

Employee Spotlight



Chris Arriaga

Christopher R. Arriaga is an Information Systems Specialist in the Office of Technology Services department. He provides support to our administrative offices and is an Apple Certified MAC Technician (ACMT). He is native to San Antonio and has been married for four years. His wife has been his biggest supporter and has inspired him to pursue his education. He received his Associates from St. Philip's College. He loves interacting with the clients. He selected the IT field because he likes learning new technology. He enjoys spending time with his 18-month-old son in the park. Being a father has been one of the most rewarding parts of his life. Family time is vital to his well-being.

INTRODUCING THE MobileSAC App



San Antonio College Unveils New MobileSAC App!

San Antonio College is delighted to announce the launch of our official college mobile app, MobileSAC, which is now available on Google Play and the Apple App Store.

The Mobile SAC app is your personal guide to San Antonio College. The app provides many features including mobile access to ACES, Canvas, campus maps, directories, college events, social media, wayfinding tools, dining, transit options and more. Prior to the app launch, the Office of Technology Services held several focus groups to collect feedback from end

users. The feedback and responses received was positive and helped shape the app that is available today.

In addition to providing access to key services, Mobile SAC helps students and employees navigate around the San Antonio College main campus. An intuitive 3D map

provides turn-by-turn directions and location-based content within our campus. The wayfinding application also helps visitors and students easily identify key points of interest

on campus. With this new app, information you need is right at your fingertips.

“We are beyond excited to partner with Modo Labs to create a service that will enhance the college campus experience for our students, faculty and staff,” said Usha Venkat, Director of Information Technology. “This is just the beginning; the app will continue to evolve as we continue to connect key systems and services to our official college mobile app.”



We are always looking to improve the mobile app experience. Select the Feedback feature of the mobile app to share your thoughts. For more information about the MobileSAC App visit alamo.edu/sac/mobilesac site. For Tech Support, call 210-486-0777 or email sac-helpdesk@alamo.edu.

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Featured Projects in Motion

iTunes U

The SAC Office of Technology Services is working on implementing iTunes U for San Antonio College. iTunes U will serve as a library of digital resource collections and courses and will allow content to be shared with students who use iPads as part of their course work.

Start: 10/2017

Expected Completion: 3/2018

Status: In Progress

Loan Equipment

Check-In/Out Process

Automation

The SAC Office of Technology Services is working on converting the current Loaner Equipment Program Check In/Out process to a paperless solution. The goal is to automate the process workflow and simplify the process.

Start: 1/2018

Expected Completion: 8/2018

Status: In Progress

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San Antonio College Printer Upgrades

As part of a new District-wide contract, 92 printers (Dell/HP/Lexmark) were replaced and upgraded with new HP printers at San Antonio College. The project was led by District Finance & Administration in close coordination with District Information Technology Services and College Technology Services. The project began on 12/14/2017 with the pilot of 7 printers.

The deployment continued 1/29/2018 to 2/1/2018 and 85 printers were upgraded. The new printers are leased through The Stewart Group, which will provide supplies and maintenance. For supply or printer issues, employees can contact The Stewart Group Help Desk at 210-858-8568. If there is a need to escalate issues related to The Stewart Group Help Desk, employees can contact the SAC Help Desk at 210-486-0777.

ITC 2017 Award for Excellence in eLearning - Outstanding Support for Faculty or Students



Yvonne Galindo and Usha Venkat accept the ITC 2017 Award in Arizona

The Instructional Technology Council eLearning Award recognizes use of innovative technology support strategies in support of faculty and students. The award serves as a true testament to the outstanding work and commitment displayed by both our Instructional Technology and Technology Support Services teams. Furthermore, we have a great partnership with the Teaching with Technology Committee and the collaborative effort was key to achieving this award.

This award was highly competitive and recognized outstanding achievements of technology service providers in the higher education sector. San Antonio College was selected among six community college nominees.

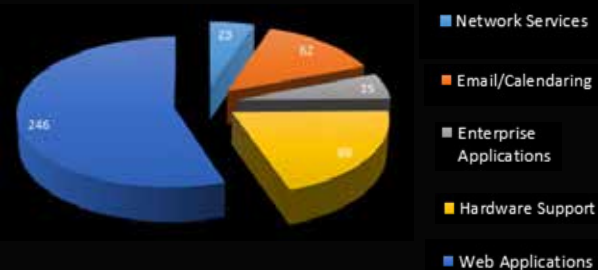
Both Usha Venkat, Director of Office of Technology Services and Yvonne Galindo, Instructional Technology Supervisor, attended the 2017 ITC eLearning Conference in Tucson, Arizona to receive this award.

TRACKING TECHNOLOGY SERVICES IT Help Desk Statistics

Help Desk Service Tickets JAN 2018 - FEB 2018



Top Five Services JAN 2018 - FEB 2018



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!

MobileSAC App Virtual Tour

<http://bit.ly/MobileSAC>

How to Sign Up Students in Qless

<http://bit.ly/SignIntoQLess>

FOR A FULL LIST OF VIDEOS, VISIT THE ECLIPS WEBSITE: www.alamo.edu/sac/OTS/

OTS Client Satisfaction Survey Update

The results of the 2017 Office of Technology Services Client Satisfaction Survey are in and we are proud to announce that OTS has received a 92% overall client satisfaction rate. The findings underscored the importance respondents placed on connectivity and reliability, and shared specific interest

in enhancing classroom technology, wifi access and outlets, increased data storage, upgraded equipment and infrastructure, and more access to assistive technology. OTS will use these findings to help determine how to enhance your experience at SAC.

Equipment Moves

Did you know that moving computer equipment or phone devices without OTS involvement can inadvertently result in the loss of vital information as well as interfere with 911/emergency responses? Please help us keep our inventory database up to date and help ensure we are all following correct protocol by contacting the Office of Technology Services when you are in need of assistance with moving technology equipment. For additional questions, please contact your Zone Leader or our IT Asset Manager 210-486-0583.

**DID
YOU
KNOW**

Do I need to encrypt my data?

Using encryption to protect sensitive data is highly recommended. Sensitive data, if stolen, can lead to damage for yourself or San Antonio College as a whole. Examples of sensitive data include social security numbers, credit card numbers, grade information, health records, and more.

Encryption software works by converting "plain text" data (that can easily be read) into encrypted data via use of complex mathematical operations and a unique key. An encryption key works the same way keys do to unlock a door. The Office of Technology Services is currently working on an initiative to encrypt all College managed laptops that access or store sensitive data.

For more information about encryption, please contact our SAC Help Desk at (210) 486-0777.

To report misuse of online data, please contact our helpdesk or send an email to abuse@alamo.edu.



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

Accessibility Compliance: The What and the How

Teaching and learning today involves a variety of digital content, including Word documents, PDF files, PowerPoint slides, audio and video recordings, images and web links. Students with special needs may have difficulty using such materials. To that end, San Antonio College provides many resources to help you evaluate and improve the accessibility of your course to better serve our diverse community.

The Office of Technology Services Instructional Technology unit is committed to providing technology training and support resources such as accessibility workshops, computer lab resources, and video captioning services that comply with accessibility standards so all students can fully participate in our mission of learning.

Attend our monthly workshop on accessibility to learn more about the challenges for web and

media. Learn how to create accessible Word and PowerPoint documents, tag images and caption videos. Our Instructional Technology team is also in the process of developing a self-paced online training that covers aspects of both accessible course design and delivery. Register for the training through AlamoTalent or call 210-486-0044 for more information.

Furthermore, to serve our students with visual impairments or learning disabilities, adaptive workstations are available within the Student Mega Lab with accessible software for student use. Finally, as part of a District-wide service, faculty and staff can request free captioning services by submitting a FootPrints request. Captioning video content is more than just meeting accessibility requirements; it can open new ways to improve student engagement and learning outcomes.

OTS TECH BYTES Issue 12 MARCH 2018

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 4/18 & 4/19, 5PM to 9PM
Fri, 5/18, 8:00 AM – 5:00 PM

Applying the Quality Matters Rubric

(Online 2 Wk Session)
Tues 4/24 - Tues 5/8

SAC Online Teaching Certification

(Online 8 Wk Session)
Mon 4/16 – 6/3, 8:00 AM

“ACCESS”-ERIZE Your Course!

Mon 4/9, 2:00 PM
Thurs 4/26, 10:00 AM
Mon 5/14, 10:30 AM
Tues 5/29, 1:00 PM

BioSig ID Training

Wed 4/4, 1:00 PM
Tues 4/24, 10:00
Wed 5/2, 10:30 AM
Tues 5/22, 1:00 PM

Closed Captioned Video

Wed 4/25, 10:30 AM

Canvas Quickie for Face-to-Face Teaching Grade Book Focus

Tues 4/3, 1:00 PM
Tues 5/1, 1:00 PM

Excel Training

Wed 4/11, 1:00 PM

Word 2016–The Basics

Tues 4/10, 10:00 AM

For more information or to request a training, contact Yvonne Galindo: ygalindo2@alamo.edu
210-486-0044

ALAMO COLLEGES DISTRICT
San Antonio College

SAC TECH STORE
SHOP-LEARN-EXPLORE

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- Try Before you Buy
- Equipment Trade-In Options

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Map showing location: W Evergreen St, N Main Ave, W Park Ave.



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