



Instructional Technology FAQs

The FAQ's are designed to assist faculty who have questions relating to faculty support resources, consultation about various software tools and classroom support training into their teaching and learning objectives and assistance with using a computerized classroom. As technology grows the list will be updated with current information. Check the Information Technology web site for more information. Information Technology Services provides secure, reliable and efficient academic and administrative computing and communications services to enable Lee College mission and objectives. For more information contact [Dr. Carolyn Lightfoot](#), CIO

A - Z

Acceptable Use Policy (AUP) – Faculty, staff and students are expected to promote efficient use of network resources, consistent with the instructional, research, public service and administrative goals of the College. Faculty, staff and student (hereinafter users) are expected to promote efficient use of network resources, consistent with the instructional, research, public service and administrative goals of the College. Refrain from engaging in any use that would interfere with work or disrupt the intended use of network resources. It is not responsible to use disproportionate amounts of electronic resources. Examples of disproportionate uses generally includes activities such as serving MP3 music, streaming media at high bit rates or serving a multi-user game or host. Large-scale distribution of music or video files can cause excessive network bandwidth usage that can cause all applications on the network to slow down. Lee College relies heavily on networked computers and the data contained within those systems to achieve its missions. Users are notified that electronic information is not private and remains the property of Lee College. This Acceptable Use Policy is to protect these resources in accordance with the State of Texas laws, Federal laws and Lee College Board Policy.

Access Control Systems

Access Control includes authentication, authorization and audit. It also includes measures such as physical devices, including **biometric scans** such as the devices used in Maintenance, metal locks, hidden paths, digital signatures, encryption, social barriers, and monitoring by humans and automated systems.

Accounts – Network, iCampus, Email, Wireless, Cyber Cafe, etc.

The Information Technology Services staff cannot create an account until you are in the Human Resources/Student Information database system. Since accounts are created with id information, I.T. cannot process the account without this information. The I.T. web site (see link below) contain information regarding obtaining an account. http://www.lee.edu/itt/docs/User_information.pdf

Anti-Virus Software Updates - <http://www.lee.edu/itt/virus.asp>

Viruses and worms try to take advantage of known weaknesses in operating systems. In many cases, patches to these weaknesses are available. The safest approach is to configure your system to automatically update as updates come available. Have Anti-Virus Software and Set It to Automatically Update. The anti-virus software must have current data on viruses to be able to detect the latest attacks. It is strongly recommended that you configure your anti-virus program to automatically update so you always have the latest data. Even when you have taken all the right steps, it is still possible for your computer to get infected. Maybe you are fooled by a nice message to open an infected attachment. Maybe a virus attacks using some new method before data is available for your anti-virus program to detect it. You may have to rebuild your computer, a task which is much easier if you plan ahead. Always have the O/S install disks on hand in case you have to rebuild.

Apple Macintosh Desktop Support

The Information Technology office provides top-notch, customer-oriented technical support of Macintosh systems at Lee College. We are here to assist you in your role at Lee, whether you are student, faculty, or staff. Towards that goal, we develop expertise in advanced Mac OS X -- as well as the hardware and software designed for the Mac platform. A certified MAC technician can assist with support requirements. Macs are generally reliable, both from a hardware and software standpoint. We find this to be especially true with Mac OS X based computers. However, that does not mean they are free from problems or the need to do some regular maintenance to keep them running in top form.

Asynchronous Communication

The Lee College Network is an Asynchronous Network. "Networked" means that communication occurs over the computer network. "Asynchronous" means "not at the same time". In an asynchronous network, conversations are posted, one item at a time, so that each person sees what all the previous participants have written. This differs from a "synchronous" environment, like video conferencing or "chat" rooms, where all participants must all be available at the same time.

Blackboard/WebCT Course Management

Ensuring you have the proper hardware and software is vital to your success in an online learning environment. Blackboard/WebCT, the Learning Management System team conducts extensive testing of the operating systems and browser configurations supported by the system. Blackboard/WebCT provides electronic learning tools for students and faculty. Class materials, quizzes, calendars, on line grade information and threaded discussion groups are all available to enhance your classes. Contact the Helpdesk for more information. Blackboard/WebCT uses a program called JAVA to run many of its applications. For the program to run efficiently, you will need to install the correct version of JAVA. Other programs on your computer may require a different version of JAVA. If you use a different version, you will receive an error message when using Blackboard/WebCT. The error may appear frequently. You can just close this browser check error message and continue using Blackboard/WebCT. For more information about Blackboard go to <https://behind.blackboard.com/s/student/cevista/>.

- **I can't get to the Lee College Blackboard/WebCT site. What's wrong?**

You may be typing the URL incorrectly. The correct URL is: <http://webct.lee.edu>. If the URL and the Blackboard site still do not open, contact us at helpdesk@lee.edu or 281-425-myLC (6952).

- **Instructions to log into Blackboard/WebCT for Students and Faculty. The helpdesk has copies of the document which will be available soon on the web.**

- Logging into Blackboard/WebCT
- Checking their JAVA version for Blackboard/WebCT
- Turning off Pop-up Blockers for Blackboard/WebCT

Blackboard/WebCT Student Login Process

If you are enrolled in an online course you may need to access Blackboard/WebCT to participate in your class. Some instructors who teach on campus are also asking students to access Blackboard/WebCT to view information. To view the information you must be enrolled in the course and have been granted access.

Below are the instructions to access your course materials through Blackboard/WebCT

1. Log onto the LEE College website by going to www.lee.edu.
2. Scroll down to the bottom of the page and click on the words “*Blackboard Learning Systems*”.
3. This will open the login webpage (<http://webct.lee.edu/webct/entryPageIns.dowebct>).
4. Enter your User Name and Password.
5. Your User Name and Password will be the same as your MYLC User Name and Password. (**Username** = first initial+last name+last 2 digits of your student ID. Your username **MUST** be in UPPERCASE! Username example: JSMITH04. **Password**= your iCampus password.)
6. Once you have logged in, you will see your courses under the *Course List* area.
7. To access a course, click on the name of the course you want to enter.
8. You will now be able to access the course content materials your instructor has made available to you.
9. If you have any questions about your course, please contact your instructor.
10. For login problems, contact the **myLC Student Helpdesk: 281-425-myLC (6952) or helpdesk@mylc.lee.edu**

Calendar – Microsoft Exchange Calendar

Want everyone in your meeting to see or review a document? Simply drag and drop it into an appointment on the Exchange Calendar, and everyone will have access to it on their calendar. You can attach any documents, including emails and presentations. All meeting recipients will not only get an email invitation, but they will be able to accept or decline the meeting right in the email message. The email will also warn you if the new meeting conflicts with another, or is immediately adjacent with another appointment. Outlook Web Access provides a single convenient place to access your calendar, email, and contacts from the web.

Chambers County Community Wireless Network (CCCnet)

The Chambers County Community Network provides high speed network connectivity to eighteen locations in Chamber County, Texas. A consortium of community partners (Lee College, Chambers County, Chambers Liberty Counties Navigation District, East Chambers ISD, and Trinity Bay Conservation District) obtained a Telecommunications Infrastructure Fund (TIF) Grant to provide Internet service to underserved rural communities. Lee College applied for the grant on behalf of the consortium. CCCnet selected the Canopy system, Motorola’s innovative wireless broadband solution, as the ideal technology also with Cisco Routers for developing, enhancing and extending advanced broadband networks and services - and for making delivery of high-demand technologies (like broadband Internet access, voice over IP, video services, security surveillance and E1/T1 capabilities) both much quicker and much less expensive. The success of the grant depended on long-term sustainability of the network. Teleshare, Inc. provided the required maintenance and plan service to the community.

Checking eMail Messages Remotely – From any computer in the world connected to the Internet you can access your campus email. Use your Lee College Network User id and Password. The web address is <http://www.lee.edu> and click on remote email access. Outlook Web Access (OWA) allows you to check your messages over the Internet from any computer. OWA works with Internet Explorer 5.0 or higher for Windows, and also works with Netscape, Opera, and others browsers on Windows, Mac OS, Linux, and even Solaris platforms. I.T. **recommends** using the latest version of Internet Explorer to take full advantage of the features available in OWA.

Cisco Academy Network Classrooms

The Cisco Networking Academy Program is a comprehensive e-learning program, which provides Lee College students with the Internet technology skills essential in a global economy. The Networking Academy program delivers Web-based content, online assessment, student performance tracking, hands-on-labs, instructor training and support, and preparation for industry standard certifications such as CCNA and CCNP.

Computer Labs - <http://www.lee.edu/itt/complabs.asp>

ATC-208 Open lab offers 25 networked computers. Microsoft Office suite Jaws software for disabled students legal & nursing software and keyboarding software to name a few. ATC open lab also offers printers and scanners for student use.

The **Allied Health Skills and Learning Resource Center (LRC)** give **Allied Health** students an extended study area and the simulation resources to develop necessary skills. Research material and equipment include computers for word processing and Computer Assisted Instruction (CAI) and CD-ROM training tools. Viewing equipment for VCRs is also available in the LRC. Books and periodicals may be found in the Lee College Library. The **LRC, in the McNulty-Haddick Complex, Room E04**, has the hours of operation posted outside the door. These hours are posted each semester. Assistants are available to distribute material and instruct and help the students in the use of equipment.

Computer Purchasing Procedures – Purchasing Office

http://www.lee.edu/purchasing/employee_purchase.asp

Computer Specifications - <http://www.lee.edu/tac/specs.asp>

The Standards for Faculty/Staff/Computer Labs workstations apply to all computer purchases. When technical requirements and/or functionality warrant, a waiver of the standards may be granted. The granting of waiver requires coordination of IT Services, Purchasing Office and approval of the requester's Dean and Lee College President. When a waiver is granted, the purchaser must include in the purchase price a service/maintenance contract for a minimum of 3 years. The service/maintenance contract must be maintained as long as the computer remains in service. The recommended computers are Microsoft VISTA compatible. As always this information is subject to change without notice due to vendor configurations and price changes. Contact Information Technology Helpdesk at x6874 if you have any questions.

Course Design Center @ Lee College

The Course Design Center was created through a Title V grant initiative. The Center's goal is to provide Lee College educators with professional development resources needed to deliver effective face-to-face, hybrid and online courses. The Course Design Center provides faculty with the tools they need to improve their courses and to better meet the needs of students through Instructional Design Services, Professional Development Workshops and Resource Materials.

Copyright - <http://www.copyright.gov/help/faq>

Users may not use the Internet for activity prohibited by federal law. Some material on the Internet may be protected by federal copyright laws (see [Title 17, United State Code](#)). Unauthorized reproduction or distribution of copyrighted materials is illegal, except as permitted by the principles of "fair use." Generally, fair use of copyright materials is limited to copies made for personal use, private study, scholarship, or research. If the use of copyrighted material does not fall within fair use, permission from the copyright holder to use the material must be obtained before any such use. If in doubt about whether or not your use may infringe on material protected by a copyright, ask the copyright owner for permission to use the protected material.

eMAIL – lee.edu and mylc.lee.edu

Your email account is subject to Texas state laws, including public disclosure as part of a public records request. In general, the privacy and security of your email is never guaranteed. **Do not send sensitive information by email.** This includes personnel data, student information (FERPA) and financial information. Email tends to accumulate. Make a habit of routinely deleting unneeded messages from your inbox and folders. This has several advantages: Your email program is much quicker when your inbox is small. It will be easier to find the messages you are looking for and you will be freeing up disk space. All **email** accounts have a limited amount of disk space. The number of emails you can send and receive will be determined by their size, graphics, pictures and attachments. Keep in mind that once the limit is hit, the email account will no longer be able to send messages. You will receive reminders that it's over the size limit. Use your disk space wisely. **Clean out your inbox frequently. Messages, Deleted and Sent items** in your inbox count against your disk space usage. Save only the messages you will really need later on your hard drive. **Watch out about saving messages with attachments.**

Emergency Notification System – <http://www.siemens.com>

Lee College has several methods to communicate emergency notices to students, faculty and staff. There are many different technologies (voice, email, SMS text messaging, audible sirens, plasma screens, emergency web page, main number forwarding, teleconferencing, etc.) that can aid in emergency notification. The Emergency Notification System is comprised of a number of tools including e-mail, voice and text messaging, outdoor sirens and a weather alert system designed to send emergency messages to thousands of individuals in minutes. The emergency notification system will be used in tandem with other emergency campus communications.

Faculty Web Personal Pages (i.e. ~ site)

Web pages can be updated at anytime remotely using FTP. Information includes course information, syllabi and other instructional-related material for students. Lee College Personal Web pages differ from "official division" pages because they do not have to directly relate to the college nor do they have to conform to any basic design standards. They are located at: <http://www.lee.edu/facultyWeb.asp>. Personal web pages are the responsibility of the owner. Instructional Technology support cannot maintain or edit your pages in any way.

Faculty Website Template - The template allows faculty to easily build a basic web site. This tool does NOT require FTP or HTML skills, but instead uses pull-down menus and fill-in boxes. With this tool, faculty can post information and announcements, also being able to upload documents (such as their syllabi) which will link to the site effortlessly. Faculty can preview and make as many edits as they choose before publishing them on <http://www.lee.edu>

Fieldbus Technology

Fieldbus technology provides regional direction to the technical education needed for networking, instrumentation and electrical technologies impacted by the advent of fieldbus networks. The Fieldbus Center provides the following services: (1) Designing systems for teaching fieldbus and process control networks, (2) Creating and maintaining an applied research facility and (3) Developing multi-craft curriculum for fieldbus and industrial networking technologies. All certified fieldbus training courses emphasize hands-on design, installation and maintenance instruction in a realistic industrial environment. For more information about Fieldbus Technology, click on <http://www.knowthebus.org>

FORMS – Information Technology Support http://www.lee.edu/itt/itt_forms.asp

- **Property Removals**
- **Laboratory Operational Readiness Testing (LORT)**
- **Network /Email Accounts**
- **Oracle/Peoplesoft Financial and Learning Solutions Accounts**
- **Telephone/VOIP Service (Moves/Adds/Changes)**

Hardware/Software

Dell Corporation – <http://www.dell.com>

McAfee Anti-Virus and Microsoft Updates <http://www.lee.edu/itt/virus.asp>

Recommended Computers <http://www.lee.edu/tac/specs.asp>

Site-Licensed Software <http://www.lee.edu/itt/SWLicense.asp>

Helpdesk – Information Technology

On August 3, 1998, the online helpdesk service was launched by Dr. C. Lightfoot, Chief Information Officer. The helpdesk is supported by full-time technicians and network administration. The service is provided free-of-charge, Monday through Friday, 40 hours per week. Questions about software, networking, internet, e-mail as well as general technology questions can be addressed to the Help Desk. Assistance is available via e-mail to helpdesk@lee.edu or by calling 281-425-6874. The I.T. Help Desk is one point of contact that provides technology support for Lee College technology equipment and resources. Our number one priority is to maintain access to mission critical resources. We assist students and faculty by resolving issues over the phone, offering temporary workarounds, provide resources for users to attempt to solve the issues themselves, scheduling office visits and by escalating necessary issues to the appropriate high level tech team member. The I.T. Help Desk prioritizes requests on a first-come, first-served basis with the exception that urgent priority is given to issues that limit user access to mission critical resources and resolve all issues as soon as possible. Response times vary based on seasonal call volume, current staffing levels and the complexity and nature of problems in the work queue. Lee College expects helpdesk clients to demonstrate civility and respect when working with technicians in accordance with Lee College policy. The client is expected to work in partnership with the Help Desk team and be willing to accept temporary workarounds that will maintain access to mission critical resources.

iCampus - <https://icampus.lee.edu/servlets/iclientservlet/lsprod/?cmd=login>



iCampus Orientation Workshop

One hour BYOL (bring your own lunch) session.

Interested? Email psanchez@lee.edu

View Class Schedule

Access Class Roster

Record Grades

View Course Catalog

View Schedule of Classes

Change Preferences

iWIFI – Do You? http://www.lee.edu/itt/student_support/connect_wifi.asp

WiFi is short for **Wireless Fidelity** and is meant to be used generically when referring of any type of 802.11 network, whether 802.11b, 802.11a, 802.11g or dual-band, etc. Connect to Lee iwifi with your wireless laptop or PDA using your Lee College network account.

I.T. Helpdesk - <http://www.lee.edu/itt/onlinehd.asp>

Do you have a problem with your computer, or a question about a software program? If so, the I.T. Help Desk is the place to go. The **I.T. Help Desk** is staffed during normal business hours including weekday evenings until 7pm.

You can reach the I.T. Help Desk as follows:

Walk-in: TV1, room 106A

Email: helpdesk@lee.edu

Phone: x6874 (281.425.6874) from off campus)

When you placed a call to the mobile I.T. Helpdesk phone the technician on call may be handling other emergencies or helpdesk calls. The I. T. Helpdesk is supported by full-time technicians and network administration. The service is provided free-of-charge, Monday through Friday, 40 hours

per week. Questions about software, networking, internet, e-mail as well as questions about printers, scanners, zip drives and other peripheral devices can be addressed by Help Desk. Assistance is available via e-mail to helpdesk@lee.edu. Or by calling 281-425-6874. There are three technicians assigned with A+ Certification. Each of them has the training and expertise to solve most computer-related problems including MACs. Backup your data as often as possible.

I.T. Seminars/Workshops <http://www.lee.edu/itt/training.asp>

Customized workshops on specific topics for your entire division are available in a variety of formats.

- workshops for full-time and adjunct faculty;
- individual tutorial sessions in your office,
- consultations on your own research questions

JANTEK – Time and Attendance Tracking

Jantek time and attendance modules utilize a multi-dimensional database on the SQL Server. All the software modules in Jupiter 9.0 such as Web Punch, Web Pay Data, and Phone Punch share the same database and are compatible with SQL. Lee College utilizes Jantek for time and attendance processing as well as biometric hand readers. For more information check with the Lee College Business Office.

LabStats – Campus Labs Statistics

LabStats is the easiest and most economical software solution that allows you to generate computer usage reports for every lab on campus. LabStats not only collects vital data about your computer lab usage, it also gives you revealing statistics and graphs about current lab usage (real-time), and usage history for each lab. Designed specifically for school computer labs, LabStats uses an ultra-lightweight client agent to store usage data in a streamlined database, and a single server agent to generate reports on computer lab usage.

Lee College Technology “Quick Facts”

- Campus-Wide Gigabit Backbone Network
- Over 50MB Total Internet Bandwidth includes offsite locations
- 2007 Computer Inventory – 2,050
- iWIFI (wireless) Campus Hot Spots
- “Smart” Multi-Media Advanced Computer Classrooms
- iCampus UNISYS ES7000
- Support Protocols include Ethernet, TCP/IP and AppleTalk
- **Emergency Text Messages – Sign up today at <http://www.lee.edu>!**
- Over 380,000 inbound e-mail messages per month
- Over 200,000 are spam - main category - bulk mail
- Over 22,000 viruses blocked each month
- Over 2,500 computers in classrooms and computer labs
- Each hour over 200 email messages are quarantined for spam
- Network cabling installed for over 2,500 computers

Listserv Subscriptions <http://www.lee.edu/itt/listserv.asp>

- LCFaculty - for Lee College Faculty Assembly
- LCStaff – Lee College Staff
- LCAII – All Lee College Employees
- LCAdmin – for Lee College Administrator Assembly
- WebCT Instructors – FT and Adjunct Instructors that use WebCT
- Scholar-Lee – Student Online Newspaper
- Developmental Education – Lee College developmental education
- Scholarlee – Student eNewspaper

Mailroom/Switchboard – <http://www.lee.edu/itt/mailcenter.asp>

- The U.S. Post Office picks up the outgoing mail and takes it to the post office around 2 p.m. daily.
- If an office is closed during normal working hours due to a meeting, it would be helpful if the switchboard was notified, so we could tell callers when a good time to call back would be.
- The online phone directory is a great site to look up phone numbers of faculty and staff. You can look up information by name or by division/department.
- Meeting on campus that involves the public it is good practice to alert the switchboard ahead of time to help direct people to the appropriate building at the appropriate time.

Media Support (Audio/Video and Projectors) - We provide a variety of multimedia equipment for preparing projects and presentations for the web and a wide range of audiovisual services. We have the capability to provide professional quality software for video and audio capture and editing. The Media Center supports faculty, staff and students with production assistance, OnDemand training, short term equipment checkout and technical support for multimedia projects. If you are in any of the “smart classrooms” that utilize the Crestron Projection Systems make sure you do not manually turn off the projections from the ceilings. The controls get out of sync with the touch panel. If you have any problems contact the Media Center at x6358. Information Technology supports videoconferencing for distance education and for faculty/staff meetings. Immediate support is offered to faculty using technology in the classrooms during all instructional hours. Media Services also provides audiovisual support for ad hoc classroom reservations and events.

Microsoft.NET Framework

The Microsoft .NET Framework is a component of the Windows operating system. It provides the foundation for next-generation applications, including **ASP.NET** web applications. The Lee College web servers utilize the ASP.Net framework.

myLC Student Email – <https://mars.mylc.lee.edu/exchange>

From any computer in the world connected to the Internet with web browser, go to and login using your myLC student account. With this account you can access iCampus, WebCT, iWifi wireless network, Cyber Café, computer classroom labs and myLC email.

myLC Student Helpdesk – 281-425-myLC (6952)

When emergencies require the helpdesk to be unattended, notice will be available via voice mail.

- If you are encountering a problem, but your computer is working and you're able to log onto the Network, send an E-mail message explaining your problem to helpdesk@lee.edu. The helpdesk technician on duty will assist with the problem. In this way, we will have a paper trail with time and date of request and we will be able to easily reply to you.
- If your computer won't function and you are unable to E-mail on another computer, call the helpdesk support line at **6874**. In addition, you may also e-mail requests for workorders to ittwork@lee.edu or call the Helpdesk.

Network Maintenance Schedule – Microsoft Patches and Updates

Information Technology reserves the **second SUNDAY of each month for planned system and network maintenance**, from **5:00 AM Sunday to 10:00 AM Sunday**. The reason is that Microsoft provides the Microsoft Security Bulletin Advance Notification Service that notifies us on second Tuesday (referred to as **Microsoft Patch Tuesday**) of every month. This advance notification is intended to help us plan for effective deployment of security updates, and includes information about the number of new security updates being released, the software affected, severity levels of vulnerabilities and information about any detection tools relevant to the updates. All systems may be unavailable during this regularly recurring maintenance window. Notices will be placed on the Lee College web site, email sent to **All Users** and the Blackboard/WebCT System to notify students. Unplanned network maintenance may need to be done on an emergency basis. This work will only be done if normal service is interrupted or degraded due to electrical power problems or other causes and action is necessary to restore service to normal levels.

Network Operations Center <http://www.lee.edu/itt/nos.asp>

The Lee College (LEEnet) network is comprised of a gigabit backbone network with campus buildings connected via singlemode and multimode fiber to the network operations centers (NOC). The NOC provides Ethernet connectivity between buildings and its associated switching site. The campus LAN connects routers and PIX firewalls to the Internet. Category 5/6 UTP is installed which supports Ethernet and AppleTalk high-speed data networking to the desktop. Connectivity to the network requires each user (faculty or staff) to register their computer and obtain an IP (Internet Protocol) address associated with their Lee College Network User Account. In addition to day-to-day maintenance, repair and installations, the Network Operations Center plans for and supports specialized applications and technologies that are a vital part of educational and Library research endeavors on campus. The newest information technologies – from wi-fi connectivity to VoIP configurations - are engineered, installed and operated by Network Operations Center Team.

- Account Activation
- Backup, Archival & Recovery
- CyberSecurity
- Email for Faculty - myLC Email for Students
- Infrastructure and Architectural Planning
- Microsoft Updates
- Monitoring and Maintenance
- Problem Resolution
- Virus Updates
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P2P – Peer to Peer File Sharing

Millions of people use free **P2P file sharing programs** - software to swap music, videos and other files over the Internet. There are many choices for free P2P file sharing programs. Among the main reasons P2P has become popular is because the programs are easy to use, quick to connect with very fast download speeds. In addition, because the protocol used is difficult to detect, many of these P2P program can get through the firewalls at Colleges and Universities. Due to their high bandwidth usage on Lee College networks it is very important to refrain from using these tools for non-business related activities.

PeopleSoft (Oracle) Financial/Learning Solutions Account Request

PeopleSoft Financial Applications – Accounts Payables, Asset Management, General Ledger and Purchasing

PeopleSoft Learning Solutions – Student Administration, HRMS, Benefits Administration, FSA Claims Administration, Time and Labor, Payroll for North America, Campus Directory Interface, Learner Services and Learning Management

PeopleSoft and Spyware – If you use PeopleSoft, do not install **Internet Plug-Ins** such as HotBar, Google, Yahoo, Weather Reports, Screen Savers, PopUp Blockers, WebWashers because they interfere with PeopleSoft processing.

PDA Support Services

With the growing need for instantaneous communication and data access, Lee College has seen a significant increase in the use of the Personal Digital Assistant (PDA) devices on campus. This section provides guidance to departments/divisions utilizing PDAs or considering implementing the use of them in their daily work. Support Services for handheld-type devices (hereafter referred to as a PDA) at Lee College. Only Lee College purchased PDAs will be installed and supported on Lee College workstations. PDAs purchased with personal funds will NOT be installed on Lee College tagged workstations. It is the department's responsibility to determine the business need of a PDA for individual job functions. The department will bear the cost of the initial unit purchase and any ongoing charges that may apply. It is strongly recommended that users considering the personal purchase of a PDA with the intent of using the

device with Lee College owned equipment, consult an I.T. representative for supported devices information.

- If the department determines a position requires a PDA to perform the job function, the department may choose to supply one.
- Devices that sync to the desktop may be configured to sync both at work and at home. This introduces a security risk in that emails from work will be stored on the home machine.
- Lee College does not support any other personally purchased equipment (scanners, cameras or printers).
- The only backup available for data on the PDA is Outlook itself. For Local Desktop units, customers should synch their PDA up with their desktop (Outlook) on a regular basis.

Phishing

This is a very clever and dangerous phish (pronounced “fish”) that utilizes a hook that seems credible. Phishing attacks use both **social engineering** and **technical subterfuge** to steal consumers' personal identity data and financial account credentials. Social-engineering schemes use 'spoofed' e-mails to lead consumers to counterfeit websites designed to trick recipients into divulging financial data such as credit card numbers, account usernames, passwords and social security numbers. Hijacking brand names of banks, e-retailers and credit card companies, phishers often convince recipients to respond. Technical subterfuge schemes plant **crimeware** onto PCs to steal credentials directly, often using Trojan keylogger spyware.

Podcasts

Podcasts are audio files that are automatically delivered directly to your desktop computer and can be transferred to your iPod or other MP3 player.

Policy and Procedures - <http://www.lee.edu/itt>

Acceptable Use Policy – click on <http://www.lee.edu/itt/policy>

Library Use Policy – click on <http://www.lee.edu/library>

Quality Assurance (QA)

The activity of providing evidence needed to establish confidence among all concerned, that quality-related activities are being performed effectively. **We take great pride in providing faculty and students with excellent support services. Quality Assurance forms are available on the I.T. web site at <http://www.lee.edu/itt>.**

RSS (Really Simple Syndication)

Is a family of web feeds formats used to publish frequently updated content such as blog entries, news headlines or podcasts. RSS is a recent technology enabling users to keep up with web sites without having to visit each page. RSS is an application of XML technology combined with programs called RSS aggregators or RSS readers. These programs go out to each web site's RSS feed at scheduled intervals and see if there are any new headlines. The user is then notified if there is new content. Instead of the user going to each page to find out if there is new content, they are notified by the RSS feed that there is something new. Really Simple Syndication (RSS) is an (Extensible Markup Language) XML-based format for distributing and aggregating web content (such as news headlines). Using RSS, web content providers can easily create and disseminate news headlines and URLs. Typical applications for RSS feeds is using a program known as a news aggregator (also called news reader) to collect, update, and display RSS feeds on another webpage. You simply plug in the addresses of the RSS files you want, such as the ones listed above. By using RSS feeds, website owners can keep content current.

Sallie Mae Debit MasterCard for Financial Aid Disbursements

With the **new** Sallie Mae Debit MasterCard® card, the college no longer have to manually distribute checks, have students waiting in long lines or worry about mailing checks to outdated addresses. All the work is done by Sallie Mae quickly and efficiently.

Second Life Virtual World - <http://secondlife.com>

Second Life, the increasingly popular virtual world is an online, 3D digital world imagined, owned and created by its residents. Second Life, the increasingly popular virtual world, now boasts more than 100 "islands" dedicated to a variety of educational pursuits. And many of those islands -- digital plots of land that can be made invisible to random passers-by, unlike most of Second Life -- are owned by colleges and universities, according to The New York Times. The Second Life land grab comes as a number of professors have decided that the virtual community could reinvigorate distance learning.

Secure Networks @ Lee College

The Lee College (LEEnet) network is comprised of a gigabit backbone network with campus buildings connected via single mode and multimode fiber to the network operations centers (NOC). The NOC provides Ethernet connectivity between buildings and its associated switching site. The campus LAN connects routers and PIX firewalls to the Internet. We support Ethernet and AppleTalk high-speed data networking to the desktop. Information Technology routinely scans the campus network for computers with known vulnerabilities. This scanning is done as unobtrusively as possible. Lee College utilizes Intrusion Detection, Firewalls, ISA, WUS, Filtering, Packet Shaping, DMZ and Radius ACS and numerous other security measures to help detect and respond to information security incidents involving computers connected to the campus network. The Information Technology office has responsibility for centralized computing, telephony, network infrastructure including over 2,500 network connections and enterprise database management systems in the areas of finance, human resources and student administration.

Security News & Alerts

- **WebSense Phishing Alerts - [E-mail Phishing Scams](#)**
- **Cyber Security Alerts – [US-CERT Alerts Team](#)**
- **Cyber Security Tips – [US-CERT Technical Computer Security Tips](#)**
- **Microsoft Security Alerts – [Microsoft TechNet](#)**
- **Security News: [Security Focus Newsletter](#)**

FREE Security Software Desktop Tools

- [Spybot Search and Destroy](#)
- [Ad-aware Personal](#)
- [Microsoft Windows Defender](#)
- [Anti-Virus Software \(AV\)](#)

Seven Simple Steps to System Security

1. Create hard-to-guess passwords. It takes a little more effort, but it's time well spent. If you don't create a good password, chances are that it will be guessed by a password-cracking tool, and then none of these other steps will matter!
2. Keep each password different from any other password. Yes, it's hard to remember multiple passwords. However, if people figure out one of your passwords, access to your other accounts will still be protected.
3. Log off whenever you're finished using your account. To avoid giving others access to your account, use a screen lock whenever you're leaving for "just a moment."
4. Don't let others use your password. It's against Lee College policy to share your password with anyone or to use anyone else's password. You'll be held responsible for anything on your account.
5. Educate yourself about security issues. Read articles, visit security web sites, etc.
6. Don't open or view any attachments unless you know the sender, and are certain the message truly came from that person.
7. Do not post your assigned passwords on a note and place in plain view for other to see.

Site Licensed Software

Lee College has a Campus Enterprise Agreement (CEA) with Microsoft that provides software for thousands of Lee College students, faculty and staff at all campus locations. The agreement provides software and information technology training for students, faculty and staff that otherwise would not be available. The agreement is part of the Lee College Information Technology strategy, a system-wide initiative to improve student learning and through enhanced technology. Microsoft Office Standard and Professional Editions and Office Macintosh Edition **and all** other software must be requisitioned through the Lee College Purchasing Office.

Smart Classrooms Technology

Classrooms have network access, and dedicated computer projection systems. Mobile projection systems provide computer projection in the remaining classrooms. Standard classroom setup includes computer with network and Internet access, DVD, VHS, smartboards, audio system, etc. Some classrooms are equipped with enhanced sound systems, touch controls, or digital document cameras. Several classrooms offer multiple projection capability. Contact the I.T. Help Desk for more information or for assistance with using classroom technology.

Social Networking (Facebook, MySpace, YouTube, etc.)

At its basic level, MySpace is an online community that lets you meet your friends' friends. Social networking sites such as MySpace allows you to create a private community on MySpace where you can share photos, journals and interests with your growing network of mutual friends! According to the latest study on social networking from digital metrics specialist ComScore, social websites have grown by leaps and bounds during the last year. MySpace attracted more than 114 million visitors in June 2007, up 72% on the previous year, while Facebook saw 52.2 million, which equates to a staggering 270% rise. These impressive statistics bolster the argument that social networking is no passing Web 2.0 fad, but an online activity that is here to stay. The true power of social networking sites lies in the ability both to make connections and to exploit the potential of the knowledge pool created.

Spam Filters <http://www.lee.edu/itt/spam.asp>

Email spam is unsolicited commercial or junk email sent to a number of users at once. Some “spammers” (as people who send spam messages are known) send tens of thousands of messages at a time. This can place a huge strain on the already overworked Internet infrastructure. The majority of Internet users disapprove of spam. In fact, many hate it with a passion. Users caught spamming will generally have their Internet account terminated by their Internet Service Provider. If you use a chat service and have entered your email address in the personal information section of the software that you are using, you may be displaying your email address to other chat users. Even if you have never disclosed your email address in any of these forums, you may still receive spam. How? Spammers have been known to make up email addresses. The new spam method is to try and evade traditional spam filters because they do not include any text -- instead, it uses an image embedded in the email to deliver its message. This image includes text that displays the spammer's message. Don't publish your email address on your Web site. If you must include your email address, create a graphic icon that contains your email address (spammer's search software only look for email addresses that appear in the text of a Web site, and cannot grab your email address if it is in graphic form). Most viruses and worms need help to infect your computer. You can avoid helping them by doing the following: **Do not open unexpected email attachments.** Even attachments in messages from people you know may be infected because viruses often fake From: addresses. **Do not download unknown programs**, such as free screensavers. **Do not trade lots of unknown files**, such as with peer-to-peer programs like Kazaa. The more unknown files you download, the more likely that some of them contain viruses or worms. **Do not believe amazing offers and unlikely stories.** You really do not have a distant cousin in France (or wherever) who wants to give you millions of dollars if you only send him your bank account number.

Streaming Video Technology

Streaming is a technology for playing **audio** and **video** files (either live or pre-recorded) from a Web page. A user can view the audio or video files directly from the Web server for immediate playback. This avoids time consuming downloads of large files. When audio or video is streamed, a small buffer space is created on the user's computer, and data starts downloading into it. As soon as the buffer is full (usually just a matter of seconds), the file starts to play. As the file plays, it uses up information in the buffer, but while it is playing, more data is being downloaded.

Student Email Accounts – studentid@myLC.lee.edu for free student email!

Students are assigned a UserID and Password that allows them access to their myLC email account, iCampus (registration, grades and payments), Computer Labs, Blackboard/WebCT, iWifi Wireless and Cyber Café.

Surveillance Cameras - Campus Security

AXIS/TOSHIBA/SONY IP Cameras are installed for remote monitoring of campus buildings. The cameras deliver up to 15 images/second through a standard Web browser. Unlike a simple Web cam, it includes a built-in Web server and connects as a standalone unit directly to a network. The software application modules (Access Control, Alarm Monitoring, ID Credential Management, Digital Video, Asset Management, Information Security Management, Visitor Management, etc.) are all seamlessly integrated.

TAC (Technology Advisory Committee) <http://www.lee.edu/tac>

The funding criteria established in 2005 are for consideration of labs software and hardware requirements. Only proposals for new labs or new program requirements should be submitted to the committee. See Computer Lab Matrix on web site.

1. Warranty Expiration
 2. Helpdesk Calls
 3. Change in curriculum
 4. Computer System requirements
 5. Student Usage (LabStats)
- To recommend the minimum hardware and software standards that will 1) ensure sufficient quality to support effective and efficient accomplishment of the College mission and 2) optimize conversion of existing files when necessary to transfer files into new software.
 - To recommend vendors for purchases of hardware and software.
 - To monitor each semester performance of hardware and software, including but not limited to reviewing down time, work orders for repairs, software and hardware compatibility problems and warranty responsiveness.
 - To develop and maintain a comprehensive educational and administrative computing plan that can be used in planning for campus wide resources.
 - To review all planning proposals relating to technology.
 - To establish priorities for funding eligible planning proposals

Telecommunications – (Moves, Adds and Changes)

Telecommunications support services provide billing reports to accounting. Each person with a long-distance authorization code is charged for long distance calls. The billing system keeps track of amount of time spent on calls, location, extension and user account number. Management reports consist of long distance by authorization code, long distance by account, phone extension charges by account and phone extension charges by extension. Authorization codes are enabled in the switch prior to use and can be disabled immediately upon notification should security of the code be compromised.

Tips and Techniques

- Backup your data as often as possible. The techs try very hard to preserve the data during an upgrade or replacement; however if the hard disk crash there usually is no hope of recovery.
- Remember, a shared printer is not a network printer.

- When you access a web site, most sites will place a “**cookie.**” These aren't the kind your Grandma used to make! A cookie is a small piece of textual information, sent to your browser from the website or web server you are visiting. It is used to by a web server to record your activities on a website. For instance, when you buy items from a site and place them in the virtual shopping cart, that information is stored in the cookie. When the browser requests additional files, the cookie information is sent back to the server.
- Security alerts for Internet Explorer may seem inherently credible, but before you click on a link in any unsolicited e-mail you should scrutinize the link to see if it goes where the message claims it goes. Also, don't go searching for browser updates except from the browser vendor.
- Has your Internet startup page changed unexpectedly? Are you flooded with popup ads, even when not surfing the web? Is your computer running slower than usual? Spyware may be the cause. Contact the I.T. Helpdesk for cleanup assistance.

Virtualization, Virtual Machine and Virtual Server Consolidation

Server virtualization is the masking of server resources including the number of individual physical servers, processors, and operating systems from server users. Server virtualization can be used to eliminate server sprawl, to make more efficient and cost effective use of server resources, to improve server availability, to assist in disaster recovery, testing and development and to centralize server administration. Streamline software development and testing and simplify server provisioning utilizing the ability to "build once, deploy many times.

VOIP – Voice over IP (Internet Protocol)

VoIP represents the next generation in communication services. By moving voice services to the data network, we eliminate a separate, managed voice infrastructure and dramatically reduce the cost of telephone moves, adds and changes. Placing voice calls over the data network will require Stanford to take steps, including equipment upgrades, to support time sensitive applications such as voice. The advantages of selecting IP telephony include providing for accommodation of long-range developments in networking and telephony services and products, potentially lowering certain personnel and infrastructure costs over time. The first phase of the deployment went to the administrative offices at 909 Decker.

WEB 2.0 – Second Generation Web

The phrase Web 2.0 refers to a perceived second-generation of web-based communities and hosted services — such as social-networking sites and wikis — which aim to facilitate collaboration and sharing between users. In the early years of the web designers use animated GIFs and tables to enhance visual design. However, the new internet paradigm shift is not so much about visual style but about content (words and semantics) than layout. Web 2.0 fueled by connections and innovations from Wikipedia to Blogs to Google Maps and Beyond! Entrepreneurs are successfully exploiting the two-way dialogue capabilities of Web 2.0 to enhance their business goals with Generation Net.

WIKIS

A wiki is a Web page that can be viewed and modified by anybody with a Web browser and access to the Internet. This means that any visitor to the wiki can change its content if they desire. Wikis are robust, open-ended collaborative group sites. Wikis provide unique collaborative opportunities for higher education. Combining freely accessible information, rapid feedback, simplified HTML and access by multiple editors, wikis are being rapidly adopted as an innovative way of constructing knowledge. Wiki is a piece of server software that allows users to freely create and edit Web page content using any Web browser. Wiki supports hyperlinks and has simple text syntax for creating new pages and crosslinks between internal pages on the fly.

Note: More FAQs to come! Suggestions? E-mail clightfoot@lee.edu