



Hartnell IT Newsletter, Spring 2020

Featured News

Network Refresh Project Update

Phase I (**wireless**) and phase II (**wired**) of the network refresh project have been completed. All outdated network switches and all wireless access points have been replaced at the three campuses. Now that the physical work is completed, phase III (**optimization**) has begun, which involves creating a map of the wireless performance in all buildings and using that map to improve wireless performance by adding or moving access points and modifying software settings.

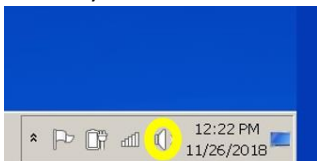
Once phase III is completed, the final phase is the implementation of *optional* authentication to connect to Hartnell's wireless network. Hartnell will maintain an "open" wireless network as it does today, but by authenticating using your Hartnell credentials, you would have access to secure internal resources such as printers, shared folders, etc., as well as increased Internet bandwidth/speed.

ITR would like to thank Kerry Gray, Bruce Brandt, and Jose (Rico) Martinez for their hard work, dedication, and attention to details over the past eight months to make this project a success. Special thanks to Rico for performing the majority of the physical installations.

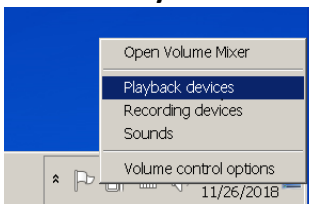
Tech Tip - "No Sound on PC"

Are you experiencing "no sound" on your work computer running Windows (ex: playing a YouTube video or music)? **Make sure you have the correct audio "Playback device" selected.**

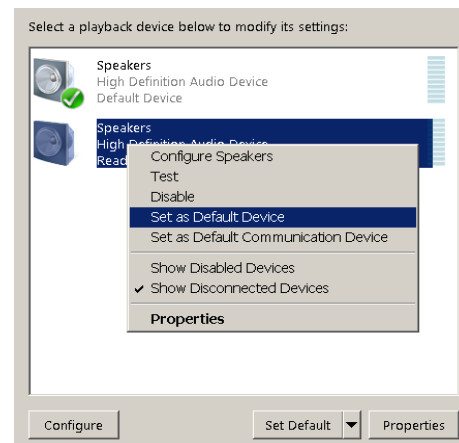
To switch Playback devices, Right-click the audio icon in the system tray (bottom right of the screen).



Click on **Playback devices** from the list.



Click on **Speakers** (or similar) and either click the **Set Default** button below or right-click: choose **Set as Default Device**.



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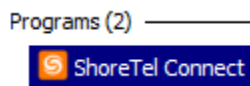
Did You Know?

Campus extensions are set to a maximum of 100 voicemail messages.

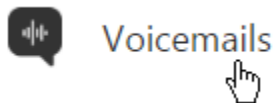
If your voicemail box is full and can no longer record new messages, please perform the following steps to clear your extension's voicemail. ITR cannot clear voicemail messages for you (it would be a privacy violation).

How to Delete Voicemail Messages

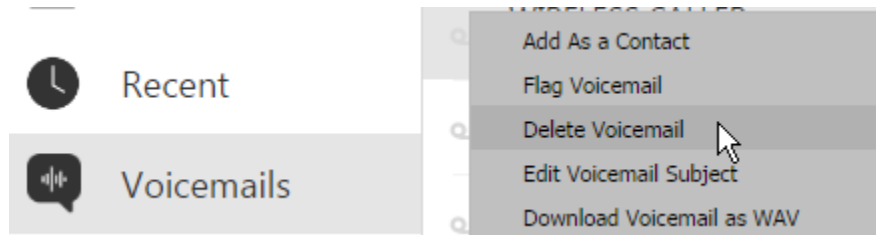
1. Launch the **Shoretel Connect** client. Click Start, search for "ShoreTel" and sign in.



2. Click on the voicemail icon.



3. Select the voicemail you want to delete or hold down "shift" button on keyboard and select multiple voicemails to delete.



4. Hit "delete" button on keyboard to delete or right click and select "Delete Voicemail"

File Back Ups

When you have logged into your Hartnell computer with your ID number and PAWS password, all of your files on your **Desktop** and in your **Documents** folder will be backed up automatically on a regular basis. Files are **not automatically backed up** in the following user profile folders:

Downloads, Pictures, Music, Videos, and Recycle Bin/Trash.

If you want your local computer files to be backed up, please make sure they are on your **Desktop** or in your **Documents** folder. Network folders are also backed up on a regular basis. Contact ITR with any questions.

Did you know you have access to a Virtual Desktop with premium software, like Adobe Acrobat DC Pro, installed?

Learn how to access your virtual desktop at www.hartnell.edu/pdc/guides/ithelp. ([Direct link](#))

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Did you know you can print remotely using Papercut?

Send your print jobs from your personal computer to the printers on campus ahead of time! Learn how at www.hartnell.edu/pdc/guides/ithelp. (Direct link)

Professional Development Center (PDC)

Online Courses (Self-Paced)

[View Course Descriptions & Register](#)

***NEW* Virtual Classroom Skills**

(Up to 6 flex credits)

Get your Canvas courses ready for the new semester, learn how to use screen and lecture capture tools, get inspired to clean up and restructure your courses, learn how to establish regular and effective contact in your online courses, and make your courses accessible.

Introduction to Teaching Online

(12 flex credits)

Get pedagogical (andragogical) training to help prepare you to teach fully online courses! You'll learn how to plan and build your own online course within Canvas, establish an online presence, build a community of online learners, and incorporate interactive multimedia components into your course. You'll also gain skills for making your course content accessible and much more!

Introduction to Canvas

(12 flex credits)

Get an overview of the Canvas user interface and get a quick introduction to its essential capabilities.

Introduction to Tech Tools

(up to 8 flex credits)

Learn how to use various technical tools to improve productivity, including Adobe, ConferZoom, Google Drive, Screencast-o-Matic and more!

Website 102: OU Campus

(2 flex credits)

Learn how to create and edit web pages on the Hartnell website using OU Campus.

Face-to-Face Workshops

[View Course Descriptions & Register](#)

Canvas Orientation Workshop

(1 hour -- No dates left: register for a one-on-one instead!)

Get a quick overview of Canvas and learn how it can benefit your students!

Canvas Clean Up Workshop

(1 hour -- No dates left: register for a one-on-one instead!)

Learn how to clean up and organize your Canvas courses, copy over content from last semester and share with other instructors, and restructure your course so it's easy for students to navigate.

Online Roster Attendance/Drops

(1 hour)

April 28th, 10-11am. Learn how to take attendance with Canvas and drop students with PAWS.

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Face-to-Face Workshops cont.

Photo Editing with Pixlr

(1 hour)

March 11th and 17th, 2-3pm, March 25th, 10-11am, April 3rd, 9-10am. Learn how to edit photos like a pro using Pixlr, a free, web-based photo editing software.

Animated Videos with Powtoon

(1 hour)

April 7th and 14th, 10-11am, April 21st and 30th, 2-3pm. Use Powtoon to create free, short, animated videos that you can post in Canvas or on your website!

[Register and view the full PDC Training Calendar at hartnell.edu/pdc](https://hartnell.edu/pdc)

Screencast-o-Matic

(1 hour)

May 26th, 10-11am, June 3rd, 2-3pm. Use this free software to record your screen and create online lecture videos!

ConferZoom for Web Conferencing & Lecture Capture

(1 hour)

May 7th, 9-10am, May 14th and 20th, 10-11am, May 28th, 2-3pm. Learn how to use ConferZoom for web conferencing, remote meetings, webinars, live lectures, or even virtual office hours!

Google Shared Drives

(1 hour)

May 5th and 21st, 9-10am, May 12th, 2-3pm. Learn how to use Google Shared Drives for document sharing and live, remote collaboration.

IT Project Updates

Fixes to N Building Teaching Stations

Teaching stations in the N building on Main Campus were regularly freezing during the Fall, requiring restarts.

ITR A/V Lead Daniel Jimmeyer found an error in the programming and was able to re-program and update the firmware on the touch panel for affected EXTRON consoles, resolving the issue. Thanks Daniel!

Student Planning Now Available

[Student Planning](#), part of Colleague Self-Service, was rolled-out for students at the end of the Fall term. It can be accessed from hartnell.edu, [PAWS](#), and our [mobile app](#), [Ellucian GO](#), and offers the following features:

- Academic planning
- Advising/counseling
- Check degree progress
- [Public course-catalog search](#)

Starfish Update

[Early Support Program \(ESP\)](#) and [Teacher Pathway Program \(TPP\)/MAESTROs](#) have been piloting the Starfish Early Alert (SF-EA) and Connect (SF-C) (scheduling) modules this term.

ESP uses SF-EA to ensure students stay on track in the wake of AB-705 by partnering with faculty in specific courses to raise flags and intervene. TPP is using SF-C staff calendars & student-initiated web appointments.

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