

Client Satisfaction Survey

In November 2015, Office of Technology Services (OTS) conducted a customer satisfaction survey to evaluate technology services including campus technology support, instructional technology services, network operations, lab support, wireless access, etc. OTS received 569 responses from faculty, staff, students and administrators who were asked to participate in this survey. The rate of response was very helpful in providing sound and factual feedback to help us identify areas where we are performing well and those that need to be improved. Overall measures for IT Services trended upward, from 64% to 88%. OTS will use the results of the survey to improve upon services in the year ahead.



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San Antonio College Unveils Laptop Lending Kiosk

The Office of Technology Services is proud to introduce a new self-service Laptop Lending Kiosk located at the Moody Learning Center, 2nd Floor beside the Moody Café. Similar to an ATM machine that dispenses cash and Redbox machines used for video rentals, the new Laptop Lending Kiosk will enable actively enrolled students to borrow laptops at their convenience. The kiosk holds 6 Dell and 6 MacBook Pro laptops that could be checked out by any currently enrolled SAC student for a maximum of three hours at no cost; simply by scanning their student identification card. First-time users will receive a temporary passcode via their ACES email. The laptops in the kiosk provide a variety of standard software used on campus.



Laptops come with restrictions, Terms of Use, and are equipped with security sensors. Students are advised to remain on the Moody Learning Center, 2nd Floor while using the laptops. Borrowers are financially responsible for lost or stolen computers. Once the device is returned to the kiosk, the lending machine will wipe the laptop clean, scan for any technical issues and charge the battery. San Antonio College will evaluate the use of the Laptop Lending Kiosk and results will determine if additional kiosks will be added around campus. We expect this innovative service to greatly improve San Antonio College student's access to technology.

For more information on the Laptops Anywhere initiative, check out the Laptop Lending Kiosk section of our [Service Catalog](#).



Featured Projects in Motion

Lab Manager Software Implementation

The current lab tracking software at San Antonio College has become outdated and is no longer supported by the vendor. As a result, OTS is exploring various software options that can effectively track lab visits, website visits and software usage. Once a new tracking software is identified, it will be installed in open computer labs on campus.

Start: 10/2015

Expected Completion: 5/2016

Status: In Progress

Payment Card Industry Data Security Standards (PCI DSS) Compliance

Many computer workstations on campus are authorized to accept payment cards (i.e., credit, debit and prepaid cards) to pay for services and products. These machines are required to comply with the Payment Card Industry Data Security Standards (PCI DSS). OTS Network team will work closely with District ITS Security office to self-audit systems on campus and to ensure appropriate security controls are in place.

Start: 11/2015

Expected Completion: 8/2016

Status: In Progress



OTS Performance Measures Dashboard At-a-Glance View!



As a next step to improve department accountability and transparency, OTS will begin publishing monthly key IT metrics through an electronic dashboard beginning February 2016. The purpose is to effectively showcase our unit productivity, efficiency and impact of technology services on campus. As we continue to collect and track performance data, we intend to update the site with new content and drill-down data to exhibit detailed information. Our first TV display with IT metrics is located at the OTS Service

Center, MLC Building, Room 710.

Our metrics dashboard is also available through an online web site, linked to our OTS web page. To access this site, go

to: <http://www.alamo.edu/sac/ots>.

Select *Service Catalog* and go to the *IT Metrics* button on the lower right. With this new initiative, we hope to improve data access, transparency and consistency while tracking data trends over time to support strategic decision making. If you have feedback to offer on the metrics or visuals, please email us at sac-it@alamo.edu.

Trending Technologies: Yammer

Yammer, a private social networking platform, is a great way to build connections within the classroom. As a part of Office 365, Yammer is a free application to Alamo College faculty, staff, and students. Teachers across the world are using Yammer to increase access and encourage student engagement. Students can use the Yammer app on any

computer or mobile device allowing for "anytime, anywhere" learning. Faculty can use Yammer in a variety of ways, to include posting reading materials, energizing class discussion related to lecture topics, and even to encourage students to post thoughts and questions for other class members.

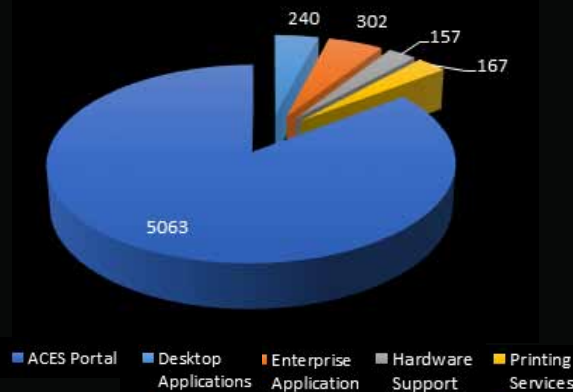
To learn more about Yammer and other applications available from Microsoft 365, visit <https://products.office.com/en-us/student/office-in-education?tab=teachers>

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Help Desk Service Tickets NOV 2015 -- JAN 2016



Top Five Services





WHAT ARE eCLIPS?

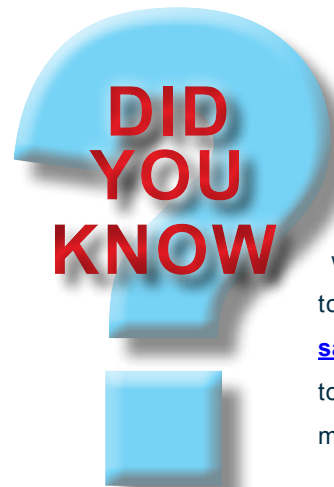
They are short instructional videos that describe how to use various systems and services available at San Antonio College. eClips are available any place at any time.

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

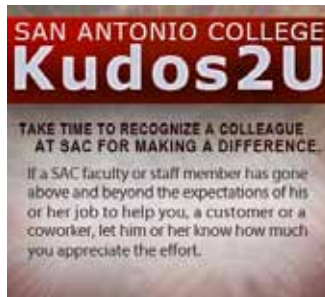
Accessing Final Grades in ACES	Recording Final Grades in ACES	Laptop Lending Machine
http://bit.ly/Check-Final-Grades	http://bit.ly/Record-Final-Grades	http://bit.ly/LaptopLendingKiosk
For a full listing of videos, visit the eClips website: www.alamo.edu/sac/OTS/eClips		

Thin Is In!

A few years ago, San Antonio College adopted a new technology known as "Thin Clients." Thin Clients have keyboards and mice connected to monitors that access software and information through a "central computer" or "server." Currently, we host over 800 Thin Clients that are distributed in approximately 30 computer labs on campus. Similar to traditional PC's, these computers allow students to surf the web, check email, print using a Go-Print station and use standard software applications. There are several advantages to implementing this technology, including reduced support costs, acquisition costs and security incidents. Furthermore, Thin Clients save energy since they consume an average of 8-20 watts compared to 150 watts for a traditional PC.



Employee recognition is one of the most powerful tools available to any organization. San Antonio College recognizes this and provides many methods by which you can do just that. Did you know that the SAC SharePoint homepage has a place to provide written recognition for all employees to see? Simply go to: share.alamo.edu/sac and click on the Kudos2U image to let your fellow employees know how much you appreciate them!



Social Networking Privacy

Information sharing has become extremely easy on social media sites, such as Facebook, Twitter, and Instagram, etc. Social networking can be used to keep in touch with friends, new contacts, family members and those with similar interests. However, identity thieves, scam artists, stalkers, and corporations also rely on social media to gather information about consumers. Criminals take advantage of the increasing number of users and the enormous amount of information exchanged.

Take These Precautions:

- Do not post private or confidential information
- Ensure appropriate anti-virus software, firewalls and anti-malware programs are installed
- If posting images, make sure they are private and only viewed by people you trust
- Use strong and unique passwords
- Familiarize yourself with social media security settings

Enjoy social media, but exercise caution and be alert for fraudulent activity.

Like us
[Facebook.com/SACTechConnect](https://www.facebook.com/SACTechConnect)



Follow us
[Twitter.com/SACTechConnect](https://twitter.com/SACTechConnect)





OFFICE OF TECHNOLOGY SERVICES

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Mediasite for Lecture Capture and Video Content Management

Mediasite is a district-wide system available for employees to capture lectures, digitally record and stream videos, presentations and trainings. Employees can record the videos using one of the Mediasite systems available at specific locations on campus or by downloading the “MyMediasite” application on an office computer or laptop. Once the video is edited and ready, it can be easily published to a secure Mediasite Catalog. Videos can also be linked within Canvas, our Learning Management Solution or on a department website to facilitate on-demand access,

anytime, anywhere. Mediasite is a useful technology and can help improve student engagement in a flipped classroom setting. There are several benefits to using Mediasite, including, recording class materials and live events, capturing lectures and demonstrations, creating conference presentations, conducting online training, distributing videos across the network and archiving videos. Furthermore, the system allows users to review recordings multiple times on complex topics and can serve as a great study resource in preparation for

exams. In addition, Mediasite supports Assistive Technology with automated and searchable closed captioning and indexing of topics, voice search features and customizable viewing for full or split screen combinations. For more information and steps to get started, contact the Instructional Innovation Center at the Moody Learning Center Building, Room 712. Our lab has MyMediasite recording capabilities and staff members are available to help you get started with Mediasite.

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 2 face)

Fri, 5/20, 8:00 AM
 Thurs, 6/2, 8:00 AM
 Wed, 6/22 & 23, 1:00 PM
 Thurs, 7/14, 8:00 AM
 Sat, 8/13, 8:00 AM

Applying the Quality Matters Rubric

(Online 2 Wk Session)
 Tues 6/7, Mon 6/20
 Thurs 7/7, Wed 7/20
 Thurs 9/1, Wed 9/14

Canvas Quickie for Face-to-Face Teaching Faculty

Grade Book Focus
 Wed 6/8, 1:00 PM
 Thurs, 6/23, 8:00 AM
 Mon, 7/25, 10:00 AM

4DX Overview

Thurs, 5/27, 9:00 AM
 Wed, 6/1, 4:00 PM
 Thurs, 7/7, 10:30 AM
 Fri, 8/5, 9:30 AM

my4DX.com

Thurs, 5/27, 11:00 AM
 Wed, 6/1, 6:00 PM
 Thurs, 7/7, 12:30 PM
 Fri, 8/5, 11:30 AM

01 Faculty Online Certification

Mon, 6/6, 8:00 AM
 Fri, 7/1, 8:00 AM
 Fri, 8/5, 8:00 AM

Canvas 0: Canvas for Faculty (Online)

Thurs, 6/2, 9:00 AM
 Fri, 7/1, 9:00 AM
 Fri, 8/5, 9:00 AM

Adobe X Professional

Thurs, 5/26, 4:00 PM
 Mon, 6/27, 5:30 PM
 Tues, 7/12, 4:00 PM

“ACCESS”-ERIZE YOUR COURSE!

Thurs, 6/23, 5:30 PM
 Tues, 7/12, 8:30 AM
 Wed, 8/10, 3:30 PM

BioSig ID Training

Tues, 5/31, 5:30 PM
 Mon, 6/13, 10:00 AM
 Thurs, 7/21, 1:00 PM

Blackboard Collaborate

Tues, 6/14, 5:00 PM
 Mon, 7/11, 1:00 PM
 Wed, 8/3, 3:00 PM

Concourse: Faculty/ Adjunct Faculty

Tues, 5/24, 11:30 AM
 Mon, 6/27, 11:30 AM
 Tues, 7/12, 6:00 PM

Turning Technologies Clicker Basics

Thurs, 6/23, 9:00 AM
 Wed, 7/20, 1:00 PM
 Tues, 8/30, 10:00 AM

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