OIT Newsflash

This is the first semester for classes in the new STEM building. It is filled with new state of the art technology and equipment.

The OIT staff worked diligently this past year in preparation for the move to the new facility. It was a challenging project but very rewarding in its outcome.

We have included some facts in this newsletter that we thought would be interesting pertaining to the new buildings, and other upgrades to our systems and enhanced technology.

Look through this newsletter for more information on STEM Technology, the new public DCCC website, a new web payment gateway and a significant upgrade to the Banner servers and hardware.

We expect it to be an exciting year and look forward to providing the students, faculty and staff enhanced tools and technology improvements this year at DCCC.

Boxes of new Equipment for STEM, to be inventoried, imaged with software and installed before start of semester.

Work in Progress

The Office of Information Technology, (OIT) works with various groups to identify specific requests from faculty, students and staff. This is in addition to on-going infrastructure upgrades that keep us up to date with technology. The STEM and TECH buildings have kept us very busy this year. In addition to completing the 1st floor of STEM we are also working on the following:

- Single Sign-on for all delaGATE applications.
- Web Study/delaGATE integration.
- Assisting in the development of new Public & Faculty Websites.
- Expansion of Learning Center at Pennocks Bridge.
- Security offices move to the 2nd floor of Marple.
- Contact Center configuration and implementation.
- Increasing our Internet Bandwidth.
- Upgrading Desktop Network Connections.
STEM Technology

To enhance the academic experience at Delaware County Community College, the STEM building has been equipped with latest information technology equipment available. Supporting the expanded requirements of today’s demanding STEM programs, over two-hundred high-speed desktop and laptop computers have been installed and thirty networked laser printers. In addition, students have access to a public computer lounge providing twenty-two powerful iMac computers for general-purpose use, with 8 more on their way. Students bringing personal laptops or mobile devices to the campus can easily access DCCC systems and the internet using the fastest wireless technology now available.

Each STEM classroom and lab has an interactive learning display station that assists faculty in making presentations more exciting and fulfilling for the student. These interactive stations are coupled with digital audio and high-definition video media systems for displaying vivid, high quality images, presentations and movies. For computer-aided design classes, faculty and students can utilize state-of-the-art plotters and high-resolution scanner systems. At the core, all STEM building systems are supported via ultra-speed networking equipment and a reliable, high-quality networked telephony system.

To learn more please see www.dccc.edu/oit/pdf/ stem_tech.pdf

New Public Website

The college is working on a new public website with a planned release date of Summer 2010. The new public website will replace our current public website located at www.dccc.edu. It will take advantage of a content management system, a technology which will allow our users to maintain their own web pages through a web browser. We plan to use an open source content management system called Drupal which is compatible with many different browsers including Internet Explorer, Mozilla Firefox, Safari, Google Chrome, Opera and many different operating systems including Windows, Mac OS X and Linux. There are many benefits to such a system including quicker turnaround time for making changes to content, not having to deal with HTML code to make dates and more. We are also working on an internal website which will host and update content for our delaGATE portal. The public website will be open to the world where the delaGATE portal and the internal website will be used for content viewed by our community (students, faculty and staff). We will send additional communications as we get closer to the release date.
CASHNET - New Payment Gateway for DCCC
Goes Live!!!

DCCC went live with a new payment gateway in December. This payment gateway provides an extremely secure way for our students to conduct their College business online. It also offers improvements in functionality. This new functionality includes the ability to pay by check online, and the ability for the student to independently and securely setup and manage their own third party payers, such as Aunt Mary or Cousin Joe. This payment gateway meets all credit card industry security standards. It is accessed from our delaGATE portal. When a student clicks on the payment option they are automatically and securely signed on to CASHNet’s website without entering another ID or password. This website is 'skinned' to look like DCCC for a seamless and secure payment experience.

This Spring, look for the extension of this system to the Cashier areas.

Special thanks to Diane Mitch, Bill Markle and Marti Hoffman for all of their hard work on this project, along with our Infrastructure and Web teams.

Help!

Need immediate help?
Enter a support ticket at support.dccc.edu - or -
Call extension 5211.
OIT Support Center
That’s our job.

delaGATE and Student Email Statistics

Overall activation rates continue to improve for delaGATE and student email in the Spring 2010 semester.

The activation of current students delaGATE portal accounts is up from 83% last semester to 87% this semester; current student email activations are up from 78% to 82.5%.

Current faculty activation of portal accounts is up from 58.5% to 63%; current staff activations are up from 74% to 77%.

Maintenance Windows:
First and Third Fridays of the month from 5pm to 10pm.

Upcoming Maintenance Schedule:
Friday, April 2, 2010
Friday, April 16, 2010
Friday, May 7, 2010
BANNER Infrastructure Migration Complete!

Late in the Fall term, OIT completed the migration of our Production and Test Banner environment to a new hardware platform. All of the Banner servers were migrated from Hewlett Packard Unix servers to Dell servers running Red Hat Linux. What does this change mean to non-techies?

- This platform is much more cost effective to the college in terms of hardware and software purchase and maintenance.
- This cost effectiveness allows us to completely mirror the Production environment in Test (these servers will be permanently housed at our Downingtown campus). This prepares us for effective Disaster Recovery.
- These servers are more robust in terms of processor speed and memory, so we should have consistently good response times in Banner.
- In addition to the new platform, security and backups were also improved.
- On the security side, an internal firewall was added that provides an additional layer of protection for our Banner environment.
- On the backup side, instead of nightly outages that were required to backup from disk to tape, we now backup from disk on the server to external disk on our SAN (Storage Area Network, just a big external hard drive array) and then to tape, allowing for ’HOT’ backups, meaning we now have significantly less down time. Further work is underway to ensure that any down time (not being able to use Banner) due to a Maple server room failure and lost data will be as minimal as possible.

Thanks to all of our Data Custodian group for their participation and patience as we went through this migration. We couldn't have been successful without them!

Did you know?
The Office of Information Technology has been encrypting all Administrative and Faculty laptops with whole disk encryption? Whole disk encryption is a technology which encrypts all the data on a hard drive. If a laptop is stolen, the data will remain secure.
**OIT Support Center**

Marple Campus
Room 4213
(610) 359-4151
Phone Ext. 4151
Fax: (610) 359-4123
E-Mail: OIT@dccc.edu

We're on the Web!

See us at: [www.dccc.edu/oit](http://www.dccc.edu/oit)

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**Tech Tips:**

Remember...when in doubt put it in a Support ticket.

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Marple Campus
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Fax: (610) 359-4123

Web address: [support.dccc.edu](http://support.dccc.edu)

Hours
Mon-Thur...7am to 10PM  Saturday ...8am to 4 pm
Friday...7am to 5 PM    Sunday...Closed

To search and find useful techniques, and technical information visit the OIT Knowledgebase at [www.dccc.edu/oit/kb](http://www.dccc.edu/oit/kb)

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