

# CONNECTIONS

Making Technology Connections on and off Campus

A NEWSLETTER FOR STUDENTS, STAFF AND FACULTY AT NIACC

## The Help Desk

### *Did you know?*

Q: When I get an email confirmation from the help desk after talking to an agent, not all the information is there and it seems like there are a lot of important things missing. Why is that? Do I need to call them back?

A: No, all your information is there. The emails that are automatically generated can be a bit confusing. When you get the initial email, only a "short description" is provided. Sometimes we use key words that may not reflect the overall problem, but are just enough to be a reminder. The full detail is still in the ticket that Technology Services uses so information is not lost.

Questions? Email us at  
ITConnections@NIACC.edu



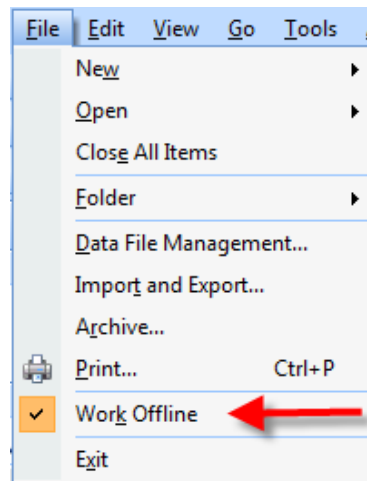
## Tech Tip— HELP! Outlook Doesn't Work!!

### Ever had this issue?

Outlook will not send/receive messages after returning laptop back to your office/docking station.

### Possible solution:

Open Outlook, click on the File menu and check to see if "Work Offline" has a checkmark next to it. If it does, click on the words "Work Offline" to remove the checkmark and attempt to send/receive messages again.



This same tip may work in your Internet Explorer or Firefox if you are unable to connect to web sites when returning to your dock. ~ Tip brought to you by Dennis Klemas

## Introducing Janice Ward, CIO at NIACC for SunGard

In late January, Janice Ward joined the NIACC technology team as the long-term CIO from SunGard here. Janice is a North Iowa native, originally from Latimer, Iowa.

After completing her undergraduate degree in education at the University of Northern Iowa, Janice found her way to Kalamazoo, Michigan where she worked with K-12 schools implementing student information systems in Michigan,

Indiana, and Illinois as a Client Services Manager.

More recently, Janice was at the University of Wisconsin-La Crosse campus where she managed user services and later the implementation of the student information system. She also served as the acting CIO at La Crosse.

Janice is thrilled to be joining the NIACC campus for SunGard and said, "I really look forward to working with the faculty, staff, and students

here. The Technology Services team has been outstanding, and I am excited about the great things we can do."

Janice can be reached at x4436 or wardjani@niacc.edu.

Janice Ward,  
Chief  
Information  
Officer



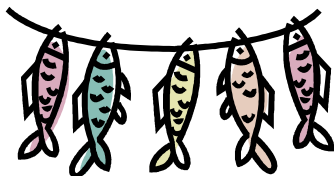
## WHAT'S A PHISH?

A recent incident with NIACC's email provides the perfect opportunity to refresh our collective recognition and response to email phishing attempts.

Phishing is an attempt to trick you into divulging sensitive information that the 'phisher' can use for his/her own gain. This may include passwords, Social Security numbers, birthdates, and bank account or credit card numbers. If you receive an email that you suspect to be such an email, contact Technology Services by sending an email to 'phishing@NIACC.edu'.

**NIACC Technology Services will never ask you for sensitive information** such as usernames, passwords or Social Security numbers **via email**. If you receive such a message, please forward it to 'phishing@NIACC.edu' to be investigated and, when appropriate, blocked from future delivery to the campus.

If you fear you have been victimized by a phishing attempt, you should log in to any account for which you've divulged sensitive information and change its password immediately. If the account is your NIACC e-mail account, please notify us at the Help Desk (641-422-4357 or 866-614-5020) so any additional steps needed to mitigate the damage can be taken.



## WHAT'S UP IN TECHNOLOGY SERVICES?

Technology Services is constantly working on an array of projects, sometimes very visible work, but other times staff are working behind the scenes on less noticeable but critical projects. Here is a small sampling of items on the current list:

- **Dashboards!** Fast, simple ways to view information for the NIACC Foundation in order to quickly assess where a certain campaign stands or how much money has been raised to date. Dashboards allow users to quickly process information and act on constantly changing data. They are now in use at the NIACC Foundation.
- **Gradebook!** Students want online access to grades. For instructors not using Angel, the Datatel (WebAdvisor) gradebook is now being piloted to allow instructors to manage grades online in a way that is instantly accessible to students.
- **Security!** Protecting the college's data and computers is sometimes a thankless, but necessary task. Through the SunGard contract, NIACC has now had a security assessment and participates in ongoing security reviews to ensure the college's information (including your personal information) is safely stored and protected.
- **Faculty Technology Survey!** Coming soon, faculty will participate in a technology survey designed to help understand needs and form plans to improve the use of technology for instructors.
- **Grants!** Through the SunGard contract, assistance in writing a grant request through the newly announced TAACCT program is underway.

*Want to learn more? If you have questions, feel free to reach out to Janice Ward, CIO (wardjani@niacc.edu) or Mark Greenwood, Associate CIO (greenmar@niacc.edu).*

## WHAT STUDENTS SAY ABOUT TECHNOLOGY AT NIACC...

From December 2010 through February 2011, NIACC students were surveyed about their technology use. While results are still being reviewed, here are some interesting factoids from the early survey results.

- 77% reported access to a laptop computer, while 37% reported having a Smart Device like a PDA, iPhone, Blackberry or other internet-enabled cell phone.
- 53% of students agreed with the statement, "My learning experience is improved when technology is effectively used."
- 51% of students reported that faculty expertise/experience was the most important component of a "premiere" college while 42% of students ranked technology as the second most important component of a "premiere" college.

