

Vision, Mission, and Goals

Vision: To be recognized for Excellence in Information Technology and Services.

Mission: To provide the San Antonio College community with reliable and secure information technology infrastructure and services.

Goals:

Support, Training and Emerging Technologies:

San Antonio College will promote technology fluency through effective support, training opportunities, and the adoption of new emerging technologies.

Network Services and Security:

San Antonio College will maintain a reliable and scalable network while mitigating security risks to insure confidentiality, integrity, and availability of critical information and systems.

Governance: San Antonio College will develop technology policies, standards, and practices that efficiently and effectively manage IT assets and meet the technology needs of the College.



This Issue

Quality Matters **P.1**

Service Level Agreement **P.2**

eClips/Windows 10 **P.3**

Educational Apps/Training **P.4**

Quality Definitely Matters at San Antonio College

As part of the district wide Quality Matters (QM) subscription, San Antonio College offers faculty opportunities to implement Quality Matters standards in online course design. QM is a faculty-centered, nationally recognized peer review process that is designed to certify the quality of online and blended courses. There are three major components in the Quality Matters Program: The QM Rubric, the Peer Review Process and QM Professional Development. Applying the QM Rubric (APPQMR) Workshop is the first available workshop on QM. It provides an in-depth exploration of the QM Rubric and its use in evaluating online courses. This free workshop is offered monthly at the San Antonio College Instructional Innovation Center, located in MLC 712. Register now and join the other experienced online faculty members who have successfully completed the APPQMR Workshop.



The course is delivered both using a face-to-face and online format. Departments can also request a face-to-face or an online workshop for faculty and staff with a minimum of 10 participants. In order to gain the QM peer reviewer credential, you must complete the Peer Reviewer Certification Course (PRC) in addition to completing the APPQMR Workshop. Serving as a peer reviewer is a great way to learn about the various design elements that impact online course quality, both to get ideas for your own teaching and also as an opportunity to share best practices with peer faculty members at San Antonio College.

To streamline our internal Quality Matters adoption processes, the Instructional Innovation Center along with the Quality Matters Advisory Taskforce are working to develop several support options. This includes a QM resource library and a QM standards based template to simplify online course design development.

To learn more, visit San Antonio College Quality Matters website (<http://www.alamo.edu/sac/QM>) or contact Lisa Ratliff-Villarreal, San Antonio College QM Coordinator via email: lratliff-villarr@alamo.edu.

Featured Projects in Motion

Annual Technology Fair Plan

OTS will develop a plan intended to outline the requirements to effectively implement an Annual Technology Fair. The actual fair is not part of this project, however the fair will be set in motion after administrative approvals are received. The purpose of the fair will be to showcase and build awareness of available technology and innovations amidst a fun and social setting.

Start: 1/2016

Expected Completion: 6/2016

Status: Not Started

DeepFreeze Management Console Implementation

To improve system administration efficiency, a DeepFreeze console will be installed to help OTS employees effectively administer systems by providing a central administrative console to schedule, secure, update and manage lab workstations.

Start: 10/2015

Expected Completion: 5/2016

Status: In Progress

Introducing the OTS Service Level Agreement

Office of Technology Services (OTS) is pleased to announce the creation of a Service Level Agreement (SLA) to provide you with a better understanding of our key services, priorities and responsibilities related to technology support. It serves as an agreement between OTS and all San Antonio College employees and students who use the technology and computing resources managed by OTS.

The SLA reflects our client-focused, services-based commitment to you. We commit to the following:

- Documenting and publishing key technology services that OTS provides.

- Providing predictable levels of service response.
- Announcing our responsibilities as a service provider on campus.
- Clarifying processes for requesting services.

The SLA is directly linked from our OTS Service Catalog at <http://www.alamo.edu/sac/ots>. The SLA will be reviewed annually and is subject to modifications in response to changes in technology services and support needs.

Office Security - Leaving for the Holidays

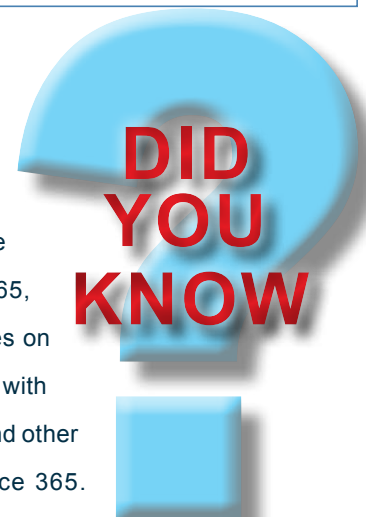
Holidays are the most wonderful time of the year where we spend time with our loved ones and are away from the workplace. Office of Technology Services is pleased to present the following technology security tips to keep your technology safe as you celebrate the season!

- Update your home computer. If you are using a Windows platform, visit www.update.microsoft.com and scan for updates.
- Turn off your office computer over the break unless you plan to remote access your computer.
- Enable password protection on your computer and all your mobile devices, including smart phones.
- Lock your offices and all portable devices in a secure cabinet.
- Backup your critical files on your office and home computer to an external hard drive or USB drive.
- Keep your anti-virus program updated on your home computer with the latest virus definition files.
- Shop online only with reputable vendors. Verify the sender before opening attachments.
- **Beware of Scams:** Do not share personal information, including passwords, bank accounts, social security, numbers, and credit card information.



Office 365 --- What Can It Do For You?

By now, you are most likely getting comfortable with basic Office 365 functions such as logging in from any computer and checking your email. Many of you may be managing your contacts and calendar as well. While managing email and calendars is a key necessity provided by Office 365, the system has much more to offer. Did you know you can place your files on OneDrive, work with them from anywhere on the internet and share them with your colleagues? Did you know you can instant chat with Lync? These and other functions are displayed across the top menu once you sign into Office 365.



WHAT ARE eCLIPS?

SAN ANTONIO COLLEGE
OFFICE OF TECHNOLOGY SERVICES

They are short instructional videos that describe how to use various systems and services available at San Antonio College. eClips are available any place at any time.

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

Weave Online - Mission Statement and Purpose

<http://bit.ly/1M3Ykxe>

Weave Online - Goals and Objectives

<http://bit.ly/1L8mKl4>

Weave Online - Measures Findings/Action Plans

<http://bit.ly/1L8mPFu>

For a full listing of videos, visit the eClips website: www.alamo.edu/sac/OTS/eClips

What's New with Windows 10?

The Windows 10 operating system is user-friendly and easy to navigate. The Start Menu returns with a mixture of the traditional Start screen's functionality and personalization features. It offers the brand-new Edge browser built from the ground up for speed, slickness, and surfing the web. Microsoft's personal assistant, Cortana, is a new addition that controls the operating system's search functions allowing you to search your hard drive, OneDrive, and business network for files. Virtual desktops enable you to switch between open apps across several desktops. Overall, Windows 10 has new, easy and efficient features that make it possible to interact with your device through Touch, Type, Write or Speak. OTS is currently testing this new operating system platform to ensure security and compatibility with our existing computing infrastructure. Once ready, OTS will announce plans for roll-out and college wide support.

OTS goes Live on the Social Network

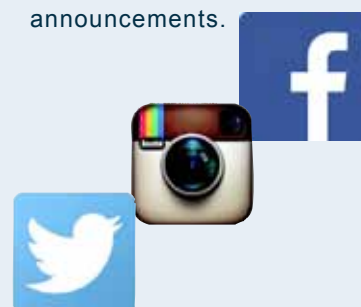
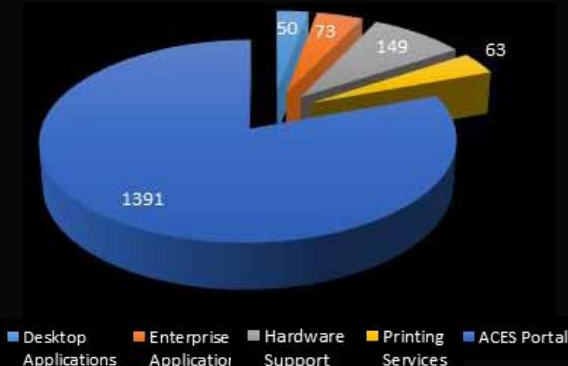
San Antonio College Office of Technology Services is adding Twitter, Instagram, and Facebook to better communicate with our employees and students. We invite you to join us as we explore this new method for communicating. If you already have Twitter, Instagram, or Facebook accounts, we encourage you to "FOLLOW" us on Twitter and Instagram and "LIKE" us on Facebook. In this fast-paced technological world, time and information are very important. Using these social media services allows us to easily and quickly provide you with news and important updates on technology at San Antonio College. If you don't have Twitter, Instagram or Facebook accounts, don't worry, we will also be communicating with you via our regular email and web announcements.

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Help Desk Service Tickets 2015



Top Five Services





OFFICE OF TECHNOLOGY SERVICES

CONTACT INFORMATION

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

Educational Apps

Students today are using some of the latest top-of-the-line mobile devices available. Here are some apps that will empower students to become more organized, focused and ready for school, utilizing the technology already at their fingertips.

Grammarly – Advertised as “the world’s most accurate online grammar checker,” Grammarly provides over 150 grammar checks. This application includes features such as, spell checker, plagiarism checker, searches for dangling modifiers, faulty parallelism, comma splices, run-on sentences, and subject-verb agreement.

Evernote – This is a mobile application that allows individuals to take notes, capture photos, create lists, and record voice reminders--all of which are completely searchable.

Google Goggles – Downloadable from Google Play, Google Goggles, allows you to search by taking pictures on your mobile device. Simply point a camera at a picture, painting, landmark, barcode, QR code, product, or popular image and Google Goggles will search its database. Then it will provide you with all available information regarding your image.

Quick Office – Another free application from Google, Quick Office lets you create and edit Microsoft Office documents, spreadsheets, and presentations on your Android phone or tablet.

Exam Countdown - Exam Countdown is an easy-to-use mobile application that helps students keep track of their exam dates. Simply enter the subject, as well as the date and time of your exams. Your screen will display a color-coded list with a daily countdown, to include hours and minutes remaining.

OTS Quarterly Issue 06 NOVEMBER 2015

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

FEATURED TRAINING

Applying the Quality Matters Rubric

(Face-to-face)

Fri, 11/20, 8:00 AM

Applying the Quality Matters Rubric

(Online 2 Wk Session)

2/16 to 2/29

3/29 to 4/11

Canvas Quickie for Face-to-Face Teaching Faculty SESSIONS OFFERED DAILY

Mon, 12/14, 1:30 PM

Thurs, 12/17, 10:00 AM

Mon, 1/4, 11:00 AM

Tues, 1/5, 2:00 PM

Blackboard Collaborate

Wed, 12/9, 10:30 AM

Mon, 1/4, 2:30 PM

Tues, 2/2, 5:00 PM

4DX Overview

Fri, 12/11, 2:30 PM

Fri, 1/8, 1:00 PM

Fri, 1/22, 9:00 AM

“ACCESS”-ERIZE YOUR COURSE!

Mon, 12/14, 10:30 AM

Tues, 1/5, 5:30 PM

Mon, 1/25, 10:30 AM

Tues, 2/9, 8:30 AM

BioSig ID Training

Wed, 12/2, 11:30 AM

Wed, 1/6, 3:00 PM

Thurs, 1/7, 10:00 AM

Adobe X Professional

Fri, 12/11, 11:00 AM

Thurs, 1/21, 4:00 PM

01 Faculty Online Certification

Tues, 12/1, 8:00 AM

Mon, 1/4, 8:00 AM

Tues, 2/2, 8:00 AM

Mon, 2/8, 8:00 AM

Intro to Windows 8

Tues, 12/15, 10:30 AM

Tues, 1/26, 2:00 PM

my4DX.com

Fri, 12/18, 9:30 AM

Fri, 1/8, 3:00 PM

Fri, 2/5, 8:30 AM

Canvas 0: Canvas for Faculty (Online)

Wed, 12/2, 9:00 AM

Tues, 1/5, 9:00 AM

Wed, 2/3, 9:00 AM

Concourse: Faculty & Adjunct Faculty

Tues, 12/1, 1:00 PM

Wed, 1/6, 8:30 AM

Thurs, 1/7, 3:30 PM

Turning Technologies Clicker Basics

Mon, 11/23, 10:30 AM

Thurs, 1/21, 2:00 PM

Unless otherwise noted, workshops are held at the MLC 712 Instructional Innovation Center (IIC).