Spring Cleaning for Spring Semester!!

Tips for De-cluttering Your Outlook Mailbox!

Just like the mailbox that receives postal mail, the Outlook email inbox can only hold so many items before it cannot receive anymore. Consequently, if you have become a victim of extreme email clutter, you may not be able to send email items as well (they remain in the outbox).

Proactively cut down on the clutter by remembering the 3D rule:
1. **Deal with it:** Identify the email and respond if or as necessary.
2. **Disk it:** Save important documents to your hard drive and delete them from Outlook, especially if they are large, PDF, or have images. You can also create an Outlook Personal Folder to save important documents; call the Help Desk for more information on personal folders.
3. **Delete it:** Once you have addressed or saved an item, get it out of the inbox. In addition, there is no law that states you must open every email you receive. If you do not know the sender or can see that the item is SPAM, delete it immediately. Treat SPAM as you would junk mail in your home mailbox; dump it!

Remember to delete items in your Sent Items and Journal Folders; they take up server space as well!

**Speed the Cleaning Process**

- Make sure you have been emptying your deleted items folder.
- Large items need to go first; In the Outlook folder list, click on Search Folders and click Large Mail. You may save these items to your hard drive, personal folder or delete them.
- If you have multiple items to delete and they are adjacent, click on the first item, hold the shift key while pressing the down arrow key until you have highlighted the connected items, release the shift and arrow key and then press the delete key.

Remember, in order to continue utilizing Microsoft Outlook with no interruptions, try to keep your Outlook inbox items to a minimum. You may contact the WCCCD Help Desk for further details at (313) 496-2666.
Holiday Shopping Smart Phone Tips

When purchasing a Smartphone this holiday season there are a few key components that differ between phones. It is very important to find a phone with a hardware and operating system that best suits your needs as a user. The operating system/hardware:

- Manages the phone’s memory
- Manages the processes
- Manages the software and hardware
- Is the means through which the user communicates with the device
- The hardware is important because the hardware capabilities and limitations can compliment or hinder the operating system installed on the device

The Top Operating Systems for Smart phones are the Apple iOS, Android & Windows.

Operating systems are available on a variety of different phones through a variety of different service carriers and Apple iOS is only available on the iPhone. Important considerations when choosing an operating system are its user interface, applications/ openness to app development, features, data integration, and customization/personalization.

The Lighter Side of IT . . .

Recently, our Chief Security Officer, Solomon Asmelash, assessed the work areas and determined them to be at different levels of risk in regard to computer and data security. He made the following recommendations:

- Low Risk—so no one can see your passwords or what you’re typing
- Moderate Risk—ensures no one can see your passwords, typing or which website you’re visiting
- High Risk –ensures ultimate security only you will be able to view

Solomon then enlisted Angela Canoy-Simmons, our Administrative Specialist, to assist him in getting the word out. Here is her input...
A few things to remember as we start to use flash drives for transferring information from one computer to another:

- Never pull your flash drive out of the computer—you should click on the icon on the lower right and right click and click “safely remove or eject” before removing. Failing to do this can cause the flash drive to become corrupt.

- Set your virus scanner to scan all flash drives put into your system. Virus writers and hackers are now spending a great deal of time attacking flash drives and infecting files on them hoping to infect all the computers you use.

Scanning your flash drive:
- Disable Auto Play on your computer.
- Plug in your flash drive
- Open Computer and right click on your flash drive
- Click on Scan for viruses option

To Disable Auto Play in Windows 7
Control Panel > AutoPlay > Uncheck ‘Use auto play for all media and devices’ all auto play / auto run becomes disabled.

To Disable Auto Play in Windows XP
1.
2.
3.

To Disable Auto Play in Windows Explorer
1. Open My Computer
2. Right-click the CD-ROM drive or other drive and click Properties.
3. Click the AutoPlay tab. Within this section you will be able to specify all Windows AutoPlay features.
4. Disable AutoPlay on CD drive and other drives (Only on your personal computer)
5. Download and install TweakUI.
6. From the TweakUI interface click the + next to My Computer
7. Click the + next to AutoPlay
8. Select Drives and uncheck each drive you want to disable AutoPlay on.

Depending on what type of Anti-virus protection program installed on your computer, you can setup your anti-virus to auto scan all external devices when you plug-in to your computer.

A random drawing will be held once a month, for a limited time, and the lucky WCCCD students will win a new iPad! Winners will be notified via e-mail at their official WCCCD student e-mail account. Winners will have 48 hours, from the time of notification that they are a winner, to respond to the e-mail and claim their prize.

By checking your e-mail regularly you will be able to stay in-touch with all aspects of your educational journey at WCCCD. Remember to “STAY CONNECTED TO WCCCD” via your official student e-mail!

*Disclaimer: All WCCCD employees and their family members are not eligible for this contest (WCCCD employees include all staff and faculty).
Information Technology Helpdesk FAQs

The Helpdesk is a team of IT staff formed to provide technical support for faculty and staff using WCCCD computer technology to conduct business functions, in addition to providing support and ongoing maintenance for instructional technology centers & classrooms for students. The team consists of individuals from various technical backgrounds and is strategically structured to effectively address an array of technical related concerns to ensure adequate resolutions as required. The team members are committed to servicing the District to offer timely resolutions for technical computer related concerns.

Information Technology Accomplishments in 2011

- Upgraded windows based compass testing to online compass testing district wide
- Upgraded internet bandwidth for better performance
- Upgraded Student ID system with new software and hardware for all five locations
- Upgraded our DATA backup system
- Distributed 568 new workstations district-wide
- Upgraded various instructional software versions
- Expanded Wi-Fi throughout student break areas
- Implemented new computer connectivity throughout the district, such as the LRC, new classrooms, and new offices.
- Automated WebGate pin reset process as well as improved various functionalities in WebGate
- Provided multiple training sessions on technology related topics, such as Email Maintenance, Banner, etc.
- Centralized campus printer support/repair
- Expanded the usage of email communication by minimizing letter printing for various divisions in the District
- Implemented a new initiative, “Technology Needs Assessment Planning – TECHNAP for the district

On-line Chatting for Students with Comm100

- WCCCD Delivers Student Chat system Comm 100 The #1 Fastest Growing Customer Service Software. This tool will enable customer service divisions such as the call center and the retention center to assist students more efficiently. Comm100 is powerful, integrated software that will allow customer services division assist current and prospective students, as well as engage our website visitors in real time.

- Comm100 will be available on our website at www.wcccd.edu starting Spring 2012.

Give a person a fish and you feed them for a day; teach that person to use the Internet and they won’t bother you for weeks”
Anonymous