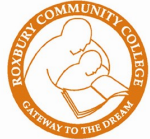


WE NOW HAVE ONLINE VIDEO INSTRUCTIONS FOR THE FOLLOWING SERVICES:

- SELF-SERVICE PASSWORD RESET FOR FACULTY & STAFF
- HOW TO USE THE IT ONLINE HELP-DESK
- STUDENT E-MAILS
- CHANGE YOUR PASSWORD
- HOW TO LOGIN AND PRINT IN THE LIBRARY & COMPUTER LABS

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Letter from Patrick Jean-Louis, CIO

Greetings Everyone;

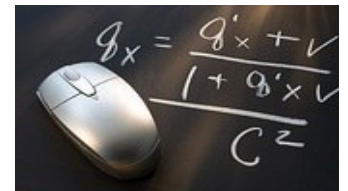
I trust that your Thanksgiving festivities were a calorie-rich affair, which provided you with much-needed respite for the busy academic days ahead.

But as you know, Information Technology never sleeps, and this month's IT newsletter is chock-filled with new and developing informatics served at break-neck speed! Our first ever issue was met with such positive reviews,



and we are determined to continue providing you with the latest cutting-edge software and systems that will promote innovative, efficient, and effective

technologies designed to keep you and the College steps ahead of PC support, networking, Enterprise Resource Planning (ERP), on-line services and data communications.



Print Management System in the Language Lab

The Print Management system (Pharos) has been successfully implemented in the Language Lab. The implementation has enabled Lab personnel to track, monitor, audit, and control students printing sessions, and as a result has reduced waste, and optimized printing performance in the lab. The print management and optimization solutions enable students to make responsible printing decisions.

Printing less is an environmentally sound choice that is aligned with the core values of Roxbury Community College.

Prior to the Language Lab, the system had already been used in the Library, Learning Center, Writing Center, the computer classrooms and Health Sciences

computer labs.

Below is an IT Q&A with Writing Center Director Judy Kahalas, who shared her thoughts on the Pharos system:



IT: With the implementation of the Pharos Printing System, have you seen a significant decrease in the amount of paper used?

JK: I have seen a decrease but certainly not significant. For example, some students continue to print out

40 pages of an internet article even if they only need 1 or 2 pages.

IT: Do you think students are being more careful about what they print?

JK: I think that students are being more thoughtful about printing - recognizing that they are now paying.

IT: With any new system there is a learning curve for end users, Has the transition to Pharos been a smooth one in the Writing Center?

JK: Implementing Pharos was relatively easy. It is a user-friendly program, and Sheek spent some time customizing it for the Writing Center and educating us.

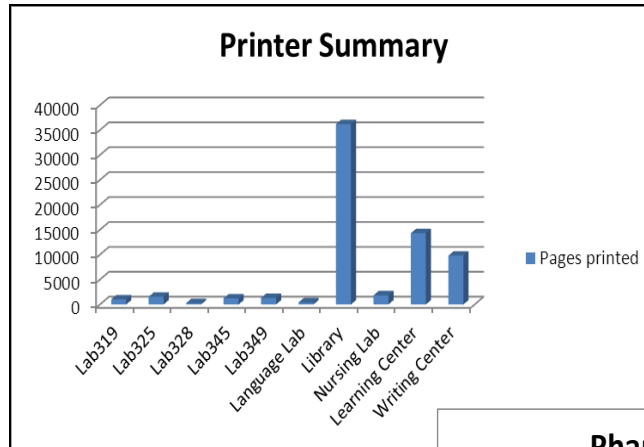
IT: With RCC moving towards a green initiative, do you think Pharos Printing is a good contribution?

Print Management System in Our Labs

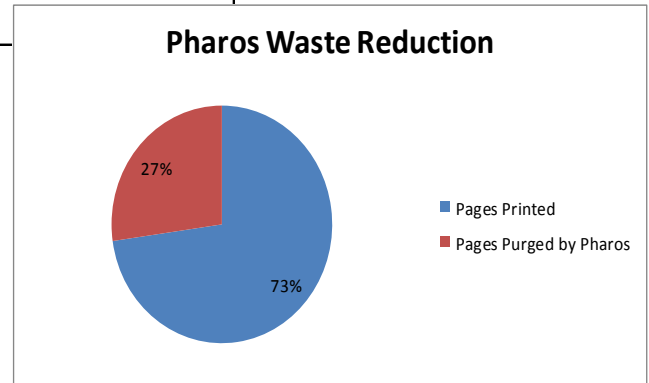
JK: As much as I would like to think that our students are environmentally conscious, they have complex lives and need to do the easiest and fastest thing, which is often to press print. I would like to emphasize the value of emailing with attachments



that can be reviewed at times of less stress. And we just can't blame the students. Many professors - with good intent - email students 40 or 50 pages at a time and tell them to come to an Academic Lab and print them out. So this is an area that needs faculty involvement, too.



With the implementation of Pharos, we are able to get a better picture of the printing situation on campus. Pharos has a feature which deletes printing jobs that have been in the system for over 10 hours. Reasons these jobs would be in the queue that long include accidents, and students having second thoughts about printing. As shown below, of the 93,333 pages sent to the release stations so far this semester, 25,425 pages have been purged by the system, and were never printed.



New Computer Equipment

Along with our new staff, there has been an increase of new circulated systems as well. Many users on campus were able to receive a fresh batch of workstations and monitors.



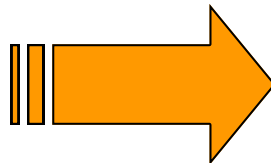
Each system comes equipped with a fresh install of Windows 7™ and Microsoft™ Office 2010. The new look and fresh approach helps many

users feel more productive and efficient given their day-to-day work flow.

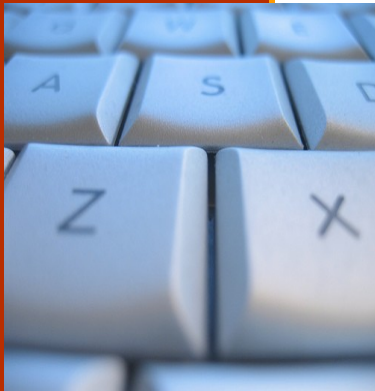
Faculty and staff are enjoying IT's progressive move towards a brighter and better campus environment—fueling the technology growth at Roxbury Community College.

We look forward to better preparing our community in taking bold new steps onto the technological frontier. We are here to assist you, and offer top notch service, and, as always, if you have further questions or comments, please do not hesitate to contact us.

<http://helpdesk.rcc.mass.edu>



Notepad Training for VPs and Deans



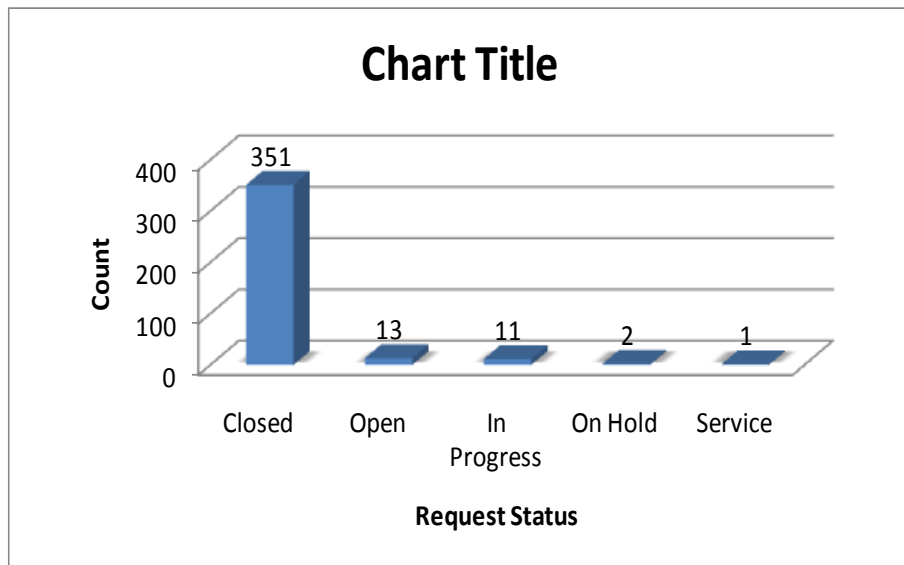
Our student information system, Jenzabar EX, provides an application named Notepad, where our staff has been entering notes about their interactions with students. Notepad has been in use for many years now, and contains valuable information about student billing,

registration, and admissions matters. At the request of academic Vice Presidents and the college Deans, these notes are now available to select other college administrators. Deans can now view student notes and find out what information has been given to students about their unpaid

bills, or admissions status without calling each department. Academic Affairs can now view notes on students and make more informed decisions about student requests and appeals. Many thanks go to Shonda for training college administrators on Notepad.

Help Desk Requests for November

A total of 378 requests were issued during the month of November... of which 351 were completed and closed



Network Assessment Project

The network assessment project is proceeding on schedule. The vendor has provided preliminary recommendations and will be finalizing their recommendations in the next few weeks. In accordance with one of the vendor's initial recommendations, the Network Team will be conducting site surveys of the cable plant and developing a requirements list and project plan to im-

plement the necessary upgrades. This portion of the project



will ensure the foundation of the network has the capacity to meet the expected traffic loads, as well as future-proofing the cable plant by

providing room for expansion. The network team is also working on a new anti-virus solution for the College. The new system performs better, and is less expensive than the existing anti-virus solution. Several test deployments have been successfully completed, and we are in the final testing phase before rolling out the solution campus-wide.

HOW TO CONTACT IT?

<http://helpdesk.rcc.mass.edu>

Phone: 617-541-5340

Fax: 617-933-7475

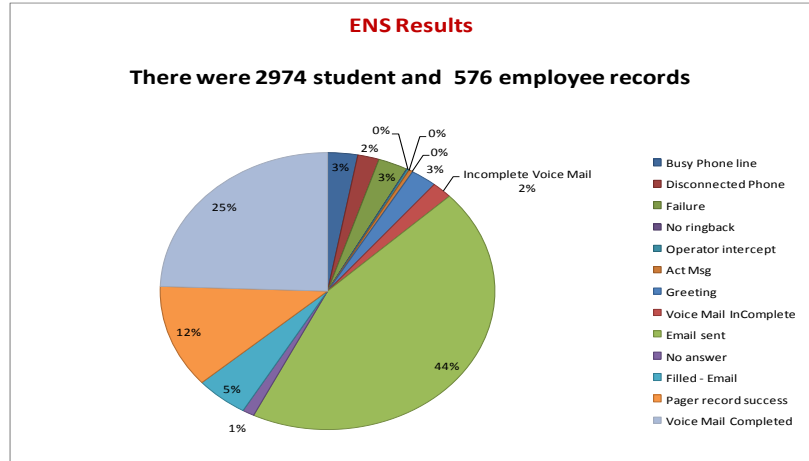
Help Desk Support: Ext. 5555

E-mail: Helpdesk@rcc.mass.edu



EMERGENCY NOTIFICATION TEST RESULTS

I want to thank everyone for taking the time to update their emergency contact information for the College Emergency Notification System (ENS) test conducted on November 3, 2010. The test proved successful largely due to your cooperation. Please see the graph below:



IT Customer Service Survey...



In an effort to improve our services and better understand your needs, we have compiled a short survey to be taken upon the completion of individual Help Desk requests.

Your responses will not be shared with the persons who dealt with the ticket, but will be handled by management in the aggregate for overall assessment of helpdesk effectiveness.

