of printing to PDF

Blackboard Upgrade by Nathan Hamilton/Academic Applications Team Lead

On August 21st, IT performed a Blackboard Learn upgrade. The upgrade brought our instance of Blackboard up to the latest version for self-hosted customers. Listed below are just some of the new features as well as three links to the new features available by each release between SP12 (our current version) and the latest version (October 2014 Release) to which we upgraded.

- **Student Preview** - The new Student Preview feature provides the capability for an instructor to see the course exactly as a student would see it. It accomplishes this by allowing the instructor to easily transition into and out of a system-managed preview account that is automatically enrolled in the course as a student. This provides all the advantages of a "dummy" account while absolving the instructor and system administrator of the management overhead.
- **Anonymous and Delegated Grading** - Blackboard has implemented a robust anonymous grading feature to add another layer of fairness and impartiality to grading capabilities. Without knowing who submitted the assignment, a grader is not influenced by a student's previous performance, class participation, conflicts, race, gender, or perceived student aptitude. Delegated grading promotes reliability and removes bias by using grades and feedback from more than one grader. These features may be used together or individually to meet grading requirements.
- **Assessments: Significant Figures** - Blackboard has improved Calculated Formula questions by adding the ability to define the significant figures required and used in the creation of answers and the automated grading process.
- **SafeAssign** - Blackboard has enhanced the SafeAssign service to provide a more seamless integration with native Blackboard Learn Assignments and updated the SafeAssign originality report interface. With this update, the SafeAssignment content type is removed from the content areas, and SafeAssign becomes an additional feature available when creating native Blackboard Learn Assignments. All Blackboard Learn Assignment features are available in tandem with SafeAssign services with the exception of Portfolio submissions to Blackboard Learn Assignments.
- **Bb Grader** - Mobile app that provides instructors with a portable solution for reviewing, providing feedback, and grading student submissions in their Blackboard Learn courses.
- **Bb Student App** - Students can view quick updates on their courses and course content, access a course outline for each of their courses, view Word, Excel, PowerPoint and .PDF content from their courses, and experience a rich aesthetic that is easy to use and simple to learn.
- **Bb Mobile App** - Is now free!

SP13 New Features

[en-us.help.blackboard.com/Learn/9.1 Older Versions/9.1 SP 12 and SP 13/Administrator/000 Product Updates/010 SP 13 New Features](http://en-us.help.blackboard.com/Learn/9.1%20Older%20Versions/9.1%20SP%2012%20and%20SP%2013/Administrator/000%20Product%20Updates/010%20SP%2013%20New%20Features)

SP14 New Features

[en-us.help.blackboard.com/Learn/9.1 Older Versions/9.1 SP 14/Administrator/000 Product Updates/000 SP 14 New Features](http://en-us.help.blackboard.com/Learn/9.1%20Older%20Versions/9.1%20SP%2014/Administrator/000%20Product%20Updates/000%20SP%2014%20New%20Features)

2014 New Features

[en-us.help.blackboard.com//Learn/9.1 2014 04/Administrator/000 Whats New](http://en-us.help.blackboard.com//Learn/9.1%202014%2004/Administrator/000%20Whats%20New)

TechSmith Relay, Camtasia Studio, & Snagit by Nathan Hamilton/Academic Applications

Over the summer, GRCC purchased a site license for Camtasia Studio and Snagit, which means that all faculty and staff will now have complete access to these two applications. We also upgraded our TechSmith Relay Recorder to the latest version. We are in the process of making it available in our Software Center and also available for faculty and staff who would like to install it on their personal devices. Additional communication regarding installation and training will be sent out once IT is ready to make this available campus wide. Listed below are brief descriptions of what each program is.

TechSmith Relay Recorder:

A desktop recorder that records and sends your video recordings to one or more hosting sites. With TechSmith Relay Recorder, you can capture and publish your recording anytime, anywhere, in the classroom, in the conference room, at your desk, or at home. TechSmith Relay supports a wide variety of video formats allowing any lecture or presentation to be viewed by your audience on multiple devices.

Camtasia Studio & Camtasia for Mac:

After capturing a presentation in the TechSmith Relay Recorder, Camtasia Studio and Camtasia for Mac can be used to modify audio and video displayed as tracks by using the timeline control and object library interface with an integrated preview window. In addition, they allow for voice overlay for the presenter or editor, as well as the ability to add sound effects in many different formats including music formats into the clip bin and arrange anywhere on the timeline.

Snagit:

A **screenshot** program that captures video display and audio output. Snagit's tools allow you to grab an image or create a quick video of anything on your computer screen.

Office 365

by Nathan Hamilton/
Academic Applications

Office 365 Education is available for free for full or part time enrolled students, faculty, and staff. Students, faculty, and staff can install Office on up to five PCs or Macs and on other mobile devices, including Android, iPad®, and Windows tablets. Full versions of Microsoft Word, Excel, PowerPoint, OneNote, Outlook, Publisher, and Access are included. Office Online and one terabyte of OneDrive cloud storage is also included. To sign up, click the link below, then click on the "Find out if you're eligible" box, and enter your GRCC issued email address.

office.com/getOffice365

IT STATS

Brian Moore/HelpDesk

March 2015

Calls Handled: 2858
 Tickets Opened: 2224
 Tickets Closed: 2090
 Password Changes: 924

April 2015

Calls Handled: 3455
 Tickets Opened: 2769
 Tickets Closed: 2630
 Password Changes: 981

May 2015

Calls Handled: 2511
 Tickets Opened: 2106
 Tickets Closed: 1990
 Password Changes: 790

June 2015

Calls Handled: 3152
 Tickets Opened: 2464
 Tickets Closed: 2374
 Password Changes: 1116

July 2015

Calls Handled: 5401
 Tickets Opened: 4056
 Tickets Closed: 4574
 Password Changes: 1556

Customer Support – Computer Refresh

by Kurt Meinders/Customer Support Manager

IT is taking a different look at computer refresh. Instead of looking for your name in the long list to see if your current system is up for replacement, you can now just look by model number. You can find this list at

grcc.edu/informationtechnology/customersupport/aboutthecomputerreplacementplan.

At this site, you will also find instructions on how to identify your computer model, if you do not already know it. While we like to keep computers in service as long as possible, we also have to consider their serviceability. With the possibility of moving to a new operating system or installing new software, it's important to get your system replaced when you see it appear on the list. Software and operating systems that are outdated and are no longer supported can cause major issues that may not be resolvable, and can cause the user to lose data.

If you have questions about replacing your system, please call the IT Customer Support HelpDesk at 616-234-HELP (4357).

**My computer could be more encouraging.
 You know, instead of "invalid password", why not something like,
 "Ooooh, you're so close!"?
 - Lisa Porter**

IT Customer Complaint Process**Purpose of the Complaint Process**

1. To file a complaint about a service or breach of targets outlined in the SLA document located at grcc.edu/itpolicy.
2. To handle repeated issues which have not been resolved through the normal customer support process.
3. Issues concerning IT Customer Support personnel that are not of a technical nature.
4. You have made documented attempts to resolve an issue that have not been handled satisfactorily.

Please DO NOT Use This Complaint Form For:

1. Password assistance.
2. Submitting service requests.
3. Reporting outages and incidents.
4. Requesting training or technology assistance of any kind.
5. Any complaint that would fall under the umbrella of:
 - Student Affairs: Student Complaint Process (grcc.edu/student-affairs/complaint-process)
 - Student Affairs: Student Academic Grievance Procedure (grcc.edu/grievance)

How Your Complaint Is Handled

Your complaint will be forwarded to the manager of the Customer Support department. Your submission will be reviewed and responded to within 5 business days.

New Digital Signs on Campus by James Schafer/IT Media Broadcast & Events Coordinator



Digital signs are not new to GRCC. In fact, they have been around in one form or another for almost 30 years. Way back in the late 1980s, there were large, bulky monitors dangling from the ceilings displaying messages that had to be manually entered. We've come a long way from those early days and are now rolling out the latest incarnation in the form of sleek, flat panel HD monitors drawing up to the minute information from various data sources including faculty absences, weather information, campus and building events.

Our Enterprise Applications, Infrastructure and Media Technologies staff have worked tirelessly over the summer perfecting the behind the scenes technical wizardry that controls it all.

Eighteen new signs will be rolled out this fall and installed in critical, high traffic areas across campus. Our Communications Department provided the clean, easy to read design of the signs.

In addition to all of the up-to-the-minute information, the signs will also display vital emergency messages coordinated with our current Emergency Notification System which includes phone calls and text messages to alert staff, faculty and students to emergencies on campus.

In concert with the development and deployment of these signs, there is an effort underway to assemble comprehensive new policies and procedures that will cover every kind of sign on campus from paper to digital. After this initial deployment, work will focus on a second tier plan which will serve individual departments for their specific needs.

Cooking with Angus by Klaas Kwant/Video Production Manager

When a strong supporter of GRCC offers to help promote the college by funding the broadcast of 12 "Cooking with Angus" shows on a local network channel, how can you say anything but "yes!" especially when we're all working to improve enrollment?

That is precisely what happened this summer: two donors pitched in to fund, for the first time, the airing of "Cooking with Angus" on a local broadcast station (yet to be determined.) The funds allowed Chef Angus, two culinary students and two I.T. Media staff (Noah DeSmit and Klaas Kwant) to travel to Italy and Scotland in July to shoot content for 12 programs.

I.T. Media already had most of the gear required for the trip, which included two Canon DSLR's, wireless microphones, laptops, storage, a substantial amount of batteries and power converters. The trip provided many opportunities for the students to cook with local chefs, learn about local products and the processes involved in some large-scale food production.

"Having the proper tools to record this type of content matters," said Klaas Kwant, who was running the second camera. "Evolving technology has made it possible to carry everything we need for one camera in a single backpack, even though Homeland Security was curious

According to Noah DeSmit, "Each day was a challenge and demanded every bit of my production and directorial skills. We were regularly surrounded by beautiful places, incredible food and gracious hosts, obligating me to represent these experiences really well and subsequently promote the college in an awesome way."

The programs will start airing in January. Please look for additional information in GRCC Today.



Noah DeSmit (L) filming
Angus Campbell (R) in Perugia, Italy

HelpDesk - Customer Support Technician



Left to Right: Saylor (Daughter), Rachel, Frank (Husband), Rhiannon (Daughter)

This past June, Rachel Bower officially joined the IT team as a Customer Support Technician. She previously worked at GRCCePRINT for 8 years as the Project Manager.

Printing is still one of her passions and she tries to encourage people to print often – despite popular opinion – print actually saves trees!

Rachel is an alum from Ferris State University with a BS in Printing Management.

She currently lives in Morley with her husband Frank and two daughters, Rhiannon and Saylor.

Outside of work, Rachel enjoys reading, working in the yard, various outdoor activities and good times with the family.



NEW BABY GIRL



L to R Clockwise – Addie (Big Sister), Kelly (Mommy), & Michaela (New Baby)



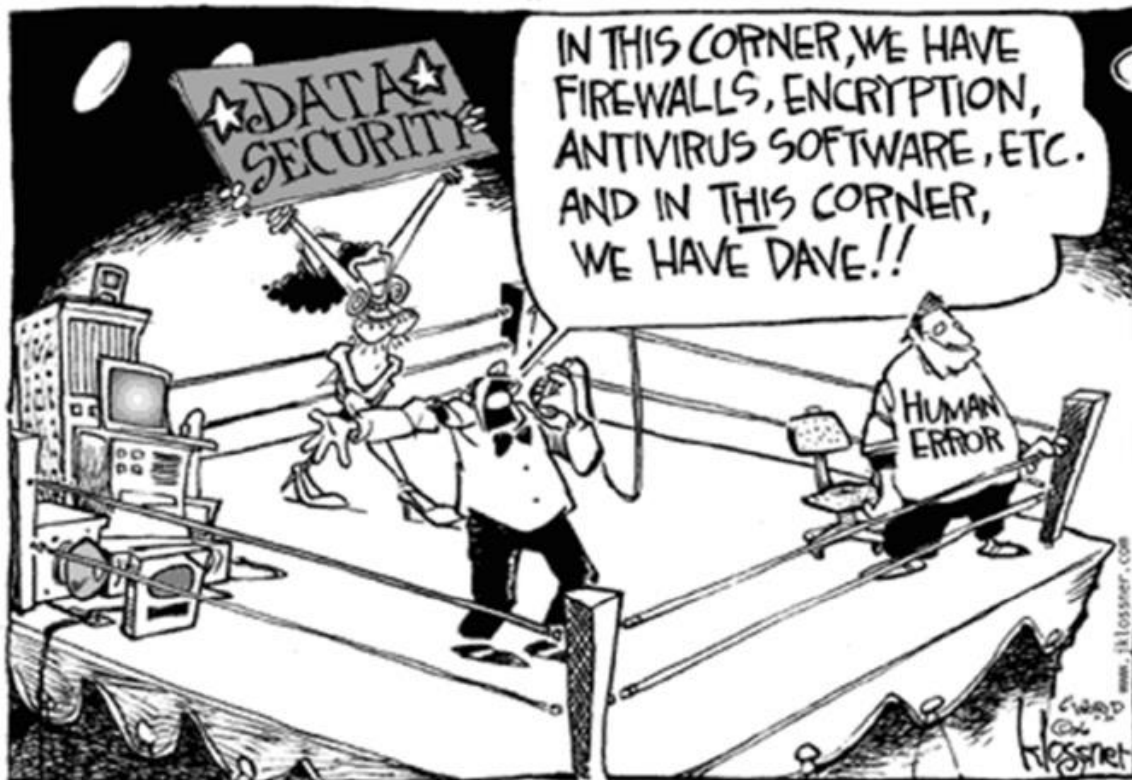
Michaela Rose

Congratulations to Kelly (HelpDesk Team Coordinator) & Ryan Webber on the birth of their beautiful daughter, Michaela Rose Webber, who was born on July 23 @ 9:23 a.m. Michaela weighed in at 8 lbs., 1 oz., and was 20.5 inches long.

Security Corner

Data Security by Donovan B. Wallace/Infrastructure Manager

Software and other technologies can only do so much to help protect you. If you are prompted to make changes to your system, make sure you understand what will be changed before clicking "YES."



"Treat your password like your toothbrush. Don't let anybody else use it, and get a new one every six months."

~ Clifford Stoll