



# Hartnell College IT Newsletter, April 2020

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## Remote Work

As we all adjust to working from home, Hartnell ITR has put together a set of resources to assist you in the transition and make the process as smooth as possible. Many of the tools available have already been in use on-campus, but as we move forward some tools will be new, specifically for our new way of working. We appreciate everyone's effort and patience as we transition.

[Quick-Start Remote Work Website](#)

## Shoretel Phone System

For users who have dedicated Hartnell phone extensions, there are a series of apps and programs to use the phone from a computer, otherwise known as a "Softphone." ITR is working with individual area managers to coordinate set-up for each employee.

[Setting up Softphone](#)

[Setting up Softphone Chrome Extension](#)

## Virtual Access

If you need to access Colleague, Shared Drives, or other sensitive Hartnell data, you will need to access your VMWare Horizon Virtual Machine. If you don't know what a Virtual Machine is, don't worry! Chances are you don't need it. Instructions for the Virtuals are available at the link below.

[VMWare Virtual Desktops Website](#)

## ConferZoom

ConferZoom is our tool to host and attend Online meetings and classes. How you use Zoom will depend on whether you are an instructor holding classes through Canvas and Zoom, or staff attending meetings. Detailed instructions are below (including instructions for securing your meetings).

[ConferZoom Resources for Instructors and Staff](#)

## Best Practices When Working From Home

Protecting student data is very important and is a federal mandate under FERPA. The Family Education Right to Privacy Act of 1974 (FERPA) is a federal mandate designed to protect the privacy of students' records. It includes academic records, financial aid records, attendance records and any other personally identifiable information collected by the college that, if shared, could violate the privacy rights of students.

When working remotely, as we adjust to working through ConferZoom and increased reliance on email and chat, it is especially important to keep the security of Hartnell data in mind. An increase in phishing scams and potential for computer viruses compounds the need to remain vigilant. The link below includes information on specific security practices recommended by Hartnell ITR. If you have any concerns about FERPA or data security, please contact [ithelp@hartnell.edu](mailto:ithelp@hartnell.edu) immediately.

[Best Practices when Working from Home](#)

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## News in Brief

- Distribution of Chromebooks to students began this week. A drive-up pickup location was created so students can safely pick up the Chromebook without having to leave their vehicle. Hartnell does not have enough Chromebooks for all students, so students are being contacted in priority groups. The first priority group was students who are graduating this term, and the remaining students were prioritized by total units completed, current semester load, special program status, and location. So far, approximately 6,000 students have been queried for their technology needs, and the work continues.
  - Many students have a need for cellular hotspots, and Hartnell is trying to purchase 1,000 of them, but they are currently in very short supply.
  - ITR has provided drive-up wireless internet service in Parking Lot 4 on the Main Campus in Salinas. This is intended to assist students who lack reliable internet at home. Wireless service is available daily from 6:30 a.m. to 10:30 p.m. Parking Lot 4 is on the south side of Building J (visual arts) between the pool and the tennis courts. Drive-up wireless is also available in front of the King City Education Center, and work should be completed by this weekend for a drive-up wireless spot at the Alisal campus.
  - Distribution of Laptops and Chromebooks is ongoing for Management-Identified Staff and Instructors.
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## Tools Coming Soon

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### Financial Aid Self-Service

The Financial-Aid Self-Service module in Student Self-Serve is ready for Soft-Launch. FA and IT have been working to launch FA Self-Serve for the 20-21 Financial Aid year.

FA Self-Serve is a tool for students to see their FA status at a glance. Students will be able to review their status, aid package, and receive FA-specific notifications and reminders. FA Self-Serve will first go through a Soft-launch to receive feedback and fine tune the tool.

### CraniumCafe for Student Services

Financial Aid will pilot using CraniumCafe for “Money Monday” workshops for students to learn about Financial Aid starting shortly. Usability and functionality will be evaluated for potential use by A&R and other student services.

CraniumCafe has been in use by Counselors to provide student appointments, but now will be looked at for use in all student services (current licensing does not allow for instruction and tutoring using this tool).

### Self-Service Web Time-Entry

Web Time-Entry is under review by the Business Office in cooperation with IT. Web Time-Entry would potentially eliminate the need for paper time keeping and significantly reduce the manual work on department time-keepers.

The tool is part of the Colleague Self-Serve modules, and is planned to be rolled out on a department-by-department basis.

Timeline pending approval by Business Office.

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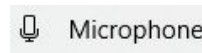
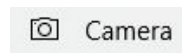
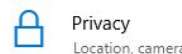
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## Tech Tips - No Camera/Microphone Found

Having trouble connecting to a ConferZoom meeting or to your ShoreTel softphone? If you receive an error message “No Camera Found” or “No Microphone Found”, it may be due to your computer’s privacy settings! Follow the steps below to update your settings:

1. Click the **Windows Start** button (bottom left of your screen) and select the **Settings** gear wheel icon.
2. Select the **Privacy** icon.
3. In the left-side panel, under App Permissions choose **Camera**.
4. Set the “Allow apps to access your camera” switch to the **On** position
5. Next, in the left-side panel, choose **Microphone**
6. Set the “Allow apps to access your microphone” switch to the **On** position.



Once these settings are enabled, you will be able to use the microphone and camera.

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## Professional Development Center (PDC)

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### Current Online Courses

[View Full Course Descriptions & Register](#)

**Introduction to Canvas** (12 hrs. flex):

Get an introduction to the Canvas LMS, our virtual classroom space.

**Introduction to Teaching Online** (12 hrs. flex):

Learn how to plan, build and teach an accessible online course using modern best practices!

**Canvas Quick-Start** (no flex):

Offers a quick overview and access to popular instructional guides and videos.

**Tech Tools** (1-9 hrs. flex):

From Adobe to ConferZoom, learn about a new tech tool in each learning module.

**Virtual Classroom Skills** (1-6 hrs. flex):

Learn additional tech skills for online teaching, from creating lecture videos to making content accessible!

### Upcoming Workshops

[View Even More Sessions & Register](#)

**Office/Open Lab Hours** (no flex):

Drop-in hours for general troubleshooting, training & Colleague support.

→ Tuesdays until 5/25 (9-10am)

**Accessibility & Canvas** (1 hr.): Learn some basics for making accessible content.

→ 4/20 (2-3pm) & 4/24 (1-2pm)

**Canvas Basics** (1 hr.): Get a quick introduction to Canvas and its capabilities.

→ 4/9 (2-3pm) & 4/30 (3-4pm)

**Canvas Quizzes** (1 hr.): Learn how to create Canvas quizzes.

→ 4/15 (2-3 pm) & 4/21 (1-2pm)

**ConferZoom Basics** (1 hr.): Learn how to use Zoom in your classes to deliver live or pre-recorded lectures!

→ 4/10 (10-11am)

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