

## Annual Inventory Reminder

It's that time of year again!

### When:

Sept 21 thru Oct 13

### Where:

San Antonio College

### \*\*\*\*\* Quick Tips \*\*\*\*\*

#### Review your

Department Inventory.

Search the link below for

review: <http://inv.alamo.edu/Reports/Pages/Folder.aspx>

**Notify** Students and Staff to bring in any off-campus equipment.

This is the time to obtain an up-to-date Off Campus Agreement form.

**Conduct** a pre-inventory to ensure accountability of all items. This will help your department to be organized.

Please email Inventory Control for any questions or concerns at [dst-teaminventory@alamo.edu](mailto:dst-teaminventory@alamo.edu)

Online training is also available on AlamoTalent.

**100% Inventory is our Goal**



## This Issue

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## Announcing the New OTS Service Catalog

Office of Technology Services (OTS) is pleased to announce the availability of the OTS Service Catalog, a comprehensive way to access information about OTS' services. The new web-based Service Catalog presents a list of key services and affiliated information in one single location. With the new Catalog, San Antonio College community can easily access information about existing or new services, including service descriptions, contact information, procedures, eligibility and availability timelines.

The Service Catalog was developed to provide one central source of information in a standard format; it includes an A-Z listing to quickly locate information and a user friendly interface for simple navigation. Services are grouped by role and

service categories. OTS will continue to enhance the site through regular updates, thus providing accurate, current and timely information about new and changing services.

To access the OTS Service Catalog:

- Go to [www.alamo.edu/SAC/OTS](http://www.alamo.edu/SAC/OTS)
- Select the "Service Catalog" button located on the right
- Select the appropriate "user role"
- Select the desired "service category"

Browse the catalog and share your thoughts with us. We will use your input to enhance the overall service experience. For technical assistance while navigating the OTS Service Catalog, contact the College Helpdesk at (210) 486-0777.

## REDCAT AND FLEX SYSTEMS

The Redcat and Flexcat systems are audio solutions that can be used to overcome classroom noise and provide clear sound to all your students regardless of where in the classroom they may be seated or where the instructor may be standing. The Flexcat is designed for small group instruction and interaction. It provides



communication between groups and instructors to allow for group monitoring. The Redcat delivers clear audio of the instructor's voice, eliminates distractions, and allows students to hear everything the instructor is saying. Both devices are available for check-out through the OTS Service Center. For more information, contact 210-486-0030 or visit MLC 710.

## Featured Projects in Motion

### IT Service Level Agreement Project

OTS is developing a Service Level Agreement (SLA) that defines available key services and service response time expectations for technical support. The SLA will outline procedures for service requests. This will help SAC end-users properly request service and will help OTS provide service with adequate time to plan.

**Start:** 4/2015

**Expected Completion:** 8/2015

**Status:** In Progress

### Laptops Anytime Project

OTS is configuring a Laptop Lending Kiosk that will be installed at the MLC 2nd floor Moody Café area. Current SAC students will be able to checkout a laptop for 4-hour timeframes. This service will help students who need to borrow a laptop to work on course assignments while enjoying a beverage from the café.

**Start:** 5/2014

**Expected Completion:** 10/2015

**Status:** In Progress

## Why Use FootPrints?

Office of Technology Services uses a work order tracking system called Footprints to allow faculty and staff to put in service requests. The system is used to track problems, make requests and track changes. If you need assistance with campus-related technology issues, please submit a work order request describing the problem. To request expedient and timely completion service, it is important to submit a work order. Furthermore, the work order system helps our department to monitor, track resources and report on monthly service levels.

### To begin a request:

- Go to <http://footprints.alamo.edu>
- Log in with your workstation username and password
- Click on the "Login" button
- Select "New Request"
- Fill out the required fields
- Click "Save"

You can also browse the Knowledge Base for answers to common questions. For more information, please contact the college Help Desk at (210) 486-0777.

## Change Management

San Antonio College, Office of Technology Services (OTS) has established a formal Change Control Process based on an IT "best practice" to ensure all key technology changes are planned, controlled, coordinated and monitored. One of the primary goals is to ensure the appropriate communication of change events and also identify and manage changes that are potentially disruptive, in conflict or of unacceptable risk.

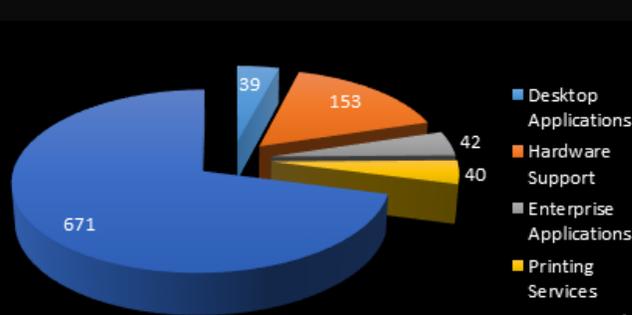
The Change Advisory Board (CAB) is a cross-functional team represented by key members of the OTS department. The CAB will be chaired by Manuel Rosado, Coordinator of College Technologies at SAC. The team will convene every Wednesday

to discuss prospective changes, system upgrades or maintenance. Typical discussions deal with potential impacts, best and worst case scenarios, targeted communications to affected users, back-out plans and timelines.

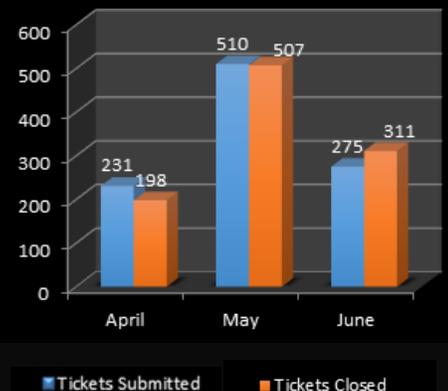
Currently, the process is focused primarily on major key changes, but as the process matures, we will expand the scope to include all major technology services and applications supported at SAC. For additional questions regarding the new change management process, contact Manuel Rosado at (210) 486-0783 or email [mrosado6@alamo.edu](mailto:mrosado6@alamo.edu).

## TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

### Top Five Services



### Help Desk Service Tickets 2015





## Physical Security

Today we carry cell phones, tablets and laptops everywhere we go. Data protection is especially important with these devices because they contain important information, such as, institutional data, personal contacts and banking information. Because of this, they are often targeted by thieves. There are several things you can do to help protect this valuable information:

- Make sure your devices have a password/passcode.
- Back up all your data on a regular basis. That way, if your laptop is lost, stolen or damaged you won't lose all of your information.
- When leaving your office make sure you lock your door, protect external drives and lock them in a secure place.
- If you plan on traveling, keep your devices concealed and near you at all times.

In the event of a loss or theft of Alamo Colleges' property, you must report it in a timely manner to your immediate supervisor and to the Department of Public Safety at Alamo Colleges. A copy of the police report should also be sent to Office of Technology Services and to the District Inventory Control Office.

REPORT ABUSE TO:  
**abuse@alamo.edu**

**What are eClips?** They are short instructional videos that describe how to use various systems and services available at San Antonio College.

eClips are available at any time, any place

**CHECK OUT THESE FEATURED ECLIPS BROUGHT TO YOU BY YOUR FRIENDS IN OTS!**

### Service Catalog

<http://bit.ly/OTS-Service-Catalog>

### eLumen

<http://bit.ly/eLumen-Training>

### Concourse Overview

<http://bit.ly/Concourse-Overview>

For a full listing of videos, visit the eClips website: [www.alamo.edu/sac/OTS/eClips](http://www.alamo.edu/sac/OTS/eClips)

## Software Request Process

San Antonio College has a centralized Software process that helps ensure compliance and compatibility with existing network architecture. It also streamlines utilization, reduces duplication, and provides highest levels of support. All new software packages need to be reviewed by the Software Compliance team within the Office of Technology Services (OTS) department to assure technical compatibility.

**TO REQUEST  
SOFTWARE  
EVALUATION**

- Access the [OTS SharePoint site](#)
- Select **Forms link**
- Complete the **Software Justification form**

For new software requests, your department Chairperson/Director should consult with the Dean or Division administrator for funding to support purchase of the software. After consulting with the responsible department, OTS will annually process software maintenance renewals using a centralized allocated budget.

For additional software questions, contact our College Software Coordinator, Hermelinda Lopez at (210) 486-0811 or via email: [sac-software@alamo.edu](mailto:sac-software@alamo.edu).



## OFFICE OF TECHNOLOGY SERVICES

### CONTACT INFORMATION

Helpdesk 210-486-0777  
OTS Phone 210-486-0030  
[www.alamo.edu/sac/ots](http://www.alamo.edu/sac/ots)  
sac-helpdesk@alamo.edu  
1819 N. Main Avenue  
San Antonio, Texas 78212

# Clickers Engage Students

Educators today are challenged to implement effective strategies and methods to keep students' attention focused on their learning. A powerful way to help increase student engagement is through the use of an audio response system (ARS) or student response system (SRS), commonly called "Clickers." Clickers promote an interactive learning environment, foster active student participation and serve as an early warning system for at-risk-students. Studies have shown that the use of clickers, when coupled with peer instruction, actually aids improvement of student

learning. In traditional classroom discussions, only one or two students get the opportunity to answer and share their understanding of the material being presented. Students disengage when they are unsure of the answers for fear of public embarrassment. Therefore, faculty can't really gauge if the other students know the correct answer. One of the key features of Clickers is the ability of all students to anonymously respond to faculty questions. Instructors project their polling, quiz or survey questions and students use the small handheld clickers to immediately respond.

Since answers are instantly calculated, the faculty can display results in a histogram, so both the students and instructor can gauge levels of understanding about material presented in real-time. This helps to create deeper discussion, critical thinking and interaction among the students. Several polling applications are also available on mobile devices. Students can now use their smartphones or tablets to respond to classroom polls. But don't take our word for it, come by our OTS Service Center at MLC 710 and try it out for yourself!

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## INSTRUCTIONAL TECHNOLOGY TRAINING

Register Today in AlamoTalent!

To register: Login to ACES > Employee tab > AlamoTalent >  Search for the training title > Click desired title to view available sessions > Scroll down to view dates > Click Request to the right of the date and time of your choice

### 01 Faculty Online Certification

Tues, 9/8, 8:00 AM  
Mon, 10/5, 8:00 AM

### Canvas 0: Canvas for Faculty (Online)

Tues, 8/4, 9:00 AM  
Fri, 9/4, 9:00 AM  
Fri, 10/2, 9:00 AM

### my4DX.com

Fri, 8/21, 2:30 PM  
Fri, 10/2, 10:00 AM

### 4DX Overview

Fri, 8/14, 9:00 AM  
Fri, 9/25, 2:00 PM  
Fri, 10/9, 10:00 AM

### Adobe X Professional

Wed, 8/12, 11:00 AM  
Tues, 9/22, 4:00 PM  
Thurs, 10/15, 4:00 PM

### BioSig ID Training

Thurs, 8/6, 5:00 PM  
Wed, 9/2, 8:30 AM  
Tues, 10/6, 6:00 PM

### Blackboard Collaborate

Mon, 8/10, 9:30 AM  
Tues, 9/1, 5:00 PM  
Wed, 10/14, 1:30 PM  
Fri, 11/13, 3:30 PM

### iPad Apps for Education

Thurs, 8/6, 8:30 AM  
Wed, 9/16, 10:00 AM

### "ACCESS"-ERIZE YOUR COURSE!

Tues, 8/18, 5:30 PM  
Wed, 9/9, 8:30 AM  
Thurs, 10/22, 3:30 PM

### Concourse: Faculty & Adjunct Faculty

Fri, 8/14, 3:30 PM  
Thurs, 9/3, 1:00 PM  
Mon, 10/12, 5:30 PM

### Part 2: eLumen Assessment Workshop

Wed, 8/5, 1:30 PM  
Thurs, 8/13, 3:00 PM  
Tues 9/29, 9:00 AM  
Fri, 10/23, 11:30 AM

## NATIONAL CYBER SECURITY MONTH

In recognition of the National Cyber Security Awareness month, San Antonio College will host Cyber Security Awareness events October 26 thru October 30, 2015. During this week, the Office of Technology Services and Computer Information Systems department will partner to engage and educate San Antonio College community through events and initiatives with the goal of raising awareness about cyber security. During the event, students and employees across San Antonio College will have opportunities to participate and have access to a wide variety of educational and awareness resources, including Awareness Workshops, a PC Repair Clinic, Information Booths and Door Prizes. We encourage everyone to "Stay Safe" and "Get Protected."