



OCUSD TECHNOLOGY DEPARTMENT NEWSLETTER



Technology Department Monthly Newsletter

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Monthly Update

By: Justin Carr

We've finally made it through the winter and spring has arrived! The tech department continues to work hard to upgrade the technological infrastructure of the school district. Between increasing the wireless capabilities, adding fiber optic cable, improving the internal network, and deploying new computers to staff, we expect to be in a good position from a technology standpoint. These changes will make everyone's jobs easier going forward.

We are still actively working to get the new laptops rolled out. We have been working towards a solution that will allow teachers to access their files from home on these laptops. We're hopeful this will help teachers save time and to avoid unnecessary return trips to the school. I've already heard many stories of teachers running back late at night, just to print a document. Once we get the configuration correct, we will be able to start rolling these out much faster.

If you have a special request for us to handle within your classroom, please let us know before the end of the month and we will try to accommodate you during the extended break.

Ticket efficiency continues to improve. Most tickets are now being resolved within 24 hours, and the ticket count has largely stayed in single digits. We continue to work to improve resolution time, along with preventing issues before they escalate to being an open ticket.

The tech department can be reached at ext. 5005 and support@ocusd.net as a group. This is the most efficient way to reach us.

Coming Soon:

- New laptops by the end of the summer
- The ability to access files from home on the laptops
- Student wireless access

Ticket Information:

- Current tickets open: 10
- Number opened last month: 99
- Number closed last month: 102
- Average closing time: 485 minutes (8 hours, 5 minutes)

Submit specific technology related questions or subjects you would like to have addressed to technews@ocusd.net



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Tech tip of the month

Laptop Care

As you all know, we are in the initial stages of deploying new laptops to the staff. We are in the final stages of testing the script needed to configure them all, and we expect to start issuing them soon. Switching from a desktop to a laptop will bring some subtle changes to the way you use and care for the computers. Laptops are more prone to damage, so I compiled some tips to care for them to allow for a longer lifespan. Many of these things may seem obvious, but I just wanted to compile a complete list for everyone.

1. **Keep the battery cool.** Batteries have a limited lifespan, and keeping it cool will extend its life. Be mindful of airflow as well. If the air vents are blocked, the device will heat up quickly. For example, don't use it on your bed or on a blanket. Doing so will shorten the battery life.
2. **Keep the keyboard clean.** As dust, crumbs, and other items get into the keyboard, it can eventually impact the use of the keys. If you notice keys start to stick, shut down the computer, turn it upside down and gently tap the bottom to get the crumbs to fall out. Using a can of compressed air every so often is also effective. If a sugary liquid or something sticky gets on it, Q-Tips and rubbing alcohol are effective. Keeping your hands clean when using the keyboard also is important.
3. **Keep the screen clean.** A dry microfiber cloth is best, because other materials can scratch the screen.
4. **Use it as a desktop at home.** If you plan on using the laptop at your desk at home, try adding a monitor, keyboard, and mouse. It will reduce the chance of getting food and beverages on the laptop. It's also better for the user's posture and can help avoid pain from being hunched in an uncomfortable position.
5. **Find the right carrying case.** It is very easy to damage the casing and the screen when transporting a laptop. There are many good options, depending on your carrying preferences.
6. **Don't put anything heavy on the laptop.** The screen and hinges can easily be damaged if a heavy object is placed on the laptop (opened or closed).
7. **Don't leave it in your car.** Extreme heat and cold can damage the sensitive electronics in the laptop. Also, the risk of theft impacts is present.
8. **Be careful with the power cord.** Avoid pulling on the power cord, as it can damage the charging port over time. Also, avoid rolling your chair over the cord. This can lead to a short in the cord, which can damage the laptop.

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Self Education Links

Tips and tricks to work more efficiently in Powerpoint:

<https://support.office.com/en-us/article/PowerPoint-2010-tips-and-tricks-21bead9d-9c16-4e65-b333-b1801353a562>

Tips and tricks to work more efficiently in Word: <https://support.office.com/en-us/article/Word-2010-tips-and-tricks-02b727c0-3826-40d3-8508-978fea06774c>

Printable cheat sheet of Windows 7 shortcuts: <http://www.shortcutmania.com/Windows-7-Keyboard-Shortcuts-printable-cheatsheet.htm>

Tech Question of the month

Q: What do I do if my web browser accidentally gets stuck on 'full screen' mode?

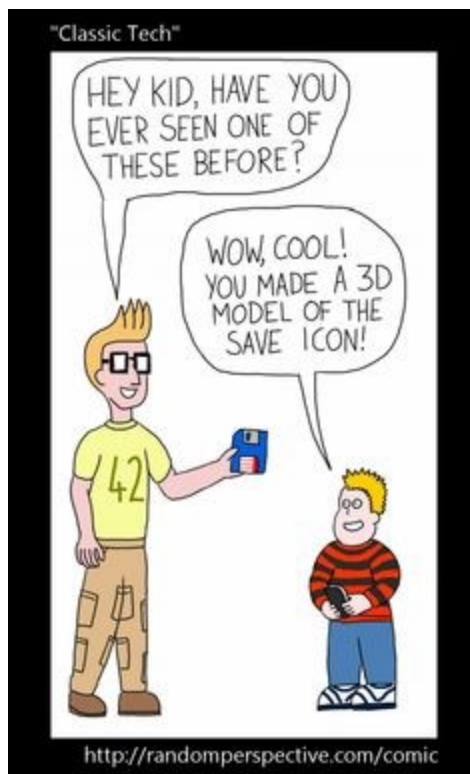
A: Chrome: F11

Firefox: F11

Internet Explorer: F11

Edge: Not available

Tech Humor



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