

SPRING 2022

TECH NEWS

INFORMATION TECHNOLOGY

E-NEWSLETTER



Destiny One

71% of college and university students are non-traditional learners, yet institutions are still using old systems designed to process degree-program students. Destiny One is a non-traditional student management system with eCommerce solutions, including Amazon-like shopping cart and integrated payment processing technologies. It will Provide a digital experience that modern learners expect, while converting them faster, and increasing enrollment.

Information Technology will be working closely with Instruction to implement Desitny One Student Management System for non-traditional students during the Spring and Summer semester.

Training opportunities will be provided by CETL when they become available.

What's Inside?

BUILDING ON BANDWIDTH

IT has completed the installation of high speed fiber on our campus increasing internal network speeds by 900%. Read more on page 2

WIRELESS CLASSROOMS

Have you ever wanted to connect your tablet, computer or phone to your projector or HDTV in the classroom? You will be able to do this and more using our wireless technology. Read more on page 4.

CLASSROOM TECHNOLOGY UPDATES

Several classrooms are scheduled to be completed this spring with new technology. Read more on page 5.

Fast. Faster.

Network Speeds increased from 1 Gbps to 10 Gbps!

900% faster than our old building to building network speeds



BUILDING ON BANDWIDTH

Powered By Aruba

Today, the need to provide higher communications speeds (bandwidth) for smart phones, tablets and portable computers, and Wi-Fi has dramatically increased at Piedmont Community College. The need for higher bandwidth is being satisfied by the increased deployment of high bandwidth fiber optics. IT has increased communications speeds to all buildings on campus by 900% while improving redundancy.

IT SATISFACTION SURVEY

Powered By IT

Information Technology is an integral part of the college and is committed to being a strategic partner to the college and communication is essential to being engaged. The IT survey will be administered annually. The survey will be created to offer the Pacer community an opportunity to provide feedback on the technology services offered to the College. This feedback will be used by IT to optimize and improve IT services and enhance relationships with end users

I would like to thank everyone who participated in the Fall 2021 IT Satisfaction Survey. We had an exceptional response with well over 100 employees giving IT their feedback. I am truly grateful for all your feedback and together we take your IT experience to the next level.

INFORMATION TECHNOLOGY SURVEY RESULTS



NEW IT WEBSITE

Powered By Wordpress

Visit the new Information Technology website at www.piedmontcc.edu/it. Your one-stop IT shop to gain access, get help, and find services to make your job easier. This site is a dynamic site with new content being added daily. Visit today!



SERVICENOW SSO

Powered By IT

Information Technology has integrated its Helpdesk software (ServiceNow) with single sign-on. This allows users to use their email username and password to login and submit or review tickets.

DIGITAL SIGNAGE

Powered By RV

Information Technology is implementing a new digital signage infrastructure that can relay important information like changes in class schedules, exam schedules and campus events. But that's only the start because the technology can also be used to display news or advertise activities that are only relevant to a particular department.

IT QUICK START GUIDE

Powered By IT

Looking for help with a technical issue, advice for an upcoming computer purchase, consultation on a technology project, request for an audio/visual setup, guidance on how to use a specific application, or any other IT need? A number of technology resources are available to you in the IT Quick Start Guide to get you started. Available on the [IT Website](#).

ELECTRONIC FORMS

Powered By TeamIA

Working closely with Student Development Information Technology implemented technology called TeamIA that improves efficiency, reduces paper volumes, and decrease redundant activities. Workflows may include applications to enhance processing within a department or enterprise.



New to
PCC?

See the IT
Quick Start Guide
to help you get
started

CLICK HERE





CONNECTING
YOUR
DEVICE TO A
COMPUTER OR
PROJECTOR

Using WiFi

WIRELESS CLASSROOMS

Powered By AirServer

AirServer can transform a simple big screen or a projector into a universal screen mirroring receiver. It does this by implementing screen mirroring technology called casting. With AirServer enabled on your projector or HDTV, students and faculty can use their own devices such as an iPhone, iPad, Mac and Android, to wirelessly mirror their display over to the projector, instantly turning the room into a collaborative space. Information Technology will be deploying Airserver to all classrooms starting in Spring 2022. Learn more by visiting the [IT website](#).

COLLEAGUE SELF-SERVICE FINANCIAL MANAGEMENT

Powered By Ellucian

Information Technology implemented a new module in Colleague Self Service. This module is a query tool that enables managers to easily monitor department budgets. Gone are the days when you have to jump through multiple screens to locate purchases or review your budget. Visit the [IT training webpage](#) to learn more.

TECH PURCHASES & STANDARDS LIST

Powered By IT

The demand for technology and technology-related services at PCC is increasing dramatically. In an effort to better service PCC, IT has developed a standard equipment list. Standardizing on our technology purchases allows IT to better obtain, support and service technology in your building. Visit [IT webpage](#) to learn more.

CLASSROOM TECHNOLOGY UPDATES

Powered By ITS

Think about it, if students are growing up in a world that requires them to be tech-savvy, then shouldn't tech play a big role in their classroom experience? Information Technology Services is updating classroom technology in:

- B101
- B102
- B103,
- B112/113
- C103
- C104
- C109
- C110
- C112
- F201
- F203
- F204A
- F204B
- F208

These classroom are scheduled to be completed in the Spring semester. An engaged student is a productive student.

IT STAFF DEVELOPMENT

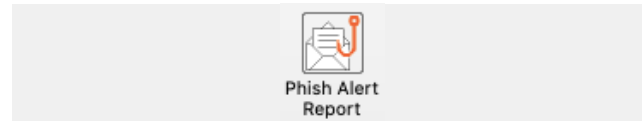
Powered By ITS

While students go about their studies this semester, IT staff are also honing their skills and attending training on various software products such as Microsoft Windows 10, Network +, and Microsoft Endpoint Configuration Manager. The IT world is an ever-changing environment. Keeping up with current security trends, plus software and operating system updates is now more important than ever.

REPORT PHISHING

Powered By KnowBe4

Did you know that 94% of malware was delivered via email? Learn how to use the Report Phishing button in Outlook to easily report all necessary information to IT. For instruction [click here](#) or visit the new IT website for this and a lot more information at www.piedmontcc.edu/it.



TECHNOLOGY AT A GLANCE

Powered By ITS

Technology at Glance is a listing of technology projects that are happening at Piedmont Community College. Each item includes a brief description and anticipated completion date. You can view this document by visiting the [IT website](#).

KIOSKS

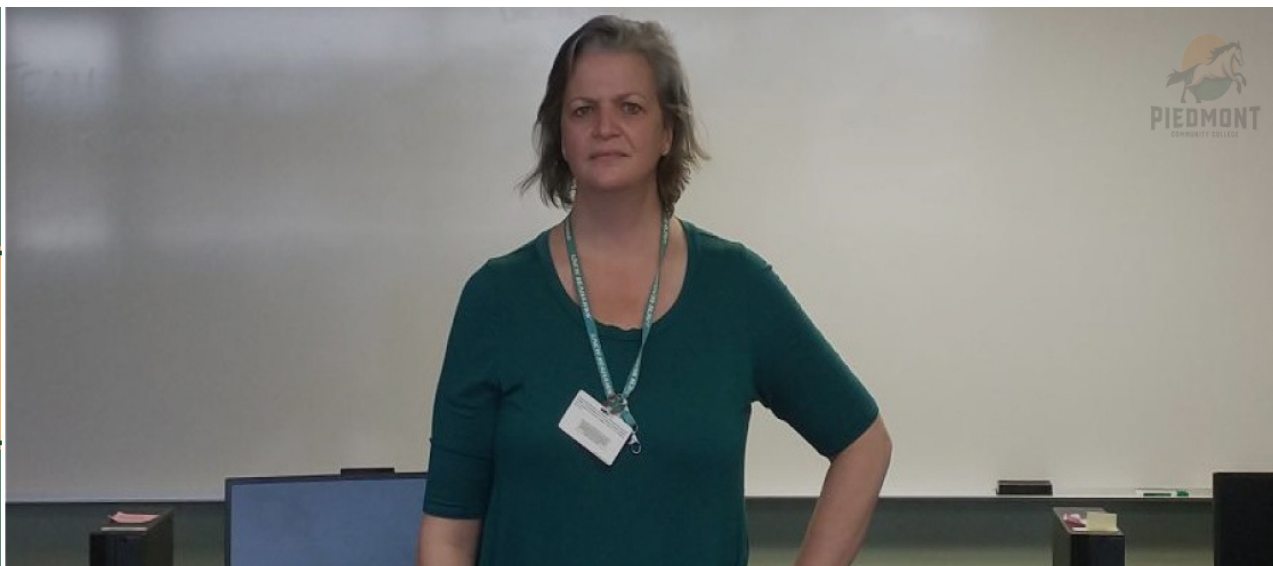
Powered By Viewsonic

Working with Trio and Student Development Information Technology will be deploying kiosks on Caswell and Person campuses. These 55" 4K Ultra HD all-in-one free-standing digital ePoster kiosks are great for grabbing student attention in busy, high-traffic areas.

Learn more about those that are here for you...

INFORMATION TECHNOLOGY

STAFF HIGHLIGHT



Lisa Wiley

Help Desk Technician II

Lisa has been with PCC for over 6 years



KEEP

Up!

READ THE IT NEWSLETTER!
WWW.PIEDMONTCC.EDU/IT

