

**Employee  
Spotlight****Yvonne Galindo**

Office of Technology Services is excited to welcome Yvonne Galindo! She comes with over seven years of experience in Instructional Technology and most recently served as Instructional Technology Facilitator for the Edgewood ISD.

Yvonne, in her current role as an Instructional Technology Supervisor, will be responsible for Instructional Technology Support, Training Services, Project Management and will provide leadership to the Instructional Innovation Center and the Student Mega Lab team(s). She is a Life member of the San Antonio Livestock Expo and is a member on the Wine Committee. She enjoys raising, training and caring for dogs.

**Summer Internship: A Growing Option for ITSA Students**

Each summer, San Antonio College Office of Technology Services (OTS) welcomes a new group of interns who are eager to participate in technology projects and to begin what may become their lifelong career in the field of technology. This year, ten talented high-school Information Technology Security Academy (ITSA) students successfully participated in a two-month long program. The students were mentored and supervised by full-time OTS staff members. The Summer Internship Program allowed students to receive work experience that will be vital towards expanding their resumes. "The overall goal is to expose students to the variety of technology-based career opportunities and educational opportunities available at San Antonio College," said Irene Sanchez, Internship Program Lead for the Office of Technology Services department. In addition to assisting or supporting day-to-day technology projects, such as, technology

store merchandising, computer installations, desktop replacements, department moves, laptop cart system updates, wireless strength assessment, digital signage system maintenance and graphic design, students also participated in an orientation session,

department tour, technology planning focus group, soft-skills training workshop and an end-of program video presentation project. At the end of the program, students received certificates of completion and were recognized for their hard work and commitment.

"ITSA student summer internship program has been a win-win situation for everyone involved," Usha



Venkat, San Antonio College Director of Information Technology explained. "Students were able to work on projects directly related to their field of study, while contributing to essential IT projects that help provide more effective IT services to members of our college community."

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## Featured Projects in Motion

### Project Management Solution Transition

After six years of using the Easy Projects Management System, SAC OTS has decided to transition to the Workfront Project Management System to better align SAC OTS project management processes with those used by District IT. SAC OTS will work with District IT during this transition.

Start: 3/2017

Expected Completion: 10/2017

Status: In Progress

### Updated Hardware and Software Procedures

SAC Hardware and Software compliance teams at OTS worked hard over the summer to simplify all hardware and software management procedures to minimize downtime, ensure compliance, reduce risks and streamline operations. New procedures are available within OTS SharePoint and IT Policies and Procedures.

Start: 2/2017

Expected Completion: 10/2017

Status: In Progress

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## Ransomware is a Serious Threat! Be Aware!

Ransomware is a form of malware designed to lock files on your computer and then entice you to pay ransom in order to gain back access to these files. This type of malware has grown in sophistication and is now capable of encrypting all files on your computer and network drives. In many cases, these files cannot be retrieved. Ransomware is typically spread through phishing (a type of email or texting fraud) that contains malicious attachments or by visiting infected websites.

While San Antonio College technology department is closely working with District IT Security Office to prevent these kind of attacks from happening, there is no way to guarantee that our institution will not be affected by this kind of attack in the future.

As a San Antonio College computer user, you can take several steps to protect yourself from ransomware:

- Make sure your anti-virus software and operating system are up to date
- Make sure all application software are up to date
- Backup your system often
- Never respond to SPAM emails
- Avoid clicking on links you do not recognize
- Never download files from individuals you do not know

Please remember, IT security at San Antonio College remains everyone's responsibility. San Antonio College encourages discussions of IT security issues and concerns. Report IT security abuse to [abuse@alamo.edu](mailto:abuse@alamo.edu) or by calling the helpline at (210) 485-0555.

## SAC Tech Store One Year Mark

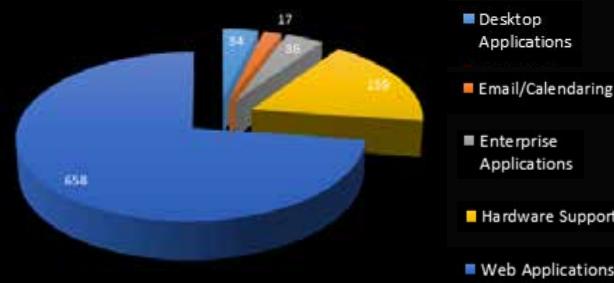
A year has passed since the doors first opened at the SAC Tech Store, and it continues to thrive today. The store is also home to the Innovation Gallery and the Media Cove, which have been showcased throughout the year during multiple events such as the Fall Into Savings Event, Black Friday Sale, and Fiesta Employee Appreciation Event. The year has also brought new amenities such as the Tech Ranger Service Center, where all SAC community members can get their laptops, tablets, and phones serviced by an Apple Certified Technician. The store continues to grow, recently announcing its plans for the future, to include selling Apple watches, accepting trade-ins, and initiating a laptop loaner program. For more information on the SAC Tech Store, log on to [www.sactechstore.org](http://www.sactechstore.org).

## TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

### Help Desk Service Tickets MAY 2017 - JULY 2017



### Top Five Services MAY 2017 - JULY 2017



## Vishing: Phone and Online Fraud

Vishing (a combination of the words “voice” and “phishing”) is essentially a phishing attack that is executed through an automated phone call or text. A common example is when you receive a call that your bank account is locked and that you need to confirm your credit card and PIN information.

This type of “social engineering” is rapidly becoming an emerging fraud trend.

Protect yourself against vishing attempts by being suspicious of all unknown callers. A legitimate company will never reach out to you to request sensitive information or access your device. Never provide credit card information or other confidential information to anyone who calls you. If you do get a call requesting this information, hang up the phone and call the number listed on the back of your cards to verify the legitimacy of the call. If you suspect that you are a victim of vishing, please contact our helpdesk or send an email to [abuse@alamo.edu](mailto:abuse@alamo.edu).

## 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 FRIENDLY OTS STAFF!**

**How to Submit a WIG Close Out Form**

<http://bit.ly/WigCloseOut>

**How to Submit a 4DX Service Request Form**

<http://bit.ly/4DXServiceRequest>

FOR A FULL LIST OF VIDEOS, VISIT THE ECLIPS WEBSITE: [www.alamo.edu/sac/OTS/](http://www.alamo.edu/sac/OTS/)

## SAC Recognized for Digital Technology

San Antonio College recently ranked ninth in the country in the annual Digital Community Colleges Survey presented by the Center for Digital Education, a national research and advisory institute specializing in higher education technology trends, policy and funding. The survey recognized how community colleges use a range of technologies to improve services to students, faculty, staff and community at large. This marks the second time that San Antonio

College has been honored as the best in the category, which included community colleges with more than 10,000 students. “This year’s survey indicates community colleges are continuing to improve efforts at creating cost-effective platforms and open education resources, mobile environments, real-time resources, telepresence robots and more to create robust online and mobile environments for their students,” said Dr. Kecia Ray, Executive Director for the Center for Digital Education.

**DID YOU KNOW**

### Media Cove

Did you know that the SAC Tech Store Media Cove is available to book for seminars, meetings, classes, workshops, and

more! The Media Cove has a wall that doubles as a green screen backdrop for video production, a 75” TV with Apple TV to stream Apple devices, movable furniture that allows for collaborative sessions, and a projector for presentations. Contact the SAC Tech Store at 210-486-0942 and ask an associate for more details.





## 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](mailto:sac-helpdesk@alamo.edu)

**1819 N. Main Avenue**

**San Antonio, Texas 78212**

# Affordable Learning Through OER Adoption!

San Antonio College has started crafting a strategy to support the development and use of high-quality Open Educational Resources (OERs). These include educational materials such as course textbooks, research articles, videos, assessments, simulations, etc., that are either licensed under an open copyright license like Creative Commons or in the public domain. In both cases, every person in the world enjoys free access to the OER and free permission to engage in the “4R” activities when using the OER: revise, reuse, remix, or redistribute. This allows you to adapt and improve the OER so it better meets your needs, use the original or your new version of the OER in a wide range of contexts, and make copies and share the original OER or your new version with others. OER represent multiple opportunities to innovate in the teaching and learning context, including the ability to dramatically improve the affordability of

education and enable better personalization of instruction and provide an immediate, proven way to make education significantly more accessible for students.

Education is a matter of sharing, and the OER approach is designed specifically to enable efficient and affordable sharing. OER provide instructors with free and legal permissions to engage in continuous quality-improvement processes, such as incremental adaptation and revision, empowering instructors to take ownership and control over their courses and textbooks. OER allow the full technical power of the Internet to be brought to bear on education with free sharing of educational resources with educators across the world.

For more information, visit the SAC OER webpage at <http://alamo.edu/sac/OER>

This content is an adaptation of David Wiley and Cable Green's CC BY-licensed chapter from the Educause book Game Changers.

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## INSTRUCTIONAL TECHNOLOGY TRAINING - Register Today in AlamoTalent!

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

### Applying the Quality Matters Rubric (face 2 face)

Th/F 9/28 & 9/29, 5PM to 9PM

Fri 10/6, 8:00 AM – 5:00 PM

Sat 10/21, 8:00 AM – 5:00 PM

Fri 11/10, 8:00 AM – 5:00 PM

### Applying the Quality Matters Rubric

(Online 2 Wk Session)

Tues 10/24 - Mon 11/7

Tues 11/14 - Mon 11/28

### Canvas Tools (Online)

Tues 10/3, 9:00 AM

Tues 11/7, 9:00 AM

### SAC Online Teaching Certification

Mon 10/23, 8:00 AM

### Canvas Quickie for Face-to-Face Teaching

Grade Book Focus

Thurs 10/12, 10:00 AM

Tues 11/14, 3:00 PM

### “ACCESS”-ERIZE Your Course!

Tues 10/3, 3:30 PM

Fri 12/1, 11:00 AM

### BioSig ID Training

Thurs 9/28, 4:00 PM

Mon 10/16, 11:00 AM

Fri 11/17, 3:00 PM

### Word 2016-The Basics

Tues 9/19, 9:00 AM

Mon 10/2, 10:00 AM

Wed 11/15, 10:00 AM



## Free Training! Apple Teacher Program!

Apple Teacher program is a free, self-paced training program for educators. Program includes tips, learning materials to help faculty discover the power of Apple tools in the classroom. To learn more, access <https://appleteacher.apple.com/>