

TECHNOLOGY

@CCSN



Cutting the Cord! CCSN debuts first phase of wireless network

This past November CCSN deployed wireless network connectivity on the Cheyenne, Henderson, and West Charleston campuses. Staff, faculty, students, and visitors with a wireless-enabled laptop computer are able to connect to the Internet from virtually anywhere on campus, including classrooms, labs, offices, lounges, and even in some outdoor areas.

OTS Network Services partnered with Cisco Systems, Inc. and Brainstorm Networks to complete the necessary wired and wireless upgrades in just a few short months. The 93 wireless access points placed throughout the three main campuses enable users to move about a campus while being connected to the network the entire time. This breaks the traditional limitations of network access via a physical cable and now allows users to perform computing tasks from most anywhere on these campuses. The increased mobility and flexibility of wireless technology allows for more efficient and productive work.

According to CIO Shah Ardalan, "CCSN students had indicated at various student meetings that wireless access was at the top of their technology wish list. We are excited to be able to provide our students with this state-of-the art technology."

Users should be aware that Phase One of the wireless network is an unsecured, unencrypted network. This means that when you transmit data wirelessly from your computer over the CCSN network, it is possible for other people to electronically eavesdrop on the radio waves that carry the data back and forth. Due to these security concerns, the network is currently configured to allow Internet access only. While staff and faculty can now access their CCSN email through Outlook Web Access (OWA), other CCSN "wired" resources, such as student email, registration, WebCT and BSDPro, will be available later in the spring semester with the deployment of Phase Two, a more secure, encrypted wireless connection that users will log into using a WEP (Wired Equivalent Privacy) key. WEP encrypts data as it is sent back and forth between your computer and the wireless access point, which will make it unreadable to electronic eavesdropping.

To access the wireless network, activate your wireless card and connect to the CCSN_ Wireless network. If you are unable to connect or need to report weak connectivity, please call the OTS Help Desk at ext. 4357.



CIO's Corner



Welcome! I'm pleased to present the first edition of the OTS newsletter which will be published once a semester. *Technology@CCSN* is your source for news, events, and information concerning information technology and the Office of Technology Services at CCSN. In this issue we highlight several major OTS projects, as well as the User Services team at the Henderson campus.

Please let me know what you think of this new source of technology news. I also invite you to share your ideas and suggestions as to what you would like to see in future newsletters. Please email your suggestions and comments to technology@ccsn.edu.

The OTS team has made significant strides this past year to upgrade and modernize CCSN's antiquated technology infrastructure and to improve IT services. This table illustrates a few of those accomplishments. As you can see, the abbreviated list of technology-related projects slated for 2007 is just as expansive.

2006	2007
<ol style="list-style-type: none">1. Implemented student email2. Deployed wireless network3. Upgraded Henderson bandwidth4. Implemented 24x7 Central Help Desk5. Deployed digital signage/video6. Automated professional contract process7. Installed 37 Smart Classrooms8. Implemented web content management system9. Upgraded network security10. Upgraded network core infrastructure	<ol style="list-style-type: none">1. Continuation of network infrastructure upgrades2. Migrate to Active Directory3. Implement Microsoft Exchange/Outlook4. Develop equipment life-cycle replacement program5. Upgrade and modernize Technology Data Center6. Migrate to WebCT 6.07. Continuation of online program development8. Assist with iPod pilot project9. Ad Astra scheduling software10. Complete technology strategic plan and OTS tactical and communication plans

These project initiatives will be presented at upcoming Technology Open Forums, shared through the revised technology governance structure recently announced by Dr. Rand Key, and published in more detail in a special edition of *Technology@CCSN*.

As I look toward this new semester, this is an exciting time to be at the Community College of Southern Nevada.

Best regards,

Shah Ardalan
Chief Information Officer

Technology Open Forums

Hopefully, you've had the opportunity to attend one of the recent OTS Technology Open Forums. Hosted on a rotating basis at each of the three main campuses, the forums are open to all faculty and staff. These forums are designed to allow for an exchange of ideas and for you to get updates, ask questions, and learn about upcoming technology-related initiatives at CCSN.

In the event you're unable to attend a forum, you can view a live broadcast of the forum via the Internet. Instructions on how to view the streaming video broadcasts, as well as broadcast archives, are available on the OTS web site at www.ccsn.edu/pages/929.asp.

Here's the schedule of Technology Open Forums for Spring 2007:

- Friday, March 9, 11 a.m.
Henderson, C133
- Friday, April 13, 11 a.m.
Cheyenne, 2411
- Friday, May 11, 11 a.m.
West Charleston, K101

Please look for future OTS Updates for more information.

Active Directory server migration

On January 31st, Network Services began migrating from the existing Novell server infrastructure to a Microsoft Active Directory server infrastructure. This process involved migrating all the user network accounts. The next step will be to migrate all of the computers on campus into the new Active Directory domain.

Once all the computers have been migrated, we will begin migrating all the Novell file servers over to Windows. This will allow for a better user experience including having only one login account to access your computer and email, better functionality and ease of administration.

Microsoft Exchange migration

The old Communicate Pro email system was inadequate for today's demands for productivity and was vulnerable to security threats. The solution chosen by CCSN's administration was to migrate to the Microsoft Exchange Server which will allow for better collaboration between faculty and staff and increased productivity through the use of Microsoft Outlook (PC users) and Entourage (Mac users). Some of the enhanced benefits include calendaring, shared calendars, and scheduling of meetings based on other users free/busy times.

Although users cannot send or receive new mail through the Communicate Pro server, the server will still be accessible until the end of February for viewing any mail received prior to the changeover on January 15th.



Online program expansion underway

CCSN moves forward to increase its online program offerings as the demand for online learning continues to grow. As part of its agreement with CCSN, SunGard Higher Education is tasked with developing nine online degree and certificate programs over the next three years. Based on department faculty recommendations, Vice President of Academic Affairs Dr. Mike Richards approved the first four programs to be developed.

1. Certificate of Achievement in Hotel, Restaurant and Casino Management - Casino Management Emphasis
2. Certificate of Achievement in Hotel, Restaurant and Casino Management - Hotel Management Emphasis
3. AAS Criminal Justice - Law Enforcement Emphasis
4. AAS Business Management

Instructional designers from SunGard Higher Education are working in collaboration with CCSN instructors, the Distance Education Department, and Academic Technology Services Director Michael Judge to design or redesign courses for the identified programs. The process involves course quality review, comparing an individual course with standards of best practice and providing the instructor with a recommendations report; designing a uniform course template; redesigning an existing online course; redesigning a high-enrollment course to reduce instructional cost; and designing/translating a course from the traditional classroom to the online environment. The new and redesigned courses and programs are learner-centered, outcomes-based, and ADA-compliant, allowing faculty to focus on teaching.

So far, they have completed five courses for the Hotel, Restaurant and Casino Management certificates, six courses for the business management degree program, and three courses for the Criminal Justice degree program.

More than just email

For those of you not familiar with Microsoft Outlook 2003, it includes features designed to help you access, prioritize, and act on communications and information so that you may use your time more efficiently and more easily manage the ever-increasing flow of incoming email.

- **Streamlined mail experience** - Organize messages into folders; sort by date, sender, or subject.
- **Calendar Sharing** - Share your calendar with others in your department.
- **Meeting Scheduling** - When scheduling group meetings, look up attendee free/busy time to see when they're available.
- **Search** - Easily search all your mailbox folders to find messages with a specific subject or phrase.
- **Junk Email Filter** - Block senders sending unwanted email.
- **Navigation Pane** - One click access to mail, contacts, calendar, and tasks.
- **Reading Pane** - The Reading Pane is a great place to read email messages without needing to open a separate window for each message.
- **Quick Flags** - Add color-coded flags to messages for later action.

Outlook migration

OTS began campus-wide email migrations on February 5. User Services staff will continue to proceed to each campus, moving through buildings, floors and offices to migrate user email to the new CCSN email environment. We anticipate at least one week to complete each campus and will provide weekly updates as to our progress.

User Services completed 93 user migrations at Henderson for a total of 330 to date. Each migration takes an average of one hour. Migrations continue with West Charleston and then Cheyenne. If we miss you, we will leave you a card asking that you contact us while we are in your building. A drop-back team will make a second attempt to reach those we may have missed during our initial sweep. If we miss you again, please call the Help Desk to schedule your migration at a later date. We ask for your help by being as accessible and flexible as possible.

Migration schedule for the week of February 12: West Charleston campus

L building	H building	P building
K building	E building	B building
Modules 1-6	C building	Child Day Care Center
Butler Bldg.	Art complex	A building
G building	D building	Desert Garden Center

If you wish to self-migrate, instructions will be provided soon; however, if you have any technical or other difficulty with those instructions, we will assist as soon as possible — given our aggressive schedule. Please call the OTS Help Desk at 4357 (HELP) if you have questions or require additional information.

Microsoft Outlook training

In collaboration with CAPE, OTS will be conducting MS Outlook training almost every day in February (and continuing throughout the semester as needed). Topics will include the basic use of email, contacts, calendar, and tasks, as well as interactive and global features such as calendar sharing.

CHARLESTON, Room C-115

February 14, 9:00-10:00 a.m.

February 23, 9:00-10:00 a.m.

CHEYENNE, Room 2769

February 14, 9:00-10:00 a.m.

February 15, 9:00-10:00 a.m.

February 16, 9:00-10:00 a.m.

February 20, 9:00-10:00 a.m.

February 21, 9:00-10:00 a.m.

HENDERSON, Room TBA

February 16, 1:00-2:00 p.m.

February 23, 1:00-2:00 p.m.

Registration for these sessions is required. To register, call the CAPE office at 7521 or email CAPE@ccsn.edu.

Outlook resources

You will find additional resources to assist you in using Microsoft Outlook on the OTS web site. To access these documents and tutorials, click on the *Faculty/Staff E-Mail Information* link located at the bottom of the CCSN home page.

- Outlook 2003 Tutorial
- Mail Folders
- Attachments
- Calendar



HELP is just a phone call away

Faculty, students and staff can request technical support from one central place—the OTS Help Desk—by calling (702) 651-HELP (4357) or (800) 630-7563 toll free. Available 24 hours a day, 7 days a week, the OTS Help Desk can assist you with all your technical services and computer and telephone-related support needs.

The majority of calls for technical assistance are resolved by the Central Help Desk's (CHD) 29 full-time help desk technicians located at SunGard Higher Education's headquarters in Maitland, Florida. Issues that cannot be resolved over the phone are assigned to the appropriate CCSN OTS technician through an online ticket tracking system.

OTS is committed to providing excellent service and maintaining a high level of customer satisfaction in the delivery of its services. We encourage you to take a minute to complete the online survey that is sent to you when your case is closed to let us know how we are doing. Your thoughts and comments are ALWAYS welcome!

Help Desk statistics for 2006

Total Cases Opened: 34,254
Total Cases Closed: 34,036 (99.3%)
Total Cases Closed by CHD: 11,976 (35%)
Total Cases Closed by OTS: 22,060 (64.8%)
Overall Customer Satisfaction Rating: 8.27 (Excellent) on a scale of 1 to 9

Smart Classrooms

What makes a Smart Classroom "smart"? Technology-enhanced classrooms create new opportunities in teaching and learning by integrating networking, digital, and audio-visual technologies. These technologies allow instructional materials to be presented in a seamless fashion. To make these technologies seamless, it is important to identify a baseline configuration for all Smart Classrooms. Our objective is to recommend appropriate technologies that encompass a baseline configuration and support CCSN's mission and goals.

Examples of the types of equipment found in Smart Classrooms include: ceiling-mounted LCD projector and projection screen, VCR, DVD, sound system, computer, laptop connectivity, wireless mouse, and telephone. Faculty should feel comfortable knowing that they will be familiar with CCSN Smart Classroom equipment no matter which classroom they are using.

The next group of classrooms to be upgraded with Smart Classroom equipment has been identified and a list was provided to OTS to assist in the identification of equipment to be installed. There are a total of 63 classrooms to be upgraded, including 16 at West Charleston, 27 at Cheyenne, 12 at Henderson, three each at the Summerlin and Western Centers, one at the Mesquite Center, and another at the Urban League site.

OTS Academic Technology Services supports the technology in the Smart Classrooms and encourages you to contact them to schedule an orientation to learn more about these classroom facilities. Call ext. 5722 for the West Charleston Media Office, ext. 4037 for Cheyenne, or ext. 3518 for Henderson.

WebCT Migration

The process of migrating from WebCT 4.1 to WebCT 6.0 is underway. New computer hardware is being ordered to meet WebCT specifications and to accommodate the current and future growth of online enrollment. A plan is currently being developed to migrate courses by departments.

It is anticipated that the first group of courses in WebCT 6.0 will be offered starting with the Fall 2007 semester. Academic Technology Services, the Distance Education Department and SunGard resources will provide professional development opportunities for faculty in how to transfer their current online course into WebCT 6.0 and how to build a new online course in WebCT 6.0. Look for CAPE announcements of these training dates later this semester.

Computer Lab Hours

Schedules for the three main campus computer labs and the Summerlin, Western and Green Valley Centers are available on the OTS web site at www.ccsn.edu/pages/444.asp.

Meet the Team...



Carlo Dacumos is the OTS User Services Manager for the Henderson, Green Valley and Boulder City campuses. His duties include overall responsibility for managing technicians tasked with support of over 750 desktop computers, computer lab management and ensuring the highest levels of customer service. Carlo is responsible for monitoring Henderson's helpdesk case load and ensuring all technology issues are quickly and professionally resolved.

Most recently, Carlo served as the Computer Lab Manager for the Cheyenne campus and as the Computer Lab Coordinator for the Henderson campus. He is a retired U.S. Air Force Master Sergeant who maintained Department of Energy-procured munitions.

Carlo holds an A.A.S. in Munitions Systems Technology from the Community College of the Air Force, an A.A. from the University of Maryland and a B.S. in Business Administration with an MIS major from the University of Nevada, Las Vegas. He also holds a Dell DCSE certification.

Carlo has been managing the computer lab and classroom imaging project in preparation for the spring semester. He is also involved with developing a managed print solution for all computer labs and authoring OTS Standard Operating Procedures.

Carlo and his wife, Linda, have a daughter named Samantha.

The most interesting aspect of his job is interacting with all levels of the CCSN community to develop and implement the most effective technology solutions. What he likes most about CCSN is the family atmosphere displayed by the staff and faculty.



Christopher Coffin is a Technical Support Specialist I for the Henderson, Green Valley and Boulder City campuses. Along with maintaining over 750 desktop computers and ensuring the highest levels of customer service, he also supervises the Henderson computer lab staff and helps the Academic Technology Services department handle priority calls after hours.

Christopher previously worked as a Computer Lab Assistant at the Cheyenne campus and has been a computer and computer network technician since 1991.

Christopher's technical certifications include Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Professional (MCP), CompTIA Network+ and CompTIA A+. Christopher plans to earn an A.A.S. in Computer Information Technology from CCSN in 2007.

Currently, he is working on several projects that include Standard Operating Procedure (SOP) document creation, assisting with the rollout of the spring computer lab images, creating and maintaining file sharing servers for the Henderson, Cheyenne and West Charleston campuses, and using his knowledge and training as a Microsoft and CompTIA certification holder to help train the Henderson User Services team on the upcoming new additions and changes to the CCSN computer and network infrastructure.

Christopher enjoys spending his off hours with friends and family and enjoys outdoor activities.

Christopher appreciates the family-like atmosphere and the teamwork that he shares with his colleagues at Henderson. The most interesting aspect of his job is the opportunity to solve computer and computer

network-related problems when they arise. Christopher said enthusiastically, "I love the challenge of getting in there with technology that isn't functioning, discovering what's wrong with it, and figuring out ways to make it work."



Arnold A. Alforque is a Technical Support Specialist II for the Henderson, Green Valley and Boulder City campuses. His primary duty is to recommend and/or perform complex or remedial actions to correct problems using remote diagnostic and remediation technology and tools, or at user locations. He also guides and supervises other technical support staff and student workers.

Previously, Arnold worked as the Computer Network Technician II for the Computing and Engineering Technology Department at CCSN. He was responsible for the maintenance and support of the department's UNIX lab and Sun Solaris workstations.

Arnold has a B.A. in Electronics Engineering Technology from the University of DeVry in Chicago and a Dell DCSE certification.

User Services @ Henderson

Arnold is currently involved in the development of the User Services' Standard Operating Procedure for User Provisioning.

Arnold is married to the former Ms. Marilou Briones.

Arnold says the most interesting part of his job is the opportunity to help people in solving their technological problems and meeting different people from all walks of life. Ever since he can remember, technology has always interested him, which is why he chose to work in this field.



Glenn Heath is a Technical Support Specialist II for the Henderson, Green Valley and Boulder City campuses. Glenn's primary focus with Sungard is building, maintaining and deploying academic images for classroom and open lab environments. His additional duties include Tier 1 and Tier 2 support for desktop computers and

peripherals within all of the academic and administrative areas, providing the highest level of customer service for CCSN.

Glenn worked previously as a Teaching Assistant for the Department of Academic Computing at CCSN's West Charleston campus. Glenn has spent the last 10 years working at colleges and universities across the country as an adjunct instructor, computer technician, and as a bookstore manager with Barnes and Noble College Bookstores, Inc.

Glenn holds a Bachelors degree in Political Science from the University of Pittsburgh and served in the United States Marine Corps Reserve. Glenn has pursued his continuing education in graphic design, Cisco networking and software applications. His current certifications include Dell DCSE and Xerox printers.

Glenn is currently involved with ongoing projects for the spring semester, primarily with the classroom imaging project and Standard Operating Procedure documentation.

Glenn has been married for 10 years to his wife, April, and they have one daughter, Olivia.

Glenn enjoys being an integral part of the educational system and appreciates the friendly environment of CCSN. He is thrilled to be able to take his experience and knowledge and use them to better assist the academic process at CCSN.



Mike Kloberdanz is the Computer Lab Manager for the Henderson and Green Valley centers. His primary duty is to staff and manage the day-to-day operations of these two sites, interacting with students, faculty and lab assistants to provide timely, consistent, computer-related support.

Before coming to work for CCSN, Mike served as a Nevada Peace Officer for two different state agencies and is also a former United States Marine Corps Officer.

He has a B.A. degree from Marquette University, Milwaukee, Wisconsin, and has a

Dell DCSE certification.

Mike has been working on staffing the labs for this semester and developing the work schedules for the lab assistants on both campuses.

Mike and his wife, Sue, have been married for thirty-eight years and have two adult children and two grandchildren.

He is excited about the prospects of the coming semester with the hardware and software enhancements that will be implemented by the OTS team. Our CCSN students will be better served and that is what it is all about.

Daylight Saving Time – The Year 2007 Problem

Beginning in March 2007, Daylight Saving Time begins 4 weeks earlier. For most people, this will come as an early relief from winter doldrums but for OTS, the DST change is a major headache. After Year 2000, IT vendors were smart enough to start using 4-digit date codes, but DST changes are still hard-coded for the first Sunday of April and the last Sunday of October. To accommodate the DST change, OTS will be busy testing and installing various patches. Otherwise, time stamps will be off, and some applications may fail to work. Look for more information in a future OTS Update.

OTS employee honored for mentoring local youth



Emily Rafael, coordinator of the Learn & Earn Program, poses with Jesse at the November 17th award ceremony honoring him for his voluntary service working with local high school students

OTS Lab Manager Jesse Barela has been recognized for his work over the past decade tutoring and serving as a mentor to local high school students at risk of not graduating.

Learn & Earn, a program dedicated to helping students in the Las Vegas area complete their high school requirements, awarded Jesse their 2006 Program Mentor of the Year award and recently recognized him as Program Mentor of the Decade.

In accepting the award, Jesse thanked his fellow mentors, students and CCSN for making a difference, and also thanked SunGard Higher Education for allowing him to make a difference by volunteering his time.

The married father of two and grandfather of four first became involved with the Learn & Earn Program at its inception in 1996. Over the years, he has mentored over 30 students, many of whom continued their education at CCSN. Of those that enrolled, many sought student worker

positions within his IT department. In addition to helping them with their academic studies, Jesse took the time to listen to them and also teach them how to dress and behave in a professional work environment.

“By just walking into Jesse’s office, you can tell he is an interesting person,” said CIO Shah Ardan. “Pictures and signs from several parts of the world and artworks related to his interests in community involvement are all over the walls. Not only has he given back to the community through his volunteer work, but he also serves the campus community through his work as a member of our IT staff. Jesse is a great ambassador for SunGard Higher Education through the many lives that he touches.”

A native of San Francisco, Jesse traveled the world in the Air Force, eventually retiring as a master sergeant. He was introduced to the Information Services office at CCSN while a student. He joined the department after graduating, and became a SunGard Higher Education employee when CCSN contracted with the company a year ago.

Technology@CCSN is published by CCSN’s Office of Technology Services (OTS). Your feedback is appreciated. Email your comments, questions or suggestions to technology@ccsn.edu.

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