bITS & BYTES

Meet Lynda.com

Lynda.com is an online education company that focuses on helping individuals achieve their personal and professional goals by expanding their software, creative and business skills.

The platform boasts more than 3,000 courses available, all ranging from management systems, presentation tools, animation software to web design applications. Some courses are several hours long, but are organized in small segments. This format allows individuals to work at their own pace and keep track of the many skills that they have learned. The videos are equally equipped with high quality sound and imaging, as they feature both transcript and "My Notes" sections.

Until recently those wishing to partake or indulge in extra instruction had to set up and pay for their own personal account. Now, through the Institutional Effectiveness Partnership Initiative, all California Community College employees have unlimited access to Lynda.com for no charge at all.

To access Lynda.com, you will need to log into the Professional Learning Network at **https://prolearningnetwork.cccco.edu**. Training sessions on how to use Lynda.com will also be scheduled during the fall semester.

New Staffing in IT

Information Technology Services is pleased to announce the appointment of Michael Harlow as the new Web Master and SharePoint Administrator. Michael attended Creighton University, where he received his BS in Biology. He commenced his career within the entertainment industry before working as a geneticist. He has been part of the COD community and IT department for the past 15 years, as a Systems Specialist. He currently lives with his wife Deborah and his children in Palm Desert. In Michael's spare time he enjoys to go hiking and participating in mud runs with colleagues and friends. You can often catch Michael walking to work, while reading a book. We are pleased with his new appointment and look forward to working with him in his new role. **Congratulations, Michael!**

Information Technology Services is equally pleased to announce the addition of Marlene Reynolds, as the new IT Executive Administrative Assistant. Marlene started working at COD, as a Clerk Typist within the Fine Arts department. Over the past twenty-four years she has been working in Fiscal Services, as a Purchasing Specialist. She was born in Austin, Texas and has lived in various states throughout her life. She attributes her constant change in residency to her father's Air Force career. She currently has three children, including a pair of twins. In her free time she enjoys to watch Netflix and play Yahtzee. Marlene is very excited to commence this new adventure within the IT department and we are very excited to have her with us and know she will be a valued asset to our team. **Welcome, Marlene!**

INFORMATION TECHNOLOGY SERVICES

Mission Statement
As a team of information systems and educational technology professionals, we are dedicated to delivering both an efficient computing environment and quality customer service to support the mission and goals of the Desert Community College District.

Vision
We envision the Information Technology Services department as a team of information technology experts working in partnership with the institution.

We are committed to:
- An effective technological environment that maximizes the flow of information throughout the district, its affiliates and the community at large.
- A proficient user community continuously increasing its own knowledge and productivity.
- Information technology as a strategic element in the ongoing success of the Desert Community College District.

In This Issue

- Meet Lynda.com
- New Staffing in IT
- Is Your Email Secure?
- Tips and Tricks: Outlook
- Did You Know?
- CANVAS Terminology
- Q & A: HelpDesk Work Orders
- Training Calendar

Is Your Email Secure?

Each day, thousands of email messages are exchanged between faculty, administration and students. Because email usage has quickly risen, email security—in turn—has become a greater priority for the Information Technology Department.

Recently, the IT department has invested in an upgrade of our Cisco Email Security Appliances. This new software and hardware features new tools, such as Outbreak Filters, Web Interaction Tracking and Forged Email Detection.

Outbreak Filters are rules that can be issued by IT administration on any combination of six parameters, including file type, file name and URLs. They aid in securing email transit by preventing large-scale virus outbreaks and identifying small-scale disturbances. While most security software are only able to identify the outbreaks after they occur, Cisco is able to provide live information that allows administration to prevent the further spread of malicious emails.

The Web Interaction Tracking tool makes is possible for IT administration to identify the top users who have clicked suspicious URLs. It equally determines which links are the most clicked on. This information is essential to administration, as it often reveals the email addresses that have become compromised and need resetting.

On the other hand, Forged Email Detection focuses on protecting email users from any potential spoofing attacks. Spoofing attacks occur when programs or people successfully conceal themselves as others through the falsification of data to gain an illegitimate advantage over others. Forged Email Detection runs on a specific content filter that will more effectively identify attempts and allow for rapid action.

 Overall, the new upgrade and additional tools should further secure the transit of emails between faculty, administration, students and staff at College of the Desert.
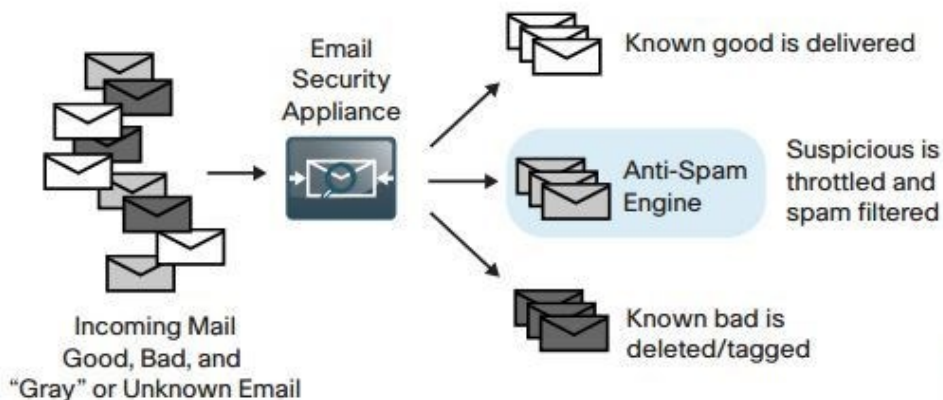
Tips & Tricks

Outlook Keyboard Shortcuts

Ctrl + N: Create New Email

Ctrl + R: Reply to Email

Ctrl + F: Forward Email

Ctrl + P: Print Email

Ctrl + U: Mark as Unread

Alt + S: Send Email

Alt + R: Reply to All Emails

Ctrl + 2: Switch to Calendar

F7: Check Spelling

Did You Know

Berger Faculty Innovation Center

College of the Desert has been home to the Berger Faculty Innovation Center (BFIC), since October 2015.

BFIC is a facility that primarily focuses on the professional development of faculty. It provides a space and a variety of programs where faculty can come and use innovative technology advancement to further improve their instruction.

Faculty aspiring to use BFIC are required to undergo designated training before receiving Key Fob access.

For information on BFIC, visit the web page under Faculty and Staff.

Canvas Terminology

Term	Definition
Activity Streaming:	Displays all recent activity in Canvas. Global Activity shows recent activity for all course and Course Activity for a single one.
Announcements:	Communication tool that allows the instructor to post announcements for all users in a course.
Beta:	A version of a product that is used for testing, but is still not yet added to permeant environment.
Breadcrumbs:	A trail that allows the user to see what page they were viewing in the course hierarchy, located at the top of a page.
Calendar:	Communication tool that shows users all events and assignments in their courses.
Chat :	Tool that provides video, audio and text communications between students enrolled in course.
Collaborations:	Tool allows students and instructors to create and edit documents. Can be filtered by group of people or course.
Conferences:	Allows instructors to create virtual classrooms and interact with student in real time via audio, video, desktop sharing or presentation tools.
Dashboard:	Panel of content that acts as the Canvas default landing page and provides an overview of all Canvas activity for a user.
Discussions :	Forum designated to facilitate communication between students in a course. They can be created as assignments for grading purposes.
Gradebook:	Stores information about student progress in Canvas.
People:	Displays all users enrolled in a course. Instructors can view summery of student's activity by clicking on student's name.

For more Canvas Terminology please visit:
https://guides.instructure.com/m/8472

Q&A

HelpDesk Work Orders

Q. How do I place a HelpDesk work order?

A. There are multiple ways to place a HelpDesk Work Order, the most efficient being via email.

To place a work order through email:

1) Send an email, preferably from your campus email address, to: **HelpDeskIS@collegeofthedesert.edu**.

2) Include specific and descriptive information concerning your issue(s).

3) Once sent, your email will automatically generate a Work Order.

4) You will receive an automated email with the Work Order # and summarization of your issue(s).

Viewing HelpDesk Work Orders

Q: How do I find out the status of my work orders?

A. To view current and previous work orders, you can log into the Information Technology HelpDesk.

To access work orders via the IT HelpDesk:

1) Click on the following link: **https://ithd.collegeofthedesert.edu** or type it into your browser's url.

2) The above link will guide you to a webpage, where you can login in with your campus credentials (same as email).

3) On the next screen page you can view "*My Requests Summary*" to see the status of any work order you have submitted.

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TRAINING CALENDAR (TLC)

Mon	**Tue**	**Wed**	**Thur**	**Fri**
SEPTEMBER				
5	6	7 COLLEAGUE AND WEB UI 10:00a—11:00a	8	9
12	13 WEB/PORTAL MAINTENANCE 10:00a—11:00a	14	15 INFORMER 10:00a—11:00a	16
19	20 COLLEAGUE AND WEB UI 10:00a—11:00a	21 CAPTIONING VIDEOS 10:00a-11:00a	22	23
26 WEB/PORTAL MAINTENANCE 10:00a—11:00a	27	28 HOW TO USE LYNDA.COM 10:00a—11:00a	29	30
OCTOBER				
3	4 COLLEAGUE AND WEB UI 10:00a—11:00a	5	6 WEB/PORTAL MAINTENANCE 10:00a—11:00a	7
10	11 INFORMER 10:00a—11:00a	12 ACCESSIBILITY 10:00a-11:00a	13	14
17	18 HOW TO USE LYNDA.COM 10:00a—11:00a	19	20 CAPTIONING VIDEOS 10:00a-11:00a	21
24	25 WEB/PORTAL MAINTENANCE 10:00a—11:00a	26	27	28
NOVEMBER				
	1	2	3 EXCEL ADVANCED 10:00a-11:00a	4
7	8	9	10 CAPTIONING VIDEOS 10:00a-11:00a	11
14	15	16 ADOBE ACROBAT 10:00a-11:00a	17	18

IT HELPDESK SUPPORT

Hours: 7am to 5:00pm, Monday thru Friday (closed Holidays)
Email: helpdeskis@collegeofthedesert.edu
Phone: (760) 862-1300 (off-campus),
Ext. 1300 (on campus)

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