

FALL 2023

# TECH NEWS

INFORMATION TECHNOLOGY

E-NEWSLETTER



## BREACHES STOP HERE

CLOUD-DELIVERED  
ENDPOINT PROTECTION

### PCC Deploys CrowdStrike

In an exciting collaboration between MCNC and Piedmont Community College (PCC), students and faculty can now benefit from an enhanced cybersecurity framework at no cost. This innovative partnership has facilitated the deployment of CrowdStrike, a cutting-edge cybersecurity platform, empowering the college community with advanced threat protection.

Thanks to the combined efforts of MCNC and PCC, the deployment of CrowdStrike offers comprehensive security solutions that safeguard sensitive data and digital assets. With the ever-evolving landscape of cyber threats, this strategic alliance ensures a secure environment for learning and collaboration.

This initiative showcases the power of collaboration between educational institutions and technology leaders. By harnessing the expertise of both entities, MCNC and PCC have laid the foundation for a safer digital future, reinforcing their commitment to the well-being of students and staff alike.

### What's Inside?

#### NEW TEC ROOMS

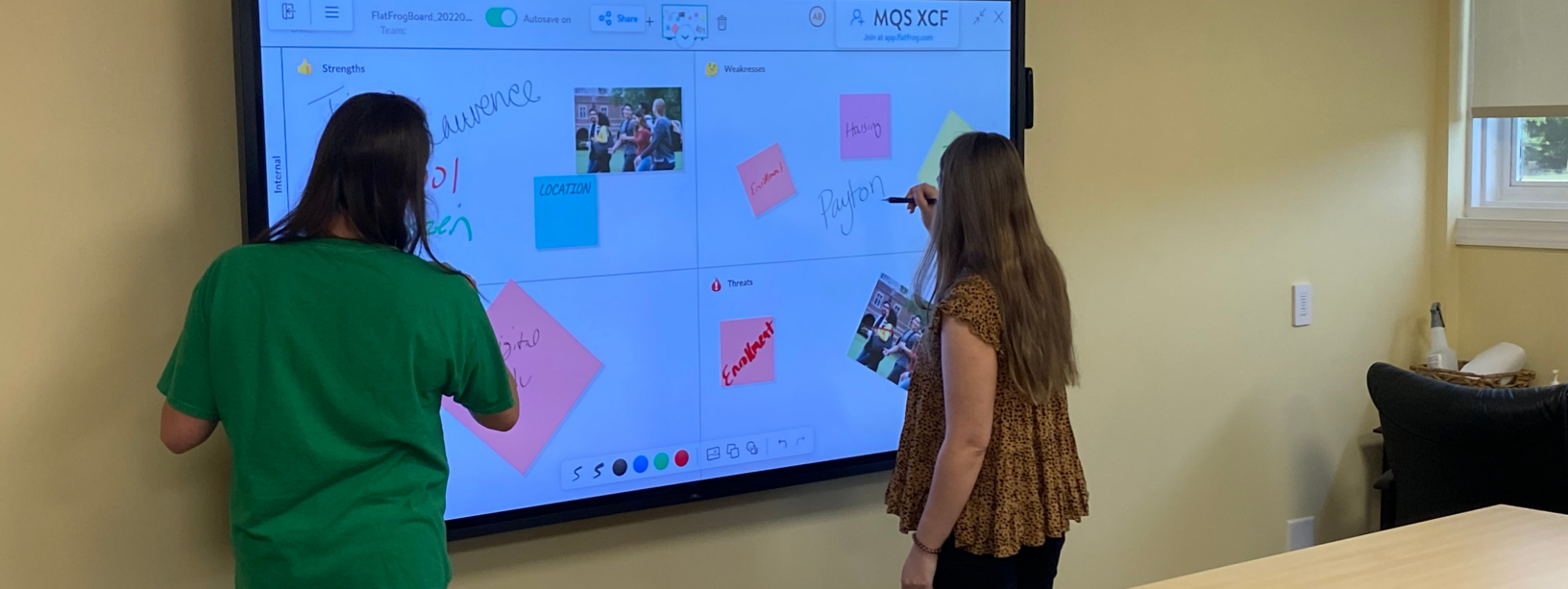
Phase 3 of our Technology Enhanced Classrooms is now finished, adding to the tally of 30 completed rooms. [Read more on page 2.](#)

#### COURTYARD WIFI

InformationTechnology has taken a significant step in enhancing campus connectivity by extending WiFi coverage to its vibrant courtyard. [Read more on page 4.](#)

#### WEBADVISOR RETIRED

Piedmont Community College has taken a significant step in its digital transformation journey by retiring Ellucian WebAdvisor and seamlessly transitioning to Colleague Self Service. [Read more on page 6.](#)



## Technology Enhanced Classrooms (TEC) Powered By IT

Exciting news: Phase 3 of our Technology Enhanced Classrooms is now finished, adding to the tally of 30 completed rooms. These innovative spaces foster interactive learning and engagement. Learn more about the cutting-edge transformations by clicking on the button below. Empowering education through technology!

[Click here to Learn More](#)

## YUJA IS REPLACING VIDGRID Powered By YUJA

PCC is proud to announce its transition from VidGrid to YuJa, a move poised to revolutionize the educational experience. This strategic shift comes with an array of benefits that will enhance both teaching and learning. YuJa offers an intuitive interface that simplifies content creation, fostering a more interactive and engaging classroom environment. The platform's advanced video management system ensures seamless organization and accessibility of multimedia resources.

One of the standout advantages is YuJa's robust analytics, providing instructors with insights into how students engage with their content. Additionally, YuJa offers comprehensive captioning options, reinforcing PCC's commitment to inclusivity. Collaborative features like real-time discussions and in-video quizzing facilitate dynamic interactions among students and educators.

As PCC embraces YuJa, it underscores its dedication to staying at the forefront of educational technology. This transition promises to empower both instructors and students, elevating the quality and accessibility of learning at PCC.

[Click here to Learn More](#)





## DATA IN THE CLOUD

Powered By Druva



Information Technology has taken a significant step towards safeguarding its digital infrastructure by implementing cloud backup through Druva. This strategic move enhances data security, ensuring the protection of vital academic and administrative information.

With Druva's cutting-edge cloud backup technology, PCC gains the advantage of seamless, automated data protection. In the event of data loss, system failure, or other unforeseen circumstances, Druva's robust backup system guarantees the recovery of critical information. This integration also streamlines the backup process, freeing up resources and time for PCC's IT team to focus on more strategic initiatives.

The partnership with Druva reflects PCC's commitment to staying ahead in the realm of technology, maintaining the integrity of its digital assets, and providing a secure environment for both faculty and students.

## COPIER REFRESH

Powered By Xerox

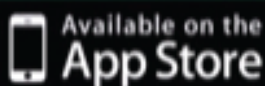
PCC is embarking on a transformational upgrade in its administrative operations by replacing its existing copiers with state-of-the-art Xerox copiers. This initiative reflects PCC's commitment to enhancing efficiency and productivity across its campuses.

The introduction of Xerox copiers brings a range of benefits to the PCC community. With cutting-edge features such as faster printing speeds, high-quality output, and advanced scanning capabilities, these copiers will streamline document-related tasks for both faculty and staff. Moreover, Xerox's reputation for reliability and innovation aligns seamlessly with PCC's dedication to quality service.



By adopting Xerox's advanced technology, PCC is poised to optimize its administrative processes and empower its workforce with efficient document management solutions. This transition reinforces PCC's mission to provide the best possible resources to support its educational endeavors, ensuring that administrative tasks are seamless, allowing educators to focus on what truly matters: educating and inspiring students.

# DOWNLOAD OUR APP TODAY!



Official Launch Just Around the Corner!



# Transforming network infrastructure for high performance

## NETWORK REDESIGN

### Powered By IT

PCC has embarked on a network redesign initiative to enhance the educational experience for its students and improve overall efficiency. Recognizing the critical role that technology plays in education today, the college is committed to providing students with a cutting-edge learning environment. By modernizing its network infrastructure, PCC aims to ensure seamless connectivity, faster access to online resources, and improved cybersecurity measures. This network redesign is a testament to the college's dedication to staying at the forefront of technology and its unwavering commitment to delivering the best possible education to its students.

## COURTYARD WIFI

### Powered By Aruba

Information Technology (IT) has taken a significant step in enhancing campus connectivity by extending WiFi coverage to its vibrant courtyard. This strategic implementation enables students, faculty, and staff to stay connected and productive in outdoor settings.

The introduction of WiFi in the courtyard transforms it into a dynamic hub for learning and collaboration. Students can now engage in research, access online resources, and work on assignments without the limitations of indoor spaces. Faculty can conduct interactive outdoor classes, and staff can seamlessly manage tasks while enjoying a change of scenery.

This enhancement aligns with IT's commitment to providing a cutting-edge learning environment that adapts to modern needs. IT continues to prioritize innovation, ensuring that the campus remains an inclusive and technologically advanced community for all.





## Zoom Single Sign-On

Powered By Zoom



PCC has streamlined virtual collaboration by seamlessly integrating Zoom with our Active Directory, introducing a single sign-on (SSO) system. This innovative approach simplifies access for faculty and staff. Now, with just one set of credentials, users can effortlessly log into Zoom, minimizing login hassles and enhancing efficiency. This integration not only ensures a smoother user experience but also strengthens cybersecurity by centralizing authentication. PCC's commitment to enhancing remote learning and communication is underscored by this integration, enabling the college community to engage seamlessly and securely in the digital landscape.

[Click here to Learn More](#)

## Self Service 2FA

Powered By Microsoft

Information Technology is reinforcing cybersecurity in its digital ecosystem by implementing Two-Factor Authentication (2FA) into Colleague Self Service. This strategic move adds an extra layer of protection to sensitive information and account access. With 2FA, users logging into Colleague Self Service will be required to provide a secondary verification method, such as a mobile code or authentication app. This advanced security measure shields personal data from unauthorized access and ensures the privacy of student and staff records.

[Click here to Learn More](#)

## New Intranet Site Coming

Powered By IT

Piedmont Community College (PCC) is embracing enhanced internal communication and collaboration with starting to develop a dedicated SharePoint Intranet site. This strategic initiative aims to create a centralized hub for information sharing, fostering seamless interaction among staff, faculty, and departments.

The SharePoint Intranet site will serve as a dynamic platform for disseminating announcements, sharing documents, and facilitating real-time discussions. Its user-friendly interface ensures easy navigation, empowering employees to access essential resources and stay informed about institutional updates. This centralized approach streamlines communication, reduces redundancy, and enhances overall operational efficiency.

Piedmont Community College Landing Page Divisions Edit

PIEDMONT Piedmont Community College Landing Page Home Divisions Site Contents Recycle bin Edit

Learn more →

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News + Add See all

How we're helping teachers and students with Microsoft... These new Teams features ma...

NC Representative, Ray Jeffers, to speak at PCC's... Piedmont Community College...

These new Teams features...

PCC's commitment to technological advancement is evident in the creation of this Intranet site, which encourages knowledge-sharing and cross-departmental engagement. By harnessing the power of SharePoint, PCC is not only optimizing internal workflows but also cultivating a collaborative environment that fuels innovation and productivity across the campus community. Expect to hear more about this in the Spring of '24.

# ADVANCED PATCHING

Powered By Faronics

Information Technology (IT) is stepping up its IT support game by introducing Faronics Deploy Remote Management. This strategic implementation enhances the college's capacity to assist students, faculty, and staff seamlessly. With this advanced tool, The IT team can remotely troubleshoot issues, perform updates, and provide assistance, ensuring a smooth and efficient technology experience for the entire campus community. This move underlines PCC's commitment to harnessing innovative solutions to bolster support services and empower its educational mission.

# WEBADVISOR RETIRED

Powered By Ellucian

Piedmont Community College (PCC) has taken a significant step in its digital transformation journey by retiring Ellucian WebAdvisor and seamlessly transitioning to Colleague Self Service. This strategic move aligns with PCC's commitment to providing an upgraded and streamlined experience for students and staff. Colleague Self Service offers a modern and intuitive platform, ensuring smoother navigation and improved access to essential academic and administrative resources. PCC continues to prioritize innovation, enhancing its technological infrastructure to better serve its campus community.

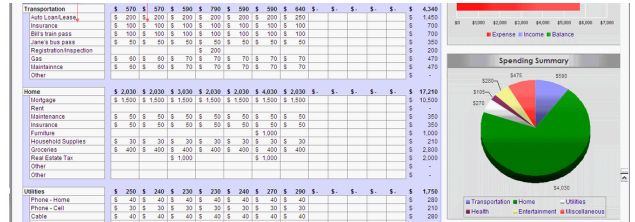
# NEW HR TICKETING SYSTEM

Powered By GOFMX

Human Resources collaborated with Information Technology to introduces a new ticketing system, streamlining support and enhancing efficiency in resolving HR-related inquiries and issues.

# NEW BUDGETING TOOL

Powered By Clarity



Piedmont Community College's Finance Office and Information Technology have united their expertise to successfully introduce Clarity, a cutting-edge financial budgeting tool. This collaborative effort demonstrates PCC's commitment to precise financial management. Clarity equips the Finance Office with powerful features for accurate budget planning and analysis. This joint venture highlights the college's dedication to innovation and informed decision-making, enhancing PCC's financial stability through efficient resource allocation and strategic fiscal planning.

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

INFORMATION TECHNOLOGY

**STAFF HIGHLIGHT**

PIEDMONT COMMUNITY COLLEGE

Page 6



**Jose Gonzalez**  
 Technology Support Technician  
 Jose joined PCC in November of 2022



# Media Enhancements in

- S100
- D101
- D120

## MULTIMEDIA ENHANCEMENTS

### Powered By IT

Piedmont Community College's multimedia upgrades include room D120 with new microphones and tracking lanyards, RoboTRAK camera in D101, and synchronized projector-screen states in S100. These enhancements enrich interactive learning experiences campus-wide.

## WIRELESS SURVEY

### Powered By Ekahau

Information Technology is poised to enhance campus wireless networks using the specialized software, Ekahau Site Survey. This cutting-edge technology is set to map and optimize wireless connectivity across both the Person and Caswell campuses.

Ekahau Site Survey's advanced features enable accurate and comprehensive assessments of wireless coverage, identifying potential dead zones and signal strength issues. By visualizing network performance, IT teams can strategically position access points for optimal coverage, ensuring students, faculty, and staff benefit from seamless and robust wireless connections.

## CLOUD FIREWALL

### Powered By Palo Alto

Piedmont Community College is taking cybersecurity to the next level by implementing the Palo Alto Firewall within our AWS cloud environment. This strategic move underscores PCC's commitment to safeguarding sensitive data and enhancing digital security.

The integration of Palo Alto Firewall brings robust protection, enabling real-time threat detection and prevention across our cloud infrastructure. This advanced technology ensures that all data flows within the cloud are thoroughly inspected, thwarting potential cyber threats before they can compromise our systems.



KEEP

Up!

READ THE IT E-NEWSLETTER!  
[WWW.PIEDMONTCC.EDU/IT](http://WWW.PIEDMONTCC.EDU/IT)

