

IT Newsletter – Volume 1, Issue 1

November 10, 2025

Welcome to Volume 1, Issue 1 of the IT Newsletter! The newsletter will be sent each semester and once during summer. Copies of each newsletter will also be posted to the IT webpage.

News & Updates

Classroom AV Refresh Project – Fall Semester and Into Spring

Over this past summer and into the fall we have replaced the audiovisual technology in roughly a third of the total 35 planned classroom upgrades in this project. The project will continue through winter and into spring term.

Upgraded IT Ticketing System – Coming Soon

We are putting the finishing touches on an upgraded IT Support Ticketing System which we hope to put into action later this term. Key features of the new system will include better communication via email status updates, bugfixes (fixing duplicate tickets) and eventually, a web interface to view tickets.

Windows 11 Upgrades Across Campus

Goodbye, Windows 10! The IT team has been upgrading our Windows systems to Windows 11 in stages. This project is an important component of maintaining system security across devices. Currently, this project is roughly 70% complete.

Supporting Additional Student-Use Laptops

Thanks to the hard work of many across campus, IT was able to assist in repurposing and procuring additional laptops for student use during the fall term.

Network and Infrastructure Improvements Continue

In addition to upgrading our core server and network infrastructure, IT has also continued to improve our email security systems.

FAQs and Tips

Artificial Intelligence – Tips for Using Copilot

All NVC employees have access to Copilot, Microsoft's AI offering. You will see the Copilot app icon directly in Outlook and Teams. Additionally, if you use Windows on your work computer, you can find the Copilot app on your computer by searching in the dock. If you use the Copilot application on your computer, be sure to sign in with your NVC credentials if prompted. Once you see a green shield icon, your prompts will be secured with enterprise data protection.



Cybersecurity Tips

As always, think before you click on links in emails. A few things to look out for include emails with a heightened sense of urgency, unusual or unexpected communications and anything that feels a bit off and causes you to pause. When in doubt, give us a call in IT and we are happy to help evaluate the message.

Add a Second Factor to Your NVC Account MFA

MFA is short for “Multi-Factor Authentication”. Many employees set up their phone as a second way to validate their identity when signing into campus systems. You can also set up a secondary backup MFA factor so that if you don't have access to your phone for any reason, you can still sign in successfully. Please let us know ahead of time if you plan on getting a new phone. We can help make sure the transition is as smooth as possible.

Important Reminders – IT Forms on NVC Website

IT forms for NVC employees are available on the IT webpage. We periodically update these forms, so it is best to go directly to the website to download the most recent version when you need to fill one out. Visit NVC IT online at: [IT \(Institutional Technology\)](#)

Meet the Staff

Peter Mentzer – Director of IT Operations

Peter manages the IT staff and the day-to-day operations of the department.

John Uboldi – Application Support Analyst

John started in the IT Department in January of 2012. Prior to coming to the College, he worked for 20 years developing accounting software. Here at the College, John supports Colleague, develops custom SQL reports for the staff, and develops custom processes which extract data from Colleague to be sent to our vendors such as Canvas, CourseLeaf, and Starfish.

Jerry Chung – Application Support Analyst

Jerry provides technical, procedural, and process support for designated functional areas related to application development and Enterprise Resource Planning (ERP) programming.

Issac Tekle – Network Administrator

Issac has recently joined the IT Team in November 2025 as our Network Administrator. Please say hello if you run into him on campus!

Jim Kisiel – Technology Technician

Jim provides endpoint management and technical support for network infrastructure.

Sheree Marcos – Technology Technician

Sheree Marcos is one of two Technology Technicians on campus. She is one of the first points of contact for the IT department, and handles issues relating to student accounts, checking out laptops, classroom technology, as well as all the procurement tasks relating to technology items on campus.

Choolwe Kalulu – Media Support Specialist

Choolwe provides AV (audiovisual) support to the campus

Tereasa Snowder – Media Services Technician

Tereasa provides AV (audiovisual) support to the campus

Contact Us

- Submit service requests via e-mail: support@napavalley.edu
- Location: Administration Building Room 1543
- Hours: Monday – Friday. 8:00am to 5:00pm
- Phone: (707) 256-7550