

ITS Newsletter

THIS IS IT!

Issue 2 - May
Student Edition



YOUR ONE STOP SHOP FOR INFORMATION TECHNOLOGY NEWS ON CAMPUS!

IN THIS ISSUE?

Windows 10 and Office 2016 are Coming!

Think Different

During the summer months CCC will be rolling out Windows 10 and Microsoft Office 2016 to all classroom and lab computers in preparation for the Fall 16 Semester. This will enable our students to stay current in technological trends and learn relevant skills in regards to computing.

- [Windows 10 & Office 2016](#)
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Computer Refresh Plan

A refreshing change of pace

Plans are underway to replace approximately 200 computers this year, starting this summer. Three computer classrooms (LT-109, 4th-C7, and P-D6) will be replaced with 25 units each. In addition, 26 classrooms will have their instructor stations replaced, and one COW (Computers on Wheels) will be refreshed with new systems. In the spring semester, a second COW will be refreshed. This will bring all COWs to two years or newer by the end of the process.

ASKING FOR FEEDBACK

We strive to provide you with great customer service. Therefore, your feedback is important to maintain this level of service. Please provide both positive and negative feedback and/or ideas for future newsletters.

ITS.Helpdesk@coconino.edu

Participate in the Help Desk Technology Survey

Give Feedback for a Chance to Win!

We want to hear from you! The annual Help Desk Technology Survey helps to inform Information Technology Services on how we can better serve our students and employees at Coconino Community College. Take 10 minutes out of your busy day to reflect on how well we have met your expectations and how technology can better meet your needs. Deadline to complete the survey is May 13, 2016. Use this link to access it now:

<http://www.coconino.edu/its-help-desk-survey>



Wireless Expansion

Better range for better service

We are adding six wireless access points at the Lone Tree campus in order to increase performance, allow for greater number of simultaneous connections, and provide for resiliency should a nearby access point fail. If you have any questions about using your own device for connecting to the Student network, contact the Help Desk.

Protect Yourself from Cyber Attacks

Some tips from the US Department of Homeland Security:

- Never click on links in emails. If you do think the email is legitimate, go to the site and log on directly. Whatever notification or service offering was referenced in the email, if valid, will be available via regular log on.
- Be suspicious of requests sent through email or text message. Do not click on unknown links or answer strange questions sent to your device, regardless of who the sender appears to be.
- Do not give out personal information over the phone or in an email unless completely sure. Social engineering is a process of deceiving individuals into providing personal information to seemingly trusted agents who turn out to be malicious actors. If contacted over the phone by someone claiming to be a retailer or collection agency, do not give out your personal information. Ask them to provide you their name and a call-back number. Just because they may have some of your information does not mean they are legitimate!

From <https://www.dhs.gov/how-do-i/protect-myself-cyber-attacks>



Now a word from the ITS Llama:

*Change Your Password
Regularly!*