WCCCD: New Look for the Website

Under the leadership of Dr. Bernadette Spencer, Vice Chancellor of Information Technology and Institutional Effectiveness, and the dedication and combined team effort of the District’s IT and Public Relations Departments; the District’s new website was launched on Monday, April 21, 2008. We hope that this new and improved website will serve our students, faculty, staff and community as a better tool to enhance their overall educational experience. Our new website is more dynamic, provides more information and is easier to navigate.

Please take the time to familiarize yourself with the new website at www.wcccd.edu and feel free to email Xuefei (Faye) Qi, our Webmaster, at webmaster@wcccd.edu with any questions and/or suggestions.
Help From the HELPDESK

Frequently Asked WEB-GATE Questions

1. **What is my User ID or how can I get my User ID?**
   Your User ID is your A-Number (A00123456). You can find this number on official school issued documents (class schedules), or you can acquire it through the Records Department with valid photo ID.

2. **How do I access Web-Gate because of a disabled or forgotten PIN?**
   FOR STUDENTS ONLY - If you have problems logging into Web-Gate due to disabled or forgotten PIN, contact our 24/7 technical support at 1-866-374-6768. FOR STAFF AND FACULTY - Call the HELPDESK.

3. **Does my PIN expire?**
   No, your PIN does not expire. In most cases when a PIN is invalid, the User has simply forgotten the SIX-DIGIT code.

4. **Why is my PIN disabled?**
   A disabled pin is caused by too many unsuccessful attempts (6) at entering a PIN to a particular A-Number.

5. **Why can't I use my Birthdate as my permanent PIN?**
   Using a birthdate as a PIN poses a high security risk. When the PIN has to be reset, it automatically defaults back to date of birth.

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**TIPS & TRICKS**

Choose a six-digit PIN to remember

Hide your PIN in a secure place

IT Support: 1-866-374-6768; HELPDESK: 496-2779

Protect your PIN by **NOT** sharing

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**QUESTION OF THE WEEK**

Can I retrieve my email from outside of the College?

Yes. Open the INTERNET BROWSER

Type email.wccd.edu in the ADDRESS BAR

and hit the GO tab or the ENTER key.

This process will allow you to access your Outlook email from home or anywhere via the Internet.

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**OUTLOOK TIPS & TRICKS**

'Improve Your Outlook' - How to Delete Incoming and Outgoing Email Messages

Springtime is here!! Why not use this time for a little 'Spring Cleaning' of MS Outlook? Tech Effect would like to offer a few tips. These suggestions may help to improve how you use Outlook for managing your incoming and outgoing email.

When reading email within Outlook, how often do you delete those messages you've read and no longer need? When Spam messages are delivered, do you leave them in your 'Inbox' forever? Do you subscribe to a listserv or electronic newspaper that is delivered to your mailbox daily? By removing messages that are no longer needed, you can reduce your search time for email that you need to retrieve.

First, assess what email to keep and what can be deleted. An easy way to sort messages for viewing through your Outlook 'Inbox' is to view them by category. To review in this manner, select 'View' within the main Outlook menu. Next, select your Display Option: 'Date, From, To, or Subject'. Your email will now be grouped by the criteria chosen.

Once you've determined the email to be removed, highlight the message(s) and right-click and select 'Delete'. This action moves the deleted message(s) to a folder within the Outlook menu entitled 'Deleted Items'. Should you choose to view deleted items before permanent removal, they may be grouped by category as well.

To permanently remove every message you've selected for deletion, tab over to the 'Tools' menu, and select 'Empty Deleted Items Folder'. Select and highlight all email, right click on mouse, and hit delete.

Think of all the outgoing messages you've sent: do you need to save them all? May want to view these messages by category by using the same steps as described above. Consider a periodic assessment and review of your Outlook folders. A little maintenance and cleanup of your email can help to reduce time spent looking for that very important message.
This is an exciting time for the District as we focus on the future, and provide continuous improvement with the Self-Study process as a guide. WCCCD will undergo an accreditation evaluation in 2010, with the Higher Learning Commission (HLC) of the North Central Association (NCA). In an effort to share and keep important information in front of our stakeholders, the following outline of WCCCD’s HLC/NCA major achievements (to date) is being provided.

### HLC/NCA: Major Achievements

As part of Wayne County Community College District’s IT Asset Management Plan to provide efficient technology to our students and faculty, 1000 computers were purchased as replacements for several campuses and Learning Resource Centers. In March 2008, the first group of computers was deployed to the Downtown Campus. By Summer 2008, all 1000 will have been distributed throughout the District.

In compliance with the IT Asset Management Plan, the computers being replaced have been properly disposed of through a professional IT asset recycling company with a guarantee of data and hard drive destruction, in accordance with the standards of the Department of Defense - DoD 5220.22-m.

The deployment is a team effort which involves cooperation of Campus Presidents, Campus Security, Auxiliary Services, IT staff and the patience and understanding of our students, faculty and staff. We would like to take this opportunity to say “thank you” to everyone for their continued support in making this undertaking a success!
IT Staff “Telling Her Story”

RAHEL TADESSE

I started my journey at Wayne County Community College District in Spring 2003. My primary responsibility was maintaining the website, as well as, assisting the Distance Learning Department with ITV, Blackboard and e-learning platforms. I was also able to assist the Chief Information Officer (CIO) with other functions throughout the Department. Working in these capacities enabled me to interact with many staff members throughout the District.

Shortly after I joined the staff, the SCT Banner Project was implemented. My role shifted and I was assigned as the Training Coordinator and Technical Liaison for the Financial Aid module. Later, I was given an additional task of working on the Banner System with the Project Manager on all Banner Projects. My work with the Banner System helped me develop additional skills and opened many more opportunities.

Today, I assist the Vice Chancellor of IE/IT and the CIO as the IT Director. My goal is to continue to help this institution achieve the highest quality of service in providing the latest technology for students, faculty and staff. Although my degree in Computer Information Technology prepared me for the development of my career these past eight years, I believe that ultimately it is the opportunity I was given to be part of WCCCD that helped me grow professionally.

IE Staff “Telling Her Story”

LUcretia Jatta

I began my career at Wayne County Community College District in 2005 as a COMPASS Test Proctor and a Registration Aide at the Eastern campus. Although these assignments were short-term position, they played an invaluable role in educating me about the diverse culture and the campus communities.

In March, 2005 I temporarily worked as a Project Data Coordinator in the Institutional Effectiveness Department (IE). This position was the gateway to learn various aspects of the department and the college as a whole.

In November, 2006, I was re-assigned as an Academic Data Coordinator which lead me to my current position as Coordinator of Institutional Research and Planning. My responsibilities include, but are not limited, to monitoring and implementing special research projects and developing instruments such as surveys.

I am excited to have the opportunity to be a part of a dynamic world-class institution of higher education.