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Wireless Moves Outdoors and Other Recent Changes

This spring marked the arrival of the first outdoor wireless network on campus. TLS configured 3 initial areas, including the student quad, with access points and connectivity just in time for the nice weather. Chip Scally, Mike Davis, and Todd Matthews were able to complete the work in late April. You may read more in the article that follows.

As part of the Campus Initiatives Program announced to the students in May, TLS will be upgrading many of the public access sites, like Miller, with newer, faster Dell desktops. Additionally, 12 new Dells will be introduced in the library for greater access and availability. We also plan to increase the Internet bandwidth over the summer for student use in the fall.

New emergency phones equipped with blue light visual identifiers will be installed after July 1 at 7 key locations.

As always, please contact the Help Desk at x4357 to report problems, request help, and inquire about services. Client Services is located in Feldman 001.

William A. Brichta
Vice President for Technology and CIO
May 30, 2008
Outdoor Wireless at DVC

The wireless network at DVC is expanding! For a while now, wireless has been available in all residence halls, the library, Feldman, Mandell, and the Student Center. Now you can go outside and connect to the network. Outdoor wireless is available in 3 areas on campus – in front of Work Hall, in the Student Center courtyard, and in front of Feldman. You can sit outside and enjoy the nice weather while browsing the Internet, checking email, or working on papers.

You will need to have the Clean Access agent installed in order to use the wireless network. Clean Access ensures that your laptop has up-to-date virus protection and Windows updates. If you need help installing the agent, see the Technology page on the DelVal website or call the Help Desk at ext. 4357.
Report from Network Security Conference

The Educause Information Security Conference was recently held in Virginia. The purpose of this annual conference is to bring together information security professionals from colleges and universities so that common issues can be discussed. We attended this year’s conference on behalf of Delaware Valley College.

The most important common issue that all schools are wrestling with is how to protect the personally identifiable information (PII) of the students, faculty, staff, alumni and other people whose data the institution is obligated to protect. Schools are trying anything they can think of to accomplish this. Education and training of employees and students, encryption of computer systems, and limiting access to PII unless it is necessary are the top three ways that schools are trying to protect this data.

Identity management systems are another hot topic among schools. Identity management systems make sure that accounts and credentials are created when needed, destroyed when not needed, and managed securely during their life span. In other words, the goal is to make sure that when you log onto a system, the system is sure that it is you logging on and not someone else using your password. There is a lot involved in implementing a good identity management system, but this is something that bigger schools are currently working on and smaller schools will be doing in the near future.

Many other important topics were discussed, but the common theme is that we are all in this together. Not only do we need to work together on campus to create a secure information technology environment, but all schools and universities will need to work together to stay ahead of the “bad guys”.

If you’d like to learn more about the conference, feel free to contact us!

Mike Davis
Manager of Information Security

Chip Scally
Network Adminstrator

Return to Newsletter
New Datatel Resource in Lasker

The focus of TLS this year is improved customer service. As part of this effort, a Datatel support person is now located in Lasker Hall. Colleen Perkins is in the Accounts Payable office on the first floor. We hope that having Datatel support more readily available will encourage users to ask questions and make requests. We also hope that these interactions will give us a better understanding of the needs of the various offices in the building. Our goal is to promote the use of the Datatel system, enable users to get the information they need, and increase user satisfaction with the system. Stop in and say hi to Colleen when you are in the area!
**Brenda Lazarus Promoted to Manager, Help Desk Operations**

Brenda Lazarus has been promoted to the position of Manager, Help Desk Operations, in the Technology & Library Services Department (TLS). In this position Brenda will be in charge of the daily operations of the help desk, Avaya telephone system, and computer service technicians. She can be found in Feldman Room 1. Brenda, a long term employee, graduated from DVC in 1993 with a BS in Computer Information Systems Management (CISM). While pursuing her degree, Brenda functioned as a part-time work-study student from 1991-1992. After completing the work-study program, she worked part-time as a PC Specialist from 1992-1993, attaining a full-time position as a PC Support Specialist in late 1993. In 1998 the position evolved into Software Specialist, and then in 2004 she assumed the role of Support Services Coordinator. Brenda is married with two children, Kala and Jason, and she lives in the Doylestown area.

**Ann DeMatteo Retires**

Ann DeMatteo, part-time acquisitions assistant at the library for almost 30 years, retired in March. For many years, from the mid-1970s until the 1990s, in addition to her work in the acquisitions office, Ann worked the night shift downstairs in what was then the Periodicals Department. Her work shift ended at 11pm. Ann was always happy to talk with students and staff about two of her favorite interests, films and cooking. She looks forward to spending even more time with her children and grandchildren. She’ll still be connected with the college because she takes classes at the CLR (Center for Learning in Retirement), and her husband John teaches the occasional course as well. She will be missed by her colleagues.
Enhancements to Library Catalog

If a picture says a thousand words, then the library’s online catalog is doing a lot of talking! The library recently added book cover images to its catalog display, thereby creating a more appealing interface for patrons. Additional enhancements to the catalog include links to reviews, tables of contents, excerpts, and publishers’ descriptions. Not only do these enhancements make searching the catalog a more pleasurable experience; they also provide useful information about the book, which, in turn, facilitates a patron’s selection of library materials.

Check out the new catalog! Go to http://www.delval.edu/library and click on Books.
**Many Blackboard Training Opportunities Available**

Since Blackboard will completely replace ERes and Angel across campus soon, now is the perfect time to learn more about Blackboard and what it can do for you.

There are a variety of training opportunities and other resources available to you. Whether you prefer formal training, informal support groups, one-on-one assistance or information online, something is available for you.

The next formal Blackboard training session, Blackboard Basics, will be held in June. This training is approximately 3 hours and covers the basics, including how to create and maintain a Blackboard course site as well as how to enter and track student grades. If you are interested in attending, please contact me (x2467) to reserve your spot. The exact date will be announced shortly.

If you prefer informal, support-group-type assistance, Blackboard User Group Meetings are casual meetings that are held monthly on various days and times throughout the year. Anyone is welcome to attend as this is a free forum for faculty to exchange ideas, ask questions, and receive technical support. Keep an eye out for the next meeting invitation, which will be arriving in your inbox soon.

I am also available 5 days a week throughout the year for one-on-one assistance. Whether you have a simple question or need time to review material, please feel free to make an appointment or simply stop by (Elson 115) at any time. In addition to answering questions or providing technical assistance, I can also help develop or design your course sites.

Lastly, for more information on Blackboard, visit the Blackboard web pages which can be accessed by choosing “Blackboard” from the Quick Links drop-down box on the homepage of the college’s website. New information will be added throughout the summer.

Take care,

Cindy Renner
Assistant Director of Educational Technology