

Words to the Wise

One Source
One System

ncwise » NORTH CAROLINA WINDOW OF INFORMATION ON STUDENT EDUCATION

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Happy New Year!



VISIT US ON THE WEB:

www.ncwise.org

For story ideas or questions you would like to see answered in this newsletter, please contact NC WISE Information Specialist Michele Burton at 919.807.3456 or mburton@dpi.state.nc.us

2010 NC WISE Winter Symposium “One Team”

The North Carolina Department of Public Instruction’s NC WISE staff and management are pleased to invite you to the 2010 NC WISE Symposium. The event will be held Feb. 22-24, 2010, at the Sheraton Greensboro at Four Seasons.



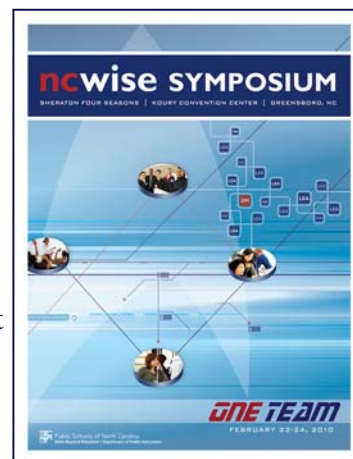
For the past 24 years, the Symposium has been a highlight event for our customers. Training and networking opportunities between NCDPI and LEAs throughout the state that share the desire to serve the children of North Carolina make this such a great event.

It is our aim to ensure each year’s Symposium provides current and relevant information that can and will be used to improve our school processes.

Our focus this year will be “One Team”. Everyone working together, LEA to LEA and LEA to NCDPI, NCDPI to LEA. We encourage each LEA to attend this informative symposium to assist you in student reporting and software training. With future symposiums in question, we want everyone to have this networking opportunity with DPI and other LEAs that have the same student data goals.

Because of the number of participants, pre-registration is strongly advised. Register now by visiting the NC WISE Web site at www.ncwise.org. Hotel reservations may be made by contacting the hotel directly and specifying the 2010 NC WISE Symposium for the appropriate rates.

We look forward to seeing you at the Symposium!



NCDPI Explores the Power of Google Voice

With the economy showing slow signs of recovery, NCDPI continues to find ways to cut costs from its daily operational expenses.

Members from the Technology Services Department recently started using Google Voice, a free service offered by Google, as a way to reduce ITS revenues for long distance phone services.

Google Voice allows users to obtain a new phone number within their specified area code and local exchange. It provides a comprehensive set of features no other phone service offers. Two of the most popular features include the ability to have calls to the new number ring to several other phones such as cell, work and home all at once and free long distance calls within the United States.

According to Peter Asmar (Chief Information Officer), the most cost saving feature for NCDPI would be the call feature. When using the feature from the Google Voice Web page, you click “Call” and type the number you want to call, for example a long distance call to California. Google Voice will then call your office or home phone, whichever you choose. As soon as you pick up the phone, it will then connect you to the long distance number in California by using Voice Over IP. There is no charge for the long distance call because incoming calls on landlines are free.

“It’s just as easy to type a number into Google Voice on my laptop as it is to type a number on my phone,” Asmar said. “So I use it whenever I make long distance calls from my desk. Why pay for a long distance call, if they’re free using Google Voice?”

Not only has Google Voice been a success in the building but it has also been very effective for those working remotely.

John Warf (Network Analyst/Connectivity Services) works remotely and depends on his cell phone to communicate with LEAs across the state. When the agency was no longer able to provide work issued cell phones, Warf was concerned that he may face overage charges because he was using his personal phone now for business too. “I am on several conference and tech support calls with school districts daily that range from just a few minutes to an hour or two,” he said. Google Voice now allows him to make all his calls for free. His average usage with his Google Voice number is anywhere between 1400 to 1600 minutes per month. A basic plan with Verizon Wireless which includes 1350 minutes is \$79.99.

While the cost savings alone are the most attractive feature, there are many more features which make this tool a success. Cynthia Sartain (Technology Consultant/Division of Instructional Technology) said she is able to stay on track with her callbacks much easier now thanks to Google Voice. She is able to retrieve her voicemail via her Google Voice and get an email with the message information included in the content of the voicemail.

“Add-on packages with these features could be cost prohibitive especially in our economic times,” she said. “Why wouldn’t we consider such a great service at no cost to us. I believe it would be a great benefit to many at NCDPI.”

Currently Google Voice is only available after you receive an invitation from Google and there is waiting period due to all the requests. To request an account, visit <https://services.google.com/fb/forms/googlevoiceinvite/>.

MAINTENANCE WEEKEND**» UPCOMING DATES**

2010

February 19-22

March 19-22

April 23-26

May 21-24

June 18-21

**New CCB Co-Chairs
Selected****Nancy Hatley** (Stanly) and **Robin****Honeycutt** (Catawba)

have been named as
the new co-chairs of
the Configuration
Control Board (CCB).

ncwise
**Configuration
Control Board**

The CCB is an advisory group made up of representatives from small, medium and large LEAs. Together, they review and prioritize enhancement requests for the current software package. The group meets every third Thursday of each month.

Upcoming NC WISE Training Opportunities

New User Data Manager Training

January 25-29

This five day hands on session is a basic class that covers the functional aspects of the NC WISE integrated solution. This session is designed to cover basic topics like Navigation, School Information, General Student information such as Demographics and Testing, working with Student Course Selections, Marks and an introduction to Web Apps/UERS. The ideal attendee has 0-6 months of NC WISE experience.

Please register at least two weeks prior to the training session. We must have at least 10 attendees to conduct the course. If there are not at least 10 attendees, those who have registered will be contacted and notified that the course has been canceled.

For information on training and registration please visit <http://www.ncwise.org>.

Please contact the NC WISE Training Team at NCWISETraining@dpi.state.nc.us with any questions.

NC WISE Comings & Goings

Hello!

Jeannette Atkinson

recently joined the
Software & Data

Management Team as a Business
Technology Analyst. Jeannette has
worked previously for North Carolina
State University, as well as IBM.
In her spare time, Jeannette and her
husband enjoy ballroom dancing.

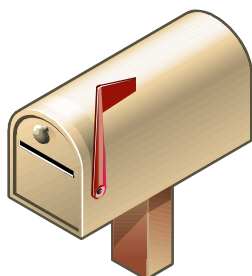


NC WISE Business Manager **John**

Gilmore has left
NCDPI to pursue a
position with the
Sampson County

Goodbye!

Schools. John's work has been much
appreciated and we wish him well in his new
endeavor.



Comments & Suggestions

As always we welcome your comments, feedback,
suggestions and story ideas! Please contact us through
the NC WISE Mailbox at ncwise@dpi.state.nc.us

SECURITY ALERT!



The NC WISE team wants to remind LEAs and schools of
the primary importance of maintaining user security when
controlling access to the NC WISE system.

This reminder comes in light of a recent alert we received
which indicated that a successful security breach was
attempted. The individual who inappropriately accessed
eSIS did so through watching school staff, reading
documentation that was readily available on the internet
and through some very simple trial and error on password
selections.

Safe and secure data in NC WISE is a primary concern.
For that reason, security must be a priority for everyone
involved in NC WISE.

Visit the NC WISE Security Administration Guide by
going to [www.ncwise.org/documents/training_group/
docs/Security/WISE_schl_SecurityAdministration.pdf](http://www.ncwise.org/documents/training_group/docs/Security/WISE_schl_SecurityAdministration.pdf).

We thank you for your cooperation regarding this
important subject matter.