



# eMEMO

CITRUS COMMUNITY COLLEGE DISTRICT 1000 W. Foothill Blvd., Glendora, CA 91741-1899

## Technology and Computer Services (TeCS) Update

**January 2019**

### Introducing Banner 9

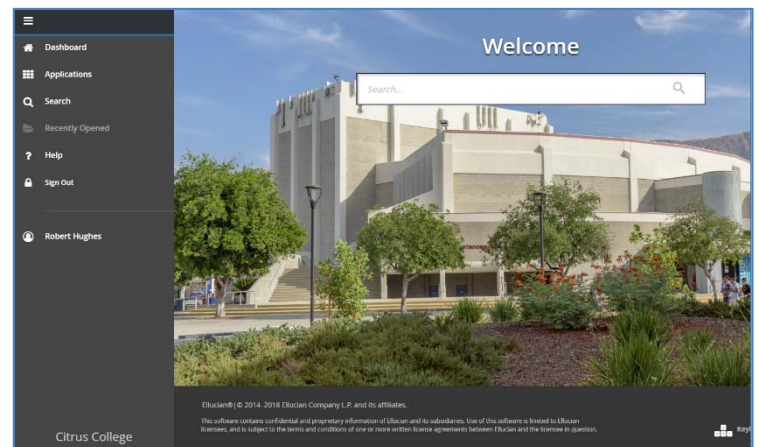
During the last two weeks of January, over 100 staff members attended one of thirteen classes introducing the new user interface for WingSpan – Citrus College's administrative computing system.

Our current version of WingSpan (also known as Banner 8) only functions in the Internet Explorer web browser. Internet Explorer has been discontinued, and the technology required to run Banner 8 is not supported in modern web browsers such as Chrome, Firefox and Safari. In addition, our vendor is no longer providing regulatory updates for Banner 8. This means Citrus College must adopt Banner 9 and the new user interface in order for us to process financial aid in 2019-20.



Among the benefits of Banner 9 are:

- Single Sign-On – staff can use their Network user account and password to log in;
- The new Application Navigator (shown here on the right) provides quick access to screens, processes and menus; and
- It operates in the Chrome, Firefox, and Safari browsers without the use of plug-ins.



While the layout of screens and navigation has changed, business processes for staff remain the same. We will begin using Banner 9 in administrative departments on February 19. WingSpan self-service for students and faculty will remain unchanged until it is time for summer/fall registration. On May 1 we'll launch the new version of WingSpan self-service, which includes a new 'shopping cart' function for registration.

## Phone Line Woes

On Thursday, January 17 all of the incoming and outgoing phone lines to Citrus College were down. While we could place calls internally, callers from outside the campus would receive a busy signal.

After several attempts to gain assistance and support from our service provider and the phone company, we learned that the physical cable connecting Citrus College to the phone company had failed. The replacement of the cable took longer than expected. Our service was finally restored on the morning of Saturday, January 19.



While we were waiting for the situation to be resolved, Technology and Computer Services purchased and installed software to automatically route our phone lines over our Internet connection to ensure no interruption in service if this were to happen again. Leigh Buchwald, Network, Central Computing and Telecommunication Supervisor deserves thanks and credit for coming up with this solution and working through the weekend and holiday to implement this change.

## Citrus Alert

During the security incident on January 15, Citrus Alert was used to send text messages, e-mails, voice phone calls, twitter updates and emergency portal messages to students, staff and faculty. Nearly 10,000 people received the initial lockdown message at 11:36 am and follow-up messages at 11:56 am, 12:10 pm, 1:33 pm, 2:28 pm and the final "all-clear" notification at 6:04 pm.



We've made some changes to ensure that all phone numbers stored in the Citrus Alert system are passed to the notification provider. We're also working on a way to trigger the Alertus beacons through the notification system. Our current process relies on two separate systems to activate, which we learned can lead to a delay between when a text message alert is sent and when the Alertus beacons are triggered during an actual emergency.

Following the incident, we heard feedback from staff and faculty who didn't get the alert. Are you signed up to receive Citrus Alerts? Confirm your emergency contact information today at <https://my.citruscollege.edu/task/all/citrus-alert-emergency-notifications>.

## Technology Upgrades in the Classroom and Beyond

Our IT Support Specialists have been busy during the Winter term upgrading classroom, desktop, and networking equipment.

- Thirty laptops were configured and installed into two laptop carts for use in the library. These laptops are intended for use in the language arts program when desktop computers are not available.
- New client/server software was installed for the dental assisting program. The new software – Eaglesoft – will replace their current software for the upcoming spring term. The software is centrally managed on our servers and the client software has been installed on all of the laptops in the lab.
- Three new portable podiums are being configured for the math department. This is a pilot project intended to better utilize classrooms that might change configuration depending on the mode of instruction. These mobile carts contain all of the essential equipment found in our traditional stationary instructor podiums. Felix Perez, IT Support Specialist III, is shown here on the right with one of the portable podiums.
- Sixteen laptops are being configured for the earth science lab (TC 122) and are on schedule for installation in the next few days.
- Forty new desktop computers have arrived and are being configured to replace obsolete systems used by staff in Student Services
- A project to replace and upgrade switches supporting the energy management system is underway.
- New desktop computers have arrived for Fiscal Services and are currently being configured
- Classroom technology in the vacated ED building is currently being taken out and all usable systems are either being redeployed to other classrooms on campus or stored until needed. This is a very labor-intensive project that will take several months to complete.



## Security Matters – Data Privacy in an Era of Compliance

The internet is full of data about you. Whenever you play a game, shop, browse websites, or use any of numerous apps, your activity and some of your personal information may be collected and shared.

Similarly, the business of higher education requires us to collect, process, and store the digital information of others. Whenever we handle such information, we need to think about how we want our own information treated. We should treat other people's data with the same care and respect as if it were our own.

### Protect yourself by following these tips:

- *Know what you are sharing.* Check the privacy settings on all of your social media accounts; some even include a wizard to walk you through the settings. Always be cautious about what you post publicly.
- *Guard your date of birth and telephone number.* These are key pieces of information used for identity and account verification, and you should not share them publicly. If an online service or site asks you to share this critical information, consider whether it is important enough to warrant it.
- *Keep your work and personal presences separate.* Your employer has the right to access your email account, so you should use an outside service for private emails. This also helps you ensure uninterrupted access to your private email and other services if you switch employers.

### Protect the information, identity, and privacy of others by following these tips:

- *Know what resources are available at Citrus College.* Technology and Computer Services (TeCS) can answer questions about information security best practices and the technologies available to protect online identity and the personal data of constituents. The 'Security Matters' section from each TeCS update can be found at <http://www.citruscollege.edu/tecs/Pages/SecurityMatters.aspx>
- *Know what policies are in place at Citrus College.* A privacy policy governs how the institution collects, processes, stores, and deletes the personal data of constituents; a data classification policy governs how the institution organizes the data it interacts with and what rules are in place for processing it; and an information security policy articulates how the institution governs and prioritizes information security activities. [Review Administrative Procedure 3724 – Data and Information Protection](#) for how these matters are handled at Citrus College.
- *Keep constituents' personal information confidential* and limit access to the data.
- *Only use data for its intended purpose.* If you need to use data for another reason, always check relevant resources and policies first for guidance.
- *Destroy or de-identify private information* when you no longer need it.

Monthly content for Security Matters is courtesy of the [EDUCAUSE Cybersecurity Program](#).